



BUREAU OF FISHERIES AND AQUATIC RESOURCES

CITIZEN'S CHARTER

CY-2023 (3rd Edition)



BUREAU OF FISHERIES AND AQUATIC RESOURCES

I. MANDATE

"To increase fisheries and aquaculture resiliency and production within ecological limits by adopting appropriate and socially inclusive policies, programs, and projects."

II. VISION

"A gender-equitable and socially-inclusive institution that excels in climate-adaptive and sustainable fisheries and aquatic resources management, providing quality service toward food fish sufficiency, food security, and improved lives of fisherfolk by 2024."

III. MISSION

"To ensure sustainable use of fisheries and aquatic resources by empowering fisherfolk towards productivity and resiliency."

IV. SERVICE PLEDGE:

We commit to:

F Further provide quality administrative and technical assistance to clients and stakeholders specifically aimed at increasing resource productivity, improving resource use efficiency, and ensuring the long term sustainability of the country's fishery and aquatic resources;

I Improve our frontline services to meet the clientele and stakeholders' increasing demand for fast and efficient service, transparency and accountability;

S Subscribe to local and international best practices and conduct in all, frontline services, office processes and adopt high quality assurance standards;

H Humbly respond to inquiries swiftly, efficiently and with utmost courtesy through our Public Assistance Counter Desk (PACD) at the Anti-Red Tape Unit (ARTU) office at Ground Floor Lobby, Fisheries Building Complex, BPI Compound, Barangay Vasra, Visayas Avenue, Quezon City from Mondays to Fridays, 8:00 a.m. to 5:00 p.m. and even beyond as warranted by the circumstances and demands from the public;

E Ensure strict compliance with quality service standard in the delivery of frontline services towards creativity and innovative approaches to uplift public service;

R Readily offer a wide range of quality frontline services which are easily accessible and affordable to the general public by giving value to every client's comments, suggestions and complaints;

I Individually strive to nurture an efficient, enthusiastic and competent workforce with appropriate technologies and competencies for better service to our clientele;

E Enlighten the public with 24/7 access to the BFAR website (<http://www.bfar.da.gov.ph>) and;

S Simplify procedures to speed up frontline transactions within the BFAR premises.



BUREAU OF FISHERIES AND AQUATIC RESOURCES

CENTRAL OFFICE

EXTERNAL SERVICE
(FRONTLINE SERVICE)

PART I

CY-2023 (3rd Edition)

PART I:

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BFAR- Fisheries Inspection and Quarantine Division FISHERIES CERTIFICATION SECTION (FCS)

LOCAL:

1. Issuance of Local Transport Permit (LTP) for Regularly Transported Species

2. Issuance of Domestic Health Certificate (DHC) for Transboundary Movement of Fish and Fishery/Aquatic Products

EXPORT:

3. Issuance of Sanitary Health Certificate (SHC) for Export of Fresh Chilled, Frozen Fish and Fishery/Aquatic Products

4. Issuance of Sanitary Health Certificate (SHC) for Export of Live Food Fish and Live Tropical/Ornamental Fish

5. Issuance of TRACES-NT Sanitary Health Certificate for Export of Fish and Fishery/Aquatic Products

6. Issuance of Export Commodity Clearance (ECC) for Fresh Chilled, Frozen Fish and Fishery/Aquatic Products

7. Issuance of Export Commodity Clearance (ECC) for Shells and shellcrafts, Live Food Fish, Live Tropical/Ornamental Fish and Dried Fish and Fishery/Aquatic Products

IMPORT:

8. Issuance of Certificate of Accreditation as Importer under FAO 195

9. Manual Issuance of Sanitary and Phytosanitary Import Clearance (SPSIC) for research/sample and one time shipment of regularly transported species

10. Manual Issuance of Sanitary and Phytosanitary Import Clearance (SPSIC) for research/sample and one time shipment of alien/exotic species

11. Online Issuance of Sanitary and Phytosanitary Import Clearance (SPSIC) for Wet Market under FAO 259

12. Online Issuance of Sanitary and Phytosanitary Import Clearance (SPSIC) under FAO 195

13. Online Application of Additional Importables under FAO 195



I. QUARANTINE:

BFAR-Fisheries Inspection and Quarantine Division (FIQD) FISHERIES CERTIFICATION SECTION (FCS)

1. Issuance of Local Transport Permit (LTP)


The Local Transport Permit (LTP) for domestic movement of regularly transported species provides documented evidence that the product is compliant to Sanitary Phytosanitary (SPS), food safety standards and aquatic wildlife conservation regulations and other relevant fishery laws. It serves as a traceability instrument for the movement of commodities from their origin which is an essential risk management tool, enabling individual members of supply chain to quickly identify problems and to promptly disseminate this information to affected parties.


Office or Division	BFAR Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Certification Section (FCS)	
Classification	Simple	
Type of Transaction	G2C - Government to Citizen; G2B-Government to Business Entity	
Who may avail:	Individual; BFAR Accredited Importers; BFAR Registered Exporters (EXTERNAL)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Filled-out application form (1 original)		BFAR Website(www.bfar.da.gov.ph) / BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
2. Any valid government-issued ID (1 photocopy)		Applicant
3. Actual/pictures of commodity (1 original)		Applicant
4. Authorization Letter and government-issued ID of authorized representative (if applicable) (1 original)		Individual/Company/Business Entity
5. Endorsement from BFAR FIQD-FQS allowing the domestic transport of live fishery products (if applicable)		BFAR FIQD-FQS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
6. Traceability document (any of the following which is applicable)		
A. If for Personal Consumption		
a.1. Proof of Purchase (e.g. Official Receipt, Invoice) (1 original)		Supplier
B. If for Commercial Purposes		
b.1. Sanitary and Phytosanitary Import Clearance (if the commodity is imported)* (1 photocopy)		Company/Business Entity/Supplier of the Shipper

b.2. Health Certificate (for live tilapia, shrimp, koi, and seaweeds)* (1 photocopy)	BFAR FIQD-FCS, Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
b.3. Cold Storage Withdrawal Slip* (1 original)	Cold Storage Warehouse
b.4. Shipper's Business Permit* (1 photocopy)	Company/Business Entity/Shipper
7. Order of Payment (1 original)	BFAR FIQD-FCS, Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
8. Official Receipt (1 original)	BFAR Cashier, Fisheries Bldg Complex, BPI Compound, 4th Floor, Brgy. Vasra, Visayas Avenue, Quezon City

* - as applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply and submit filled-out application form and requirements to BFAR FIQD-FCS	1. Receive the filled-out application form and evaluate the submitted requirements for completeness, correctness, and validity	None	5 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.1 Record the date and time received in the logbook	None	5 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.2 Compute fees based on FAO 233 S. 2010	None	5 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

2. Secure Order of Payment for required fees at BFAR FIQD-FCS	2. Issue Order of Payment for the required fees	None	5 minutes	 Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
3. Pay the required fees at the BFAR-Cashier and secure Official Receipt	3. Accept the payment based on the issued Order of Payment and issue Official Receipt	*10kg & below=P20 *10.1kg to 50kg=P30 *50.1kg to 100kg=P50 *100 kg & above=P100	5 Minutes	BFAR- Cashier 4/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
4. Present the issued Official Receipt to BFAR FIQD-FCS for the processing of Local Transport Permit (LTP)	4. Check/verify the presented Official Receipt for encoding then process/prepare the Local Transport Permit (LTP)	None	10 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.1 Review the printed Local Transport Permit (LTP) and place stamp/seal as security feature	None	5 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.2 Approve and sign Local Transport Permit (LTP)	None	30 minutes	Senior FRO BFAR FIQD-FCS or FRO II BFAR FIQD-FCS or Veterinarian III BFAR FIQD-FQS or Senior FRO BFAR FIQD-FAS or FRO II BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

5. Receive notification on the approved Local Transport Permit (LTP)	5. Notify client to claim the approved Local Transport Permit (LTP)	None	5 minutes	 Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
6. Claim the approved Local Transport Permit (LTP) at BFAR FIQD-FCS	6. Release the approved Local Transport Permit (LTP) and record the date and time released	None	5 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
TOTAL:		*10kg & below = P20 *10.1kg to 50kg = P30 *50.1kg to 100kg = P50 *100 kg & above = P100	1 hour, 20 minutes	

Notes:

Computation of Fees is based on Fisheries Administrative Order 233 s. 2010 (FAO 233)

2. Issuance of Domestic Health Certificate (DHC) for Transboundary Movement of Fish and Fishery/Aquatic Products




The Domestic Health Certificate of fish and fishery/aquatic products is used for the domestic movement/transport of fish and fishery/aquatic products. It provides documented evidence that the products have been cultured, collected/harvested, handled, transported, manufactured, packed, stored and distributed under established SPS and food safety standards and in accordance to relevant rules and regulations.

Office or Division	BFAR Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Certification Section (FCS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B-Government to Business Entity
Who may avail:	Individual; BFAR Registered Exporter (EXTERNAL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-out request form (1 original)	BFAR Website(www.bfar.da.gov.ph)/ BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
2. Laboratory Analysis (1 photocopy)	BFAR National Fisheries Laboratory Division (NFLD) , 860 Arcadia Bldg., Quezon Ave., Quezon City or any ISO Accredited Laboratories
3. Authorization Letter (if representative) (1 original)	Company/Business Entity
4. Order of Payment (1 original)	BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
5. Official Receipt (1 original)	BFAR Cashier , Fisheries Bldg Complex, BPI Compound, 4th Floor, Brgy. Vasra, Visayas Avenue, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply and submit filled-out application form and requirements at BFAR FIQD-FCS	1. Receive the filled-out application form and evaluate the submitted requirements for completeness, correctness, and validity	None	10 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.1 Record the date and time received in the logbook	None	5 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
2. Secure Order of Payment at BFAR FIQD-FCS	2. Issue Order of Payment for the required fees	None	5 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
3. Pay the required fees at the BFAR Cashier	3. Accept the payment based on the issued Order of Payment and issue Official Receipt	PHP 50.00 per Domestic Health Certificate per FAO 233	5 Minutes	BFAR- Cashier 4/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
4. Present the issued Official Receipt to BFAR FIQD-FCS for processing of application	4. Check/verify the presented Official Receipt for encoding then process/prepare the Domestic Health Certificate	None	10 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

None	4.1 Review the entries on the Domestic Health Certificate (DHC) and place stamp/seal as security feature	None	15 minutes	 Senior FRO or FRO II BFAR FIQD-FCS <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C.</i>
None	4.2 Approve and sign the Domestic Health Certificate (DHC)	None	30 minutes	<i>Senior FRO</i> BFAR FIQD-FCS <i>or FRO II</i> BFAR FIQD-FCS <i>or Veterinarian III</i> BFAR FIQD-FQS <i>or Senior FRO</i> BFAR FIQD-FAS <i>or FRO II</i> BFAR FIQD-FIS <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C.</i>
5. Receive notification on the approved Domestic Health Certificate (DHC)	5. Notify client to claim the approved Domestic Health Certificate (DHC)	None	5 minutes	<i>Senior FRO</i> <i>or FRO II</i> BFAR FIQD-FCS <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C.</i>
6. Claim the approved Domestic Health Certificate (DHC)	6. Release the approved Domestic Health Certificate (DHC) and record the date and time released	None	10 Minutes	<i>Senior FRO</i> <i>or FRO II</i> BFAR FIQD-FCS <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C.</i>
TOTAL:		PHP 50.00 per Domestic Health Certificate per FAO 233	1 hour, 30 minutes	



3. Issuance of Sanitary Health Certificate (S/HC) for Export of Fresh Chilled, Frozen Fish and Fishery/Aquatic Products


The Sanitary Health Certificate (S/HC) for Export of Fresh chilled, Frozen Fish and Fishery/Aquatic Products provides documented evidence that the products have been cultured, harvested/collected, handled, transported, manufactured, packed, stored and distributed under established SPS and/or food safety standards and in accordance to relevant rules and regulations.


Office or Division	BFAR Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Certification Section (FCS)
Classification	Simple
Type of Transaction	G2B-Government to business entity; G2C - Government to Citizen
Who may avail:	Individual; BFAR Registered Exporters of Fish and Fishery/Aquatic Products (EXTERNAL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-out application form (1 original)	BFAR Website(www.bfar.da.gov.ph)/ BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
2. Invoice and Packing List (1 original)	Company/Business Entity
3. Laboratory Analysis (1 photocopy)*	BFAR National Fisheries Laboratory Division (NFLD) , 860 Arcadia Bldg., Quezon Ave., Quezon City or BFAR-recognized laboratories
4. Preshipment Inspection Report (1 original)*	BFAR FIQD-FIS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
5. Authorization Letter (1 original)*	Company/Business Entity
6. Order of Payment (1 original)	BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
7. Official Receipt (1 original)	BFAR Cashier , Fisheries Bldg Complex, BPI Compound, 4th Floor, Brgy. Vasra, Visayas Avenue, Quezon City

*if necessary or as required by the importing country

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply and submit filled-out application form and requirements to BFAR FIQD-FCS	1. Receive filled-out application form and evaluate the submitted documents for completeness, correctness, and validity	None	10 Minutes	<i>Senior FRO or FRO II</i> BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.1 Check if requirements are in compliance with the importing country	None	10 minutes	<i>Senior FRO or FRO II</i> BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.2 Record the date and time received in the logbook	None	5 minutes	<i>Senior FRO or FRO II</i> BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
2. Secure Order of Payment issued at BFAR FIQD-FCS	2. Issue Order of Payment for the required fees	None	5 minutes	<i>Senior FRO or FRO II</i> BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
3. Pay the required fees at the BFAR Cashier and secure Official Receipt	3. Accept the payment based on the issued Order of Payment and issue Official Receipt	PHP 50.00 per Sanitary Health Certificate per FAO 210	5 Minutes	BFAR- Cashier 4/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

4. Present the issued Official Receipt to BFAR FIQD-FCS for the processing of the Sanitary Health Certificate (S/HC)	4. Check/verify the presented Official Receipt then process/prepare the Sanitary Health Certificate (S/HC)	None	20 minutes	 BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.1 Assign a Health Certificate reference number and record applicant information	None	10 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.2 Review/Validate entries of Sanitary Health Certificate (S/HC) and place BFAR seal/stamp as security features	None	15 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.3 Approve and sign the Sanitary Health Certificate (S/HC)	None	30 minutes	Senior FRO BFAR FIQD-FCS or FRO II BFAR FIQD-FCS or Veterinarian III BFAR FIQD-FQS or Senior FRO BFAR FIQD-FAS or FRO II BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

5. Receive notification on the approved Sanitary Health Certificate (S/HC) for Export	5. Notify client to claim the approved Sanitary Health Certificate (S/HC) for Export	None	5 minutes	 Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
6. Claim the approved Sanitary Health Certificate at BFAR FIQD-FCS	6. Release the approved Sanitary Health Certificate (S/HC) and record the date and time released	None	5 minutes	 Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
TOTAL:		PHP 50.00 per Sanitary Health Certificate per FAO 210	2 hours	



4. Issuance of Sanitary Health Certificate (S/HC) for Export of Live Food Fish and Live Tropical/Ornamental Fish

The Sanitary Health Certificate (S/HC) for Export of Live Food Fish and Live Tropical/Ornamental Fish provides documented evidence that the products have been cultured, harvested/collected, handled, transported, manufactured, packed, stored and distributed under established SPS and/or food safety standards and in accordance to relevant rules and regulations.


Office or Division	BFAR Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Certification Section (FCS)
Classification	Simple
Type of Transaction	G2B-Government to business entity; G2C - Government to Citizen
Who may avail:	Individual; BFAR Registered Exporters of Fish and Fishery/Aquatic Products (EXTERNAL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-out application form (1 original)	BFAR Website(www.bfar.da.gov.ph)/ BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
2. Invoice and Packing List (1 original)	Company/Business Entity
3. Local Transport Permit (for commodities bound to China) (1 photocopy)*	BFAR Regional Office or Provincial Fisheries Office
4. Special Power of Attorney (SPA) (for authorized representative) (1 photocopy)	Company/Business Entity
5. Laboratory Test Result (1 photocopy)*	BFAR National Fisheries Laboratory Division (NFLD) , 860 Arcadia Bldg., Quezon Ave., Quezon City or BFAR Recognized Laboratories
6. Endorsement of the result of verification of species to be exported (for Live Ornamental Fish to be exported to China) (1 original)	BFAR FIQD-FQS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
7. Order of Payment (1 original)	BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
8. Official Receipt (1 original)	BFAR Cashier , Fisheries Bldg Complex, BPI Compound, 4th Floor, Brgy. Vasra, Visayas Avenue, Quezon City

*if necessary or as required by the importing country

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply and submit filled-out application form and requirements at BFAR FIQD-FCS	1. Receive filled-out application form and submitted requirements for completeness, correctness, and validity	None	15 Minutes	<i>Senior FRO or FRO II</i> BFAR FIQD-FCS <i>G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	1.1 Check if requirements are complete in compliance with the importing country	None	15 Minutes	<i>Senior FRO or FRO II</i> BFAR FIQD-FCS <i>G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	1.2 Evaluate completeness, correctness, and authenticity validity of submitted requirements	None	5 minutes	<i>Senior FRO or FRO II</i> BFAR FIQD-FCS <i>G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
2. Secure Order of Payment issued at BFAR FIQD-FCS	2. Issue Order of Payment for the required fees	None	5 minutes	<i>Senior FRO or FRO II</i> BFAR FIQD-FCS <i>G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
3. Pay the required fees at the BFAR Cashier and secure Official Receipt	3. Accept the payment based on the issued Order of Payment and issue Official Receipt	PHP 50.00 per Sanitary Health Certificate per FAO 210	5 Minutes	BFAR- Cashier <i>4/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>

4. Present the issued Official Receipt to BFAR FIQD-FCS for the processing of Sanitary Health Certificate (S/HC)	4. Check/verify the presented Official Receipt and process/prepare the Sanitary Health Certificate (S/HC)	None	25 minutes	 Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.1 Assign a Health Certificate reference number and record applicant information	None	10 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.2 Review/Validate entries of Sanitary Health Certificate (S/HC) and place BFAR seal/security features	None	15 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.3 Approve and sign the Sanitary Health Certificate (S/HC)	None	30 minutes	Senior FRO or FRO II or Veterinarian III or Senior FRO BFAR FIQD-FAS or FRO II BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
5. Receive notification on the approved Sanitary Health Certificate (S/HC) for export at BFAR FIQD-FCS	5. Notify client to claim the approved Sanitary Health Certificate (S/HC) for export	None	5 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

6. Claim the approved Sanitary Health Certificate at BFAR FIQD-FCS	6. Release the approved Sanitary Health Certificate (S/HC) and record the date and time released	None	5 minutes	 BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
TOTAL:		PHP 50.00 per Sanitary Health Certificate per FAO 210	2 hours, 15 minutes	

5. Issuance of TRACES-NT S/HC for Exportation of Fish and Fishery/Aquatic Products




The Trade Control and Expert System-New Technology (TRACES-NT) Sanitary Health Certificate (S/HC) for fish and fishery/aquatic products provides documented evidence that the products to be exported to European Union (EU) countries have been cultured, harvested/collected, handled, transported, manufactured, packed, stored and distributed under established SPS and/or food safety standards and in accordance with relevant rules and regulations.


Office or Division	BFAR Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Certification Section (FCS)
Classification	Simple
Type of Transaction	G2B-Government to business entity
Who may avail:	BFAR Registered EU-Exporters of Fish and Fishery/Aquatic Products (EXTERNAL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-out application form (1 original)	BFAR Website(www.bfar.da.gov.ph)/ BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
2. Invoice and Packing List (1 original)	Company/Business Entity
3. Preshipment Inspection Report (1 original)*	BFAR FIQD-FIS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
4. Order of Payment (1 original)	BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
5. Official Receipt (1 original)	BFAR Cashier , Fisheries Bldg Complex, BPI Compound, 4th Floor, Brgy. Vasra, Visayas Avenue, Quezon City

*if necessary or as required by the importing country

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out application form and requirements to BFAR FIQD-FCS or through FIQD-FCS Certification email bfar_certification@bfar.da.gov.ph	1. Receive filled-out application form and evaluate the submitted documents for completeness, correctness, and validity	None	15 minutes	<i>Senior FRO or FRO II</i> BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.1 Check if requirements are complete in compliance with the importing country	None	10 Minutes	<i>Senior FRO or FRO II</i> BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.2 Log into the TRACES-NT website and search for the appropriate S/HC in the site	None	10 Minutes	<i>Senior FRO or FRO II</i> BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.3 Review/Validate entries of Sanitary Health Certificate (S/HC)	None	15 minutes	<i>Senior FRO or FRO II</i> BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.4 Approve the application and print the Sanitary Health Certificate (S/HC) and place BFAR stamp	None	15 minutes	<i>Senior FRO or FRO II</i> BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

None	1.5 Sign the Sanitary Health Certificate (S/HC)	None	30 minutes	 Chief FRO Senior FRO BFAR FIQD-FCS or FRO II BFAR FIQD-FCS or Veterinarian III BFAR FIQD-FQS or Senior FRO BFAR FIQD-FAS or FRO II BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
2. Secure Order of Payment issued at BFAR FIQD-FCS	2. Issue Order of Payment for the required fees	None	5 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
3. Pay the required fees at the BFAR Cashier and secure Official Receipt	3. Accept the payment based on the issued Order of Payment and issue Official Receipt	PHP 50.00 per Sanitary Health Certificate per FAO 210	5 Minutes	BFAR- Cashier 4/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
4. Present the issued Official Receipt to BFAR FIQD-FCS for the processing of the Sanitary Health Certificate (S/HC)	4. Check/verify the presented Official Receipt and process/prepare the Sanitary Health Certificate (S/HC)	None	5 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
5. Receive notification on the approved Sanitary Health Certificate (S/HC) for Export	5. Notify client to claim the approved Sanitary Health Certificate (S/HC) for Export	None	5 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

6. Claim the approved Sanitary Health Certificate at BFAR FIQD-FCS	6. Release the approved Sanitary Health Certificate (S/HC) and record the date and time released	None	5 Minutes	 BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
TOTAL:		PHP 50.00 per Sanitary Health Certificate per FAO 210	2 hours	

6. Issuance of Export Commodity Clearance (ECC) for Fresh Chilled, Frozen Fish and Fishery/Aquatic Products




The Export Commodity Clearance (ECC) for fresh chilled, frozen fish and fishery/ aquatic products provides documented evidence that the product is not derived from Illegal, Unreported and Unregulated (IUU) Fishing, and compliant to aquatic wildlife conservation regulations, and other relevant fishery laws.


Office or Division	BFAR Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Certification Section (FCS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B- Government to Business Entity; G2G - Government to Government
Who may avail:	Individual; BFAR Registered Exporters of Fish and Fishery/Aquatic Products; BFAR Accredited Importer (EXTERNAL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-out application form (1 original)	BFAR Website(www.bfar.da.gov.ph) / BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasca, Visayas Avenue, Quezon City
2. Invoice and Packing List (1 original)	Company/ Business Entity
3. Pre-shipment Inspection Report (<i>for products not requiring Health Certificate</i>) (1 original)	BFAR FIQD-FIS/RFIQU (depending on the location of the establishment)
4. Local Transport Permit or Auxiliary Invoice (1 original or 1 photocopy)*	BFAR Regional Office or Provincial Fisheries Office or Local Government Unit
5. Sanitary Health Certificate (1 original)*	BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasca, Visayas Avenue, Quezon City
6. SPSIC, if imported (1 photocopy)	BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasca, Visayas Avenue, Quezon City
7. Authorization Letter or Special Power of Attorney* (1 original)	Company/Business Entity
8. Order of Payment (1 original)	BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasca, Visayas Avenue, Quezon City
9. Official Receipt (1 original)	BFAR Cashier , Fisheries Bldg Complex, BPI Compound, 4th Floor, Brgy. Vasca, Visayas Avenue, Quezon City

*as applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out application form and requirements at BFAR FIQD-FCS	1. Receive the filled-out application form and evaluate the submitted requirements for completeness, correctness, and validity	None	10 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.1 Record and stamp with date and time received	None	5 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
2. Secure Order of Payment at BFAR FIQD-FCS	2. Compute the required fees and issue Order of Payment	based on FAO 233-2	15 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
3. Pay the required fees and secure Official Receipt at BFAR Cashier	3. Accept the payment based on the issued Order of Payment and issue Official Receipt	based on FAO 233-2	5 Minutes	BFAR- Cashier 4th/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
4. Present the issued Official Receipt for the processing of the Export Commodity Clearance (ECC) to BFAR FIQD-FCS	4. Check/verify the presented Official Receipt and encode the information based on the application form	None	20 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

None	4.1 Assign Export Commodity Clearance (ECC) number	None	5 minutes	 Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.2 Review for correctness and accuracy of the entries to the Export Commodity Clearance (ECC)	None	10 minutes	 Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
5. Review entries in the Export Commodity Clearance and sign the #18 on the form. After signing, return the form to the FCS Staff	5. Inform the client to validate entries in the ECC and let the client sign #18 on the form after the review	None	10 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	5.1 Approve and sign the Export Commodity Clearance (ECC)	None	30 minutes	Chief RFO, FIQD or Senior FRO BFAR FIQD-FCS or FRO II BFAR FIQD-FCS or Veterinarian III BFAR FIQD-FQS or Senior FRO BFAR FIQD-FAS or FRO II BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.


6. Receive notification on the approved Export Commodity Clearance (ECC)	6. Notify client to claim the approved Export Commodity Clearance (ECC)	None	5 minutes	 Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
7. Claim the approved Export Commodity Clearance (ECC) at BFAR FIQD-FCS	7. Release the approved Export Commodity Clearance (ECC) and record the date and time released	None	5 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
TOTAL:		based on FAO 233-2	2 hours	


7. Issuance of Export Commodity Clearance (ECC) for Shells and shellcrafts, Food Fish, Live Tropical/Ornamental Fish and Dried Fish and Fishery/Aquatic Products



The Export Commodity Clearance (ECC) for Shells and shellcrafts, Live Food Fish, Live Tropical/Ornamental Fish and Dried Fish and Fishery/Aquatic Products provides documented evidence that the product is not derived from Illegal, Unreported and Unregulated (IUU) Fishing, and compliant to aquatic wildlife conservation regulations, and other relevant fishery laws.	
Office or Division	BFAR Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Certification Section (FCS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B- Government to Business Entity
Who may avail:	Individual; BFAR Registered Exporters of Fish and Fishery/Aquatic Products; BFAR Accredited Importer (EXTERNAL)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-out application form (1 original)	BFAR Website(www.bfar.da.gov.ph) / BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasca, Visayas Avenue, Quezon City
2. Invoice and Packing List (1 original)	Company/ Business Entity
3. Local Transport Permit or Auxiliary Invoice (1 original or 1 photocopy)*	BFAR Regional Office or Provincial Fisheries Office or Local Government Unit
4. Sanitary Health Certificate (1 original)*	BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasca, Visayas Avenue, Quezon City
5. Pre-Shipment Inspection Report (for dried products) (1 original)*	BFAR FIQD-FIS/RFIQU (depending on the location of the establishment)
6. Certificate of Taxonomic Identification (1 original or 1 photocopy)*	BFAR OSEDC , ITC Complex, Cor. Roxas Blvd., Sen. Gil Puyat., Pasay City
8. Actual/pictures of the commodity	Company/ Business Entity
9. Authorization Letter or Special Power of Attorney (1 original)*	Company/Business Entity
10. Order of Payment (1 original)	BFAR FIQD-FCS , One Stop Export Documentation Center (OSEDC), Pasay City
11. Official Receipt (1 original)	BFAR Cashier , Fisheries Bldg Complex, BPI Compound, 4th Floor, Brgy. Vasca, Visayas Avenue, Quezon City
*if necessary	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out application form and requirements at BFAR FIQD-FCS	1. Receive the filled-out application form and evaluate the submitted requirements for completeness, correctness, and validity	None	10 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.1 Record and stamp with date and time received	None	5 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
2. Secure Order of Payment at BFAR FIQD-FCS	2. Compute the required fees and issue Order of Payment	based on FAO 233-1 and FAO 233-2 *as per to the type of commodity and it's volume	15 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
3. Pay the required fees and secure Official Receipt at BFAR Cashier	3. Accept the payment based on the issued Order of Payment and issue Official Receipt	based on FAO 233-1 and FAO 233-2 *as per to the type of commodity and it's volume	5 minutes	BFAR- Cashier 4/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
4. Present the issued Official Receipt to BFAR FIQD-FCS for the processing of the Export Commodity Clearance (ECC)	4. Check/verify the presented official receipt and process/prepare the Export Commodity Clearance (ECC)	None	20 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

None	4.1 Assign Export Commodity Clearance (ECC) number	None	5 minutes	 Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.2 Review for correctness and accuracy of the entries to the Export Commodity Clearance (ECC)	None	10 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
5. Review entries in the Export Commodity Clearance and sign the #18 on the form. After signing, return the form to the FCS Staff	5. Inform the client to validate entries in the ECC and let the client sign #18 on the form after the review	None	10 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	5.1 Approve and sign the Export Commodity Clearance (ECC)	None	30 minutes	Senior FRO BFAR FIQD-FCS or FRO II BFAR FIQD-FCS or Veterinarian III BFAR FIQD-FQS or Senior FRO BFAR FIQD-FAS or FRO II BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

6. Receive notification on the approved Export Commodity Clearance (ECC)	6. Place seal/stamp as security feature then notify client to claim the approved Export Commodity Clearance (ECC)	None	5 minutes	 <p>Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</p>
7. Claim the approved Export Commodity Clearance (ECC) at BFAR FIQD-FCS	7. Release the approved Export Commodity Clearance (ECC) and record the date and time released	None	5 minutes	<p>Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</p>
TOTAL:		based on FAO 233-1 and FAO 233-2 *as per to the type of commodity and its volume	2 hours	

8. Issuance of Certificate of Accreditation as Importer under FAO 195

The issuance of Certificate of Accreditation of importer for fishery business establishments that secures the Fishery Aquaculture Business Operators (FABOs) comply with the Sanitary and Phytosanitary (SPS) measures, food safety standards and BFAR laws and regulations to import fish and fishery/aquatic products.		
Office or Division	BFAR Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Certification Section (FCS)	
Classification	Complex	
Type of Transaction	G2B-Government to Business Entity	
Who may avail:	Importers of Fish and Fishery/Aquatic Products (EXTERNAL)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. General Requirements		
1. Filled-out application form (1 original)	BFAR Website(www.bfar.da.gov.ph) / BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City	
2. Letter of Intent (1 original)	Company/Business Entity/Applicant	
3. SEC/DTI/CDA Registration (1 Certified True Copy) <i>For corporations, SEC Registration with General Information Sheet (GIS) and Articles of Incorporation;</i> <i>For single proprietorship, DTI Registration with Latest Audited Financial Statement;</i> <i>For cooperatives, CDA Registration with Latest Audited Financial Statement.</i>	SEC Registration - Securities and Exchange Commission (SEC); DTI Registration - Department of Trade and Industry (DTI); CDA Registration - Cooperative Development Authority (CDA)	
4. Mayor's Business Permit (1 Certified True Copy)	Local Government Unit (LGU)	
5. BIR Certificate of Registration (1 Certified True Copy)	Bureau of Internal Revenue (BIR)	
6. BOC Certificate of Registration for Customs Client Number (CCN) Accreditation (1 Certified True Copy)	Bureau of Customs (BOC)	
7. BOC Certificate of Accreditation/AMO Certification for Customs Accreditation Secretariat (CAS Accreditation) (1 Certified True Copy)	Bureau of Customs (BOC)	



8. List of Names of Company's Officers with ID, Signature and Photo (1 original)	Company/Business Entity/Applicant
9. Special Power of Attorney (SPA) / Board Resolution with photocopy of valid government-issued ID and company ID of authorized Company Representative (1 original)	Company/Business Entity/Applicant
10. Verification Report endorsed by FIQD-FIS/FQS (1 original)	BFAR FIQD-FIS/FQS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
II. Specific Documentary Requirements according to purpose:	
A. For Processing	
A.1 Large and Medium Scale Processing Plant	
a. FDA License to Operate as Food Manufacturer/Importer (<i>for re-export or local distribution</i>) (1 Certified True Copy)	Philippine Food and Drug Administration
b. Notarized Contract of Processing Agreement (if applicable) (1 original)	Processing Plant/Canning Establishment
c. BFAR HACCP Accreditation (<i>for re-export</i>) (1 Certified True Copy)	BFAR FIQD , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
d. Cold Storage Warehouse	
d.1 Certificate of Accreditation (1 Certified True Copy)	BFAR FIQD , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
d.2 Contract of Lease Agreement (1 original) with valid government-issued ID and signature of Cold Storage Warehouse Signatory	Company of Cold Storage Warehouse
d.3 Affidavit of Undertaking (for no diversion of importation purpose) (1 original)	Company/Business Entity/Applicant
d.4 Certificate of CSW Rented Capacity (1 original)	Company of Cold Storage Warehouse
A.2 Small Scale Processing Plant	
a. Nomination Letter (1 original)	Processing Plants
b. Memorandum of Agreement between and among the Importer and the small-scale processing plants and their respective contact details, Photocopy of valid government-issued IDs with signature (1 original)	Processing Plants
c. Special Power of Attorney (SPA) with photocopy of IDs of authorized company representative (1 original)	Processing Plants
d. Proof of Business of Client (e.g. Business Permit/Sanitary Permit/DTI) (1 Certified True Copy)	Processing Plants
e. Cold Storage Warehouse	

e.1 Copy of Certificate of Accreditation (1 Certified True Copy)	BFAR FIQD, Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City 
e.2 Contract of Lease Agreement (1 original) with valid government-issued ID and signature of Cold Storage Warehouse Signatory	Company of Cold Storage Warehouse
e.3 Affidavit of Undertaking (for no diversion of importation purpose) (1 original)	Company/Business Entity/Applicant
e.4 Certificate of CSW Rented Capacity (1 original)	Company of Cold Storage Warehouse
B. For Canning Establishment	
a. FDA License to Operate as Food Manufacturer (1 Certified True Copy)	Philippine Food and Drug Administration
b. BFAR HACCP Accreditation (for re-export) (1 Certified True Copy)	BFAR FIQD , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
c. Notarized Contract of Lease Agreement (1 original)	Company of Cold Storage Warehouse
d. Cold Storage Warehouse	
d.1 Copy of Certificate of Accreditation (1 Certified True Copy)	BFAR FIQD , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
d.2 Contract of Lease Agreement (1 original) with valid government-issued ID and signature of Cold Storage Warehouse Signatory	Company of Cold Storage Warehouse
d.3 Affidavit of Undertaking (for no diversion of importation purpose) (1 original)	Company/Business Entity/Applicant
d.4 Certificate of CSW Rented Capacity (1 original)	Company of Cold Storage Warehouse
C. For Institutional Buyers	
a. List of Clients (Name, Address, Contact Person and number) (1 original)	Company/Business Entity/Applicant
b. Cold Storage Warehouse	
b.1 Copy of Certificate of Accreditation (1 Certified True Copy)	BFAR FIQD , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
b.2 Contract of Lease Agreement (1 original) with valid government-issued ID and signature of Cold Storage Warehouse Signatory	Company of Cold Storage Warehouse
b.3 Affidavit of Undertaking (for no diversion of importation purpose) (1 original)	Company/Business Entity/Applicant
b.4 Certificate of CSW Rented Capacity (1 original)	Company of Cold Storage Warehouse



D. For Commercial (Shell and shellcrafts, live aquatic animals, Other Veterinary Drug and Products for Aquaculture Use)

D.1 Shell and Shellcraft

a. BFAR Approved Processing Establishment (1 Certified True Copy)	BFAR Regional Office concerned
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D.2 Live Aquatic Animals


a. BFAR Hatchery Accreditation (for shrimp broodstock) (1 Certified True Copy)	BFAR Regional Office concerned
b. BFAR/LGU Farm Registration (for milkfish fry) (1 Certified True Copy)	BFAR Regional Office concerned / LGU
c. Inspection Report endorsed by FIQD-FQS (for tropical fish and food fish) (1 original)	BFAR FIQD , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City

D.3 Other Veterinary Drug and Products for Aquaculture Use

a. Endorsement from FIQD-FQS	BFAR FIQD , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out application form and complete requirements to BFAR FIQD-FCS	1. Receive the filled-out application form and evaluate the submitted requirements for completeness, correctness, and validity	None	30 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.1 Encode summary of documentary requirements	None	1 hour	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.


None	1.2. Prepare Certificate of Accreditation for the initial of FCS Chief and Division Chief	None	2 hours	 FRO I Section Chief Division Chief BFAR FIQD G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.3 Forward to the Office of the Assistant Director for Technical Services for his/her initial on the COA and then forward to the Office of the Director	None	3 days	BFAR Assistant Director for Technical Services, BFAR ADOTECH 3/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	1.4 Approve and sign the Certificate of Accreditation (COA)	None	3 days	Bureau Director BFAR Director's Office, 3/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
2. Receive notification through email/phone call to claim the approved Certificate of Accreditation	2. Receive the approved Certificate of Accreditation and notify client through email / phone call to claim the approved Certificate of Accreditation	None	10 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
3. Attend the orientation for the online application of SPSIC and/or importables	3. Conduct orientation of client for the online process of application of SPSIC and/or importables	None	1 hour	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.


4. Claim the approved Certificate of Accreditation at BFAR FIQD-FCS	4. Release the approved Certificate of Accreditation, record the date and time released	None	10 Minutes	 BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.1 Endorse the accredited importer to DA Intercommerce through email	None	10 minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
TOTAL:		None	6 Days and 5 Hours	

9. Manual Issuance of Sanitary and Phytosanitary Import Clearance (SPSIC) for Research/Sample and for One Time Shipment of Regularly Transported Species

<p>The Manual Issuance of Sanitary and Phytosanitary Import Clearance (SPSIC) for research/sample and one time shipment only of regularly transported species provides documented evidence and ensures that the product is imported based on its approved purpose under established SPS and food safety standards and in accordance to relevant rules and regulations.</p>	
Office or Division	BFAR Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Certification Section (FCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity
Who may avail:	Importers of Fish and Fishery/Aquatic Products; Researchers (EXTERNAL)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out application form (1 original)		BFAR Website(www.bfar.da.gov.ph) / BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City		
2. Invoice (1 original or 1 photocopy)		Supplier/Shipper/Client/Applicant/Business Entity		
3. Health Certificate (if applicable) (1 photocopy)		Supplier/Shipper/Client/Applicant/Business Entity		
4. Endorsement from FIQD-FQS allowing the importation of live fishery products (if applicable)		BFAR FIQD-FQS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City		
5. Endorsement from BFAR FRLD allowing the importation		BFAR FRLD-AWRS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City		
6. Order of Payment (1 original)		BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City		
7. Official Receipt (1 original)		BFAR Cashier , Fisheries Bldg Complex, BPI Compound, 4th Floor, Brgy. Vasra, Visayas Avenue, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out application form and requirements to BFAR FIQD-FCS	1. Receive the filled-out application form and evaluate the submitted requirements for completeness, correctness, and validity	None	40 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
2. Secure Order of Payment at BFAR FIQD-FCS	2. Issue Order of Payment for the required fees	None	15 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

3. Pay the required fees and secure Official Receipt at BFAR Cashier	3. Accept the payment based on the issued Order of Payment and issue Official Receipt	* PHP 1,650 for fresh chilled, frozen fish and fishery products (based on FAO 195) * PHP 150 for live aquatic animals (based on FAO 221)	5 Minutes	 BFAR- Cashier 4/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
4. Submit the original Official Receipt to BFAR FIQD-FCS	4. Receive the submitted Official Receipt and prepare the Sanitary and Phytosanitary Import Clearance (SPSIC)	None	20 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.1 Assign manual SPS number and encode information in the SPSIC based on the submitted documents then review the entries	None	40 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.2 Section Chief and Division Chief will initial on the Manual SPSIC	None	2 hours	Section Chief, Division Chief BFAR FIQD G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

None	4.3 Forward to the Office of the Assistant Director for Technical Services for his/her initial on the SPSIC and then forward to the Office of the Director	None	3 days	 <i>BFAR Assistant Director for Technical Services, BFAR ADOTECH 3/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	4.4 Approve and sign the SPSIC	None	3 Days	 <i>Bureau Director BFAR Director's Office, 3/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	4.5 Place BFAR stamp/seal as security feature	None	10 Minutes	 <i>Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
5. Receive notification through email or phone call the approved Sanitary and Phytosanitary Import Clearance (SPSIC)	5. Notify client through email or phone call of the approved Sanitary and Phytosanitary Import Clearance (SPSIC)	None	10 Minutes	 <i>Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
6. Claim the approved Sanitary and Phytosanitary Import Clearance (SPSIC) at BFAR FIQD-FCS	6. Release the approved SPSIC and record the date and time released	None	10 Minutes	 <i>Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>



TOTAL:	<p>*PHP 1,650 for fresh chilled, frozen fish and fishery products (based on FAO 195)</p> <p>*PHP 150 for live aquatic animals (based on FAO 221)</p>	6 days, 4 hours and 30 minutes	
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10. Manual Issuance of Sanitary and Phyto-Sanitary Import Clearance (SPSIC) for Research/Sample and for One Time Shipment of Alien/Exotic Species

The Manual Issuance of Sanitary and Phytosanitary Import Clearance (SPSIC) is for research/sample and one time shipment of alien/exotic species. It provides documented evidence and ensures that the product is imported based on its approved purpose under established SPS and food safety standards and in accordance to relevant rules and regulations.


Office or Division	BFAR Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Certification Section (FCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity
Who may avail:	Importers of Fish and Fishery/Aquatic Products; Researchers (EXTERNAL)


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-out application form (1 original)	BFAR Website(www.bfar.da.gov.ph) / BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
2. Invoice (1 original or 1 photocopy)	Supplier/Shipper/Client/Applicant/Business Entity



3. Health Certificate (if applicable) (1 photocopy)	Supplier/Shipper/Client/Applicant/Business Entity
4. Government issued ID of applicant (1 photocopy)	Client
5. Endorsement from FIQD-FQS allowing the importation (if live fishery products)	BFAR FIQD-FQS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
6. Inspection report with recommendation for approval from FIQD-FQS (if live fishery products)	BFAR FIQD-FQS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
7. Endorsement from BFAR FRLD allowing the importation	BFAR FRLD-AWRS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
8. Order of Payment (1original)	BFAR FIQD-FCS , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
9. Official Receipts (1 original, 1photocopy)	BFAR Cashier , Fisheries Bldg Complex, BPI Compound, 4th Floor, Brgy. Vasra, Visayas Avenue, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out application form and requirements to BFAR FIQD-FCS	1. Receive the filled-out application form and evaluate the submitted requirements for completeness, correctness, and validity	None	40 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
2. Secure Order of Payment at BFAR FIQD-FCS	2. Issue Order of Payment for the required fees	None	15 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.

3. Pay the required fees and secure Official Receipt at BFAR Cashier	3. Accept the payment based on the issued Order of Payment and issue Official Receipt	*PHP 1,650 for fresh chilled, frozen fish and fishery products (based on FAO 195) *PHP 150 for live aquatic animals (based on FAO 221)	5 Minutes	 BFAR- Cashier 4/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
4. Submit the original Official Receipt to BFAR FIQD-FCS	4. Receive the submitted Official Receipt and prepare the Sanitary and Phytosanitary Import Clearance (SPSIC)	None	20 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.1 Assign manual SPS number and encode information in the SPSIC based on the submitted documents then review the entries	None	40 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.2 Section Chief and Division Chief will initial on the Manual SPSIC	None	2 hours	Section Chief, Division Chief BFAR FIQD G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.3 Forward to the Office of the Assistant Director for Technical Services for his/her initial on the SPSIC and then forward to the Office of the Director	None	3 days	BFAR Assistant Director for Technical Services, BFAR ADOTECH 3/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.


None	4.4 Approve and sign the SPSIC	None	3 Days	 Bureau Director BFAR Director's Office, 3/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	4.5 Place BFAR stamp/seal as security feature	None	10 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
5. Receive notification through email or phone call the approved Sanitary and Phytosanitary Import Clearance (SPSIC)	5. Notify client through email or phone call of the approved Sanitary and Phytosanitary Import Clearance (SPSIC)	None	10 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
6. Claim the approved Sanitary and Phytosanitary Import Clearance (SPSIC) at BFAR FIQD-FCS	6. Release the approved SPSIC and record the date and time released	None	10 Minutes	Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.



TOTAL:	<p>*PHP 1,650 for fresh chilled, frozen fish and fishery products (based on FAO 195)</p> <p>*PHP 150 for live aquatic animals (based on FAO 221)</p>	6 days, 4 hours and 30 minutes	
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11. Online Issuance of Sanitary and Phytosanitary Import Clearance (SPSIC) for Wet Market under FAO 259

<p>The online issuance of Sanitary and Phytosanitary Import Clearance (SPSIC) is for fish and fishery/aquatic products intended for wet markets under FAO 259 where Certificate of Necessity to Import (CNI) during Closed Fishing Season/ lean months and fish shortage/ crisis is significantly needed. It also provides documented evidence and ensures that the product is imported based on its approved purpose under established SPS and food safety standards and in accordance to relevant rules and regulations.</p>	
Office or Division	BFAR Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Certification Section (FCS)
Classification	Complex
Type of Transaction	G2B- Government to Business Entity
Who may avail:	PFDA Accredited Importers of Fish and Fishery/Aquatic Products (EXTERNAL)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Minimum balance in the Importer's account at the DA Intercommerce: PHP 1,650 for fresh chilled/frozen fishery products	BFAR Cashier , Fisheries Bldg Complex, BPI Compound, 4th Floor, Brgy. Vasra, Visayas Avenue, Quezon City
2. Filled-up online application form (1 electronic copy)	DA Intercommerce Online Account of Importer

3. Permit to Conduct Business (PTCB) (1 Certified True Copy)	Philippine Fisheries Development Authority (PFDA) 			
4. Mayor's Business Permit (1 Certified true Copy)	Local Government Unit (LGU)			
5. BIR Certificate of Registration (1 Certified true Copy)	Bureau of Internal Revenue (BIR)			
6. BOC Certificate of Registration for Customs Client Number (CCN) Accreditation (1 Certified true Copy)	Bureau of Customs (BOC)			
7. BOC Certificate of Accreditation/AMO Certification for Customs Accreditation Secretariat (CAS Accreditation) (1 Certified true Copy)	Bureau of Customs (BOC)			
8. Cold Storage Warehouse				
8.a. BFAR Accreditation (1 Certified true Copy)	BFAR FIQD , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for SPSIC online through DA Intercommerce and upload the requirements	<p>1. Review the SPSIC application and check the completeness, correctness, validity, and authenticity of the submitted documentary requirements</p> <p>a. If the application and attachments are complete, correct, and valid, the reviewer shall tag the application as "For Endorsement"</p> <p>b. If with deficiencies, the reviewer rejects the application, inform importer of the lacking requirements or changes, and advise to reapply the same application with complete and correct requirements. A notification will be visible to the importer's account regarding the status of his application.</p>	None	2 days	<p><i>Division Chief or Senior FRO or FRO II</i> BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</p>



<p>2. Verify the status of SPSIC application via online at DA Intercommerce System</p>	<p>2. Review further the SPSIC application.</p> <p>a. The endorser shall validate the application. If the application has complete and correct requirements and entries, the application shall be tag as "For Approval" and it will be forwarded to the approver</p> <p>b. If with deficiencies, it shall be tag as "Rejected". The importer shall be informed of the lacking requirements and be advised to reapply the same application with complete and correct requirements. A notification will be visible to the importer's account regarding the status of his application.</p>	<p>None</p>	<p>2 days</p>	<p>Atty. Demosthenes R. Escoto Bureau Director BFAR Director's Office, 3/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</p>
<p>None</p>	<p>3. Conduct final review and approve the SPSIC</p>	<p>None</p>	<p>1 day</p>	<p><i>DA Secretary Office of the Secretary Department of Agriculture, Elliptical Rd., Diliman, Quezon City</i></p>
<p>3. Print the approved SPSIC via online at DA Intercommerce System</p>	<p>None</p>	<p>None</p>	<p>None</p>	<p>Client</p>
<p>TOTAL:</p>		<p>PHP 1,650.00 (Based on FAO 259)</p>	<p>5 days</p>	

12. Online Issuance of Sanitary and Phytosanitary Import Clearance (SPSIC) under FAO 195




The online issuance of Sanitary and Phytosanitary Import Clearance (SPSIC) is for fish and fishery/aquatic products intended for commercial purposes (institutional buyer, canning, processing). It also provides documented evidence and ensures that the product is imported based on its approved purpose under established SPS and food safety standards and in accordance to relevant rules and regulations.

Office or Division	BFAR Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Certification Section (FCS)
Classification	Complex
Type of Transaction	G2B - Government to Business Entity
Who may avail:	BFAR Accredited Importers of Fish and Fishery/Aquatic Products

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Minimum balance in the Importer's account at the DA Intercommerce: PHP 1,650 for fresh chilled/frozen fishery products; PHP 150 for live aquatic animals/shells/shellcrafts/other veterinary products	BFAR Cashier, Fisheries Bldg Complex, BPI Compound, 4th Floor, Brgy. Vasra, Visayas Avenue, Quezon City
2. Proforma / Commercial Invoice (1 original)	Company/Business Entity
3. Latest Distribution Report (<i>for Institutional Buyer</i>) / Production Data (<i>for Processing and Canning</i>) including any of the following supporting documents (e.g. Delivery Receipt, Purchase Order, Local Transport Permit, Sales Invoice, Withdrawal Slip) prior to SPSIC application (1 original)	Company/Business Entity
4. Health Certificate/Laboratory Analysis (<i>for shrimp and live commodity</i>) (1 original)	Company/Business Entity
5. Commission for the Conservation of Antarctic Marine Living Resources (CCAMLR) Certificate (<i>for Dissostichus spp.</i>) (1 electronic copy of original)	Company/Business Entity

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for SPSIC online through DA Intercommerce and upload the requirements	<p>1. Review the SPSIC application and check the completeness, correctness, validity, and authenticity of the submitted documentary requirements</p> <p>a. If the application and attachments are complete, correct, and valid, the reviewer shall tag the application as "For Endorsement"</p> <p>b. If with deficiencies, the reviewer rejects the application, inform importer of the lacking requirements or changes, and advise to reapply the same application with complete and correct requirements. A notification will be visible to the importer's account regarding the status of his application.</p>	None	2 days	<p><i>Senior FRO or FRO II or Vet III</i> BFAR FIQD <i>G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i></p>
2. Verify the status of SPSIC application via online at DA Intercommerce System	<p>2. Review further the SPSIC application.</p> <p>a. The endorser shall validate the application. If the application has complete and correct requirements and entries, the application shall be tag as "For Approval" and it will be forwarded to the approver</p>			

	b. If with deficiencies, it shall be tag as "Rejected". The importer shall be informed of the lacking requirements and be advised to reapply the same application with complete and correct requirements. A notification will be visible to the importer's account regarding the status of his application.	None	2 days	 Division Chief BFAR FIQD G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	3. Conduct final review and approve the SPSIC	None	1 day	Atty. Demosthenes R. Escoto Bureau Director BFAR Director's Office , 3/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
3. Print the approved SPSIC via online at DA Intercommerce System	None	None	None	Client
	TOTAL:	PHP P1,650.00 for fresh chilled/frozen products or PHP 150.00 for live, shell and shellcrafts, and other veterinary products (Based on FAO 195)	5 days	

13. Online Application of Additional Importables under FAO 195




The online application of importables for SPSIC application with Harmonized System (HS) Codes ensures that the product is imported based on its approved purpose under established Sanitary and Phytosanitary (SPS) and food safety standards and in accordance to relevant rules and regulations. The purpose of applying for additional importables is for the addition of supplier and commodity.

Office or Division	BFAR Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Certification Section (FCS)
Classification	Simple
Type of Transaction	G2B- Government to Business Entity
Who may avail:	BFAR Accredited Importers of Fish and Fishery/Aquatic Products (EXTERNAL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. List of importables in Excel form following the given format - Product (Common Name and Scientific Name), AHTN Code, Country of Origin, Name/s and Address of Exporter/Supplier, and Purpose of Importation (electronic copy)	Company/Business Entity
2. Actual picture of importables (1 electronic copy)	Company/Business Entity
3. Endorsement of Risk Assessment conducted by BFAR FIQD-FIS/FQS	BFAR FIQD , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City
4. Endorsement of verification from BFAR FIQD-FIS/FQS	BFAR FIQD , Fisheries Bldg Complex, BPI Compound, Ground Floor, Brgy. Vasra, Visayas Avenue, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements through email at <i>fiqd.certification.import@bfar.da.gov.ph</i>	1. Receive the application through email and review the requirements for completeness, correctness, and validity	None	1 day	<i>Senior FRO or FRO II BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>

2. Receive notification through email on the status of application for additional importables	2. If approved, the application for additional importables will be endorsed online to the Intercommerce for approval. Otherwise, advise the client for non-endorsement.	None	1 day	 Senior FRO or FRO II BFAR FIQD-FCS <i>G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
3. Confirm the approval of additional importable application on the importer's account at DA Online System via Intercommerce	3. Approve the additional importable through the DA Online System via Intercommerce.	None	1 day	 <i>Senior FRO or FRO II</i> BFAR FIQD-FCS <i>G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
TOTAL:		None	3 days	



**BFAR-Fisheries Inspection & Quarantine Division (FIQD)
- FISHERIES QUARANTINE SECTION (FQS)**

1. Issuance of Certificate of Registration of Fishery Establishment for Export of Live Aquatic Animals
2. Issuance of Inspection Report for Export / Import of Live Aquatic Animals (for NCR Areas)
3. Issuance of Inspection Report for Export / Import of Live Aquatic Animals (for Regional Areas)



II. QUARANTINE: Certificate of Registration/Inspection

BFAR-Fisheries Inspection and Quarantine Division (FIQD) FISHERIES QUARANTINE SECTION (FQS)


1. Issuance of Certificate of Registration of Fishery Establishment for Export of Live Aquatic Animals


The Certificate of Registration of Fishery Establishment for Export is issued to individual who intends to export live aquatic animals. The validity of this Certificate is two (2) years.


Office or Division	BFAR - Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Quarantine Section (FQS)
Classification	Highly Technical (Food Safety and Public Health Concern)
Type of Transaction	G2B-Government to Business entity
Who may avail:	Exporters of Live Aquatic Animals


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-out Application Form (FN-FQS-012)	Company/Business Entity /
2. Letter of Intent	Company/Business Entity
3. SEC Registration/DTI Permit	DTI/SEC
4. Business Permit	City Hall/LGU
5. Sanitation Standard Operating Procedures (SSOP)	Company/Business Entity
6. Location Map	Company/Business Entity
7. Photos of Facility	Company/Business Entity
8. Manpower Profile	Company/Business Entity
9. Complete List of Product Source	Company/Business Entity
10. Facility Lay-out	Company/Business Entity
11. Certificate of Taxonomic Identification (for food fish)	Company/Business Entity
12. Antibiotic Residue Analysis (for food fish)	Company/Business Entity
13. Special Power of Attorney (SPA)	Company/Business Entity
14. Endorsement Letter from BFAR Regional Office	BFAR Regional Offices
15. Inspection Report Signed by Regional Inspectors	BFAR Regional Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out application form and complete requirements	1. Receive filled-out application form and complete requirements	None	10 Minutes	<i>BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
None	1.1. Evaluate the completeness, accuracy, and validity of the submitted documents/ requirements	None	4 Hours	<i>BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
None	1.2. Prepare the Travel Order for the scheduling of fishery establishment/facility inspection	None	10 Minutes	<i>BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
None	1.3. Review and affix initial of the Division Chief of FPED and forward to office concerned in the approval of Travel Order	None		<i>BFAR- Chief, Fisheries Planning and Economics Division (FPED)• 4th Flr., Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>

None	1.4. Review and affix initial of the Division Chief of FMD and forward to the HRMS office for the process of the Travel Order	None	3 Days	 BFAR- Chief Finance and Management Division (FMD)• 4th Flr., Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.
None	1.5. Process the forwarded signed Travel Order by writing/placing the control number for it's validity	None		<i>Admin-HRMS, 3rd Floor, Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C</i>
None	1.6. Review and approved/sign of the ADAS on the Travel Order	None	3 Days	<i>BFAR- Assistant Director for Administrative Services (ADAS)• 4th Flr., Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
None	1.7. Receive approved Travel Order from the Admin-HRMS for the valid control number placed on the document	None	10 Minutes	<i>BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>

2. Receive notification thru e-mail or phone call on the scheduled inspection of fishery establishment/facility	2. Notify client on the scheduled inspection of fishery establishment thru e-mail or thru phone call	None	5 Minutes	 <i>BFAR- Chief Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
3. Allow inspection of fishery establishment/facility	3. Conduct inspection of the fishery establishment/facility	None	5 Hours 15 Minutes (NCR Area)	<i>BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
			9 Days, 5 Hours 35 Minutes (Regional Area)	
4. Attend the discussion on the findings/deficiencies of the inspection conducted	4. Discuss/Present the findings during the closing meeting of the inspection conducted (If the fishery establishment is non-compliant, proceed to step 5)	None	1 Hour	<i>BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
5. Comply the deficiencies found based on the Inspection Report through submission of narrative report or photos of the complied deficiencies	5. Evaluate the compliance to the deficiencies and/or re-inspection of the fishery establishment if necessary/needed (Application will be rejected if the client fails to submit proof of compliance to the deficiencies within the allotted timeframe)			<i>BFAR- Chief, Fisheries Quarantine</i>

	<p>*Minor findings: Findings that can be accomplished within 3 days such as provision of garbage bin, signages, etc.,</p> <p>*Major findings: Findings that have a major effect on the fishery establishment's operation, such as the provision of concrete tanks, drainage, etc. - the client is given 7 days to accomplish these findings</p>	None	7 Days	 <p>Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</p>
None	5.2 Prepare/Process Certificate of Registration and Endorsement Letter to be forwarded to Director's Office for approval and signature	None	2 Hours	<p><i>BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i></p>
None	5.3 Review and affix the initial of the Section Chief of FQS and Division Chief of FIQD on the Endorsement Letter and Certificate of Registration	None	4 Hours	<p><i>BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i></p>
None	5.4. Review and affix initial of the ADOTECH on the Endorsement Letter and Certificate of Registration	None	3 Days	<p><i>Assistant Director for Technical Services (3rd Flr., Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave.</i></p>

None	5.5. Forward the initialed documents for the Director's signature			
None	5.6. Approve and sign the Endorsement Letter and Certificate of Registration	None	3 Days	BFAR National Director • Office of the Director • 3rd Flr., Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.
None	5.7. Receive / Record and notify the client for the ready release of the approved Certificate of Registration	None	10 Minutes	BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.
6. Receive an e-copy and notified on the release of the approved Certificate of Registration thru email	6. Release e-copy of Certificate of Registration thru email	None	10 Minutes	BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.
TOTAL:		None	1 month, 2 days, 1 Hour, 30 Minutes	


2. Issuance of Inspection Report for Export/Import of Live Aquatic Animals (for NCR Areas)



The Inspection Report is issued to fishery establishment operators that has been inspected for facility registration/monitoring purposes.

Office or Division	BFAR-Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Quarantine Section (FQS)
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Exporters and Importers of Live Aquatic Animals

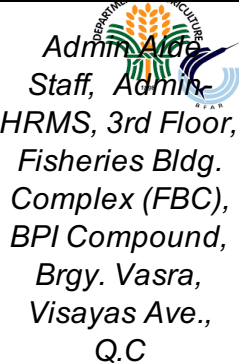
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Profile (Facility Lay-out, Standard Operating Procedures (SOP) and etc.)		Company/ Requesting Party		
2. Request Letter for Inspection (for importers)		Company/ Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and/or requirements for approval of inspection	1. Receive the request with the required documentary requirements and schedule for the conduct of inspection of fishery establishment/facility	None	10 minutes	<i>BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
2. Allow the inspection team and provide access to the fishery establishment/ facility	2. Conduct actual inspection of the fishery establishment/facility	None	4 Hours	<i>BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>


3. Attend the discussion on the findings of the inspection conducted	3. Discuss/Present findings from the conduct of fishery establishment/facility inspection	None	1 Hour	 BFAR- Chief Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.
4. Sign conforme and receive inspection report	4. Provide copy of inspection report after signing on the conforme	None	5 Minutes	BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.
TOTAL:		None	5 Hours, 15 Minutes	

3. Issuance of Inspection Report for Export/Import of Live Aquatic Animals (for Regional Areas)

The Inspection Report is issued to fishery establishment operators that has been inspected for facility registration/monitoring purposes.	
Office or Division	BFAR-Fisheries Inspection and Quarantine Division (FIQD) - Fisheries Quarantine Section (FQS)
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Exporters and Importers of Live Aquatic Animals
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client's Profile (Facility Lay-out, Standard Operating Procedures (SOP) and etc.)	Company/ Requesting Party
2. Request Letter for Inspection (for importers)	Company/ Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and/or requirements for approval of inspection	1. Receive the request with the required documentary requirements and schedule for the conduct of actual inspection of fishery establishment/facility	None	10 minutes	<i>BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
None	1.2. Prepare the Travel Order for the scheduling of fishery establishment/facility inspection	None	10 Minutes	<i>BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
None	1.3. Review and affix initial of the Division Chief of FPED and forward to office concerned in the approval of Travel Order	None	3 Days	<i>BFAR- Chief, Fisheries Planning and Economics Division (FPED) • 4th Flr., Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
None	1.4. Review and affix initial of the Division Chief of FMD and forward to the HRMS office for the process of the Travel Order	None		<i>BFAR- Chief, Finance and Management Division (FMD) • 4th Flr., Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>

None	1.5. Process the forwarded signed Travel Order by writing/placing the control number for it's validity	None		
None	1.6. Review and approved/sign of the ADAS on the Travel Order	None	3 Days	BFAR- Assistant Director for Administrative Services (ADAS)• 4th Flr., Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.
None	1.7. Receive approved Travel Order from the Admin-HRMS for the valid control number placed on the document	None	10 Minutes	BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.
2. Allow the inspection team and provide access to the fishery establishment/ facility	2. Conduct actual inspection of the fishery establishment/facility	None	4 Hours	BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.

3. Attend the discussion on the findings of the inspection conducted	3. Discuss/Present findings from the conduct of fishery establishment/facility inspection	None	1 Hour	 <i>BFAR Chief Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
4. Sign conforme and receive inspection report	4. Provide copy of inspection report after signing on the conforme	None	5 Minutes	<i>BFAR- Chief, Fisheries Quarantine Section (FQS) Ground Flr., Fisheries Bldg. Complex (FBC), BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
TOTAL:		None	9 Days, 5 Hours, 35 Minutes	



**BFAR- Fisheries Inspection & Quarantine Division (FIQD)
-FISHERIES INSPECTION SECTION (FIS)**

1. Inspection of Cold Storage Warehouse for the Issuance of License to Operate (LTO)
2. Inspection of Fishery/Aquatic Products/Establishments (New Applicant) for Registration and Issuance of HACCP/GMP/SSOP/Vessel Certificate
3. Inspection of Fishery Establishment for Export of Fishery/Aquatic Products for Issuance of Certificate of HACCP/GMP/SSOP/Vessel (Renewal)
4. Inspection of Traders/Exporters (without processing establishment) for Issuance of Certificate of Registration
5. Pre-shipment Inspection
6. Re-verification and Re-inventory of Stocks in Cold Storage and Importer's (Per Client) as for the Volume Requirements of Processing Plants (Canning and Processing) and Institutional Buyers



III. QUARANTINE: Certificate of Accreditation and Inspection

BFAR-Fisheries Inspection and Quarantine Division (FIQD) Fisheries Inspection Section (FIS)

1. Inspection of Cold Storage Warehouse for the Issuance of License to Operate (LTO)

The issuance of LTO is in accordance with Administrative Circular 1 s. 2021 on the Accreditation of Cold Storage Warehouse Facility.


Office or Division	BFAR-Fisheries Inspection Quarantine Division (FIQD) - Fisheries Inspection Section	
Classification	Highly Technical	
Type of Transaction	G2B- Government to Business Entity	
Who may avail:	Cold Storage Warehouse Operators (EXTERNAL)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Duly accomplished, notarized and verified Application Form (New Applicant & Renewal) (1 Original Copy)	BFAR FIQD G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C/Regional Offices	
2. Floor Plan/Layout showing all storage rooms and other facilities for Specific products (New Applicant) (1 Photocopy)	Cold Storage Warehouse Operators	
3. Recent photographs of the inner and outer portions of the CSW (New Applicant) ; Photographs of additional facilities/improvements, if any (for renewal) (1 Original)	Cold Storage Warehouse Operators	
4. Updated Business Permit (New Applicant & Renewal) (1 Photocopy)	City/Municipal Government	
5 Environment Compliance Certificate/Certificate of Non-Coverage (New Applicant & Renewal) (1 Photocopy)	Department of Environment and Natural Resources (DENR)	
6. Permit to Operate (Air Pollution Source/Control Installations, Exemption Certificate) - New Applicant & Renewal * Provided that, in case the cold storage facility is also engaged in the processing of agricultural and fisheries products, a Waste Water Discharged Permit shall also be required. (1 Photocopy)	Department of Environment and Natural Resources (DENR)/ Laguna Lake Development Authority (LLDA)	
7. Business Registration (New Applicant & Renewal) (1 Photocopy)	Department of Trade and Industry (DTI)/ Security of Exchange Commission (SEC)	
8. Sanitary Permit/Letter of Approval of Water Source and Potability (New Applicant & Renewal) (1 Photocopy)	DOH + NWRB/LGU Health Office	




9. Reliable recording system for readily available information (New Applicant) (1 Photocopy)	Cold Storage Warehouse Operators
10. Rated Capacity (New Applicant & Renewal) (1 Photocopy)	Cold Storage Warehouse Operators
11. List of clientele for the last two (2) years (New Applicant & Renewal) (1 Photocopy)	Cold Storage Warehouse Operators
12. List of products/commodity stored (Local & Imported) - New Applicant & Renewal (1 Photocopy)	Cold Storage Warehouse Operators
13. GOP/GHP/HACCP Certificate, when applicable (New Applicant & Renewal) (1 Photocopy)	Cold Storage Warehouse Operators
14. Previous License to Operate (LTO) of CSW (Renewal) (1 Photocopy)	Cold Storage Warehouse Operators
15. Order of payment (1 Photocopy)	BFAR-FIQD-FIS, Fisheries Bldg. Complex, BPI Compound, Ground Floor, Brgy.Vasra, Visayas Avenue, Quezon City/Regional Offices
16. Official Receipt (1 Photocopy)	BFAR Cashier, Fisheries Bldg. Complex, BPI Compound, Ground Floor, Brgy.Vasra, Visayas Avenue, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form together with the documentary requirements to BFAR FIQD-FIS and was advise to pay the required fees	1.Receive, review and evaluate the application form and relevant documentary requirements for their completeness	None	20 minutes	<i>FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</i>
	1.1 Advise client to pay the required fees	None		
2. Secure Order of Payment	2. Issue order of payment	None	10 minutes	<i>FCS Staff BFAR FIQD-FCS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C/Regional Offices</i>

3. Pay the required fees and secure Official Receipt at BFAR Cashier (The client may opt to pay at the Central or Regional Office)	3. Accepts the payment based on the Order of Payment and issue Official Receipt	Php 4,000	3 minutes	 Collecting Officer BFAR Cashier 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C/Regional Office
4. Allow inspection team to inspect facility based on the agreed date of inspection	4. Conduct onsite inspection of cold storage based on the agreed schedule that covers the following a. Opening meeting with the cold storage representative b. Walk through in the cold storage premises c. Documents review d. Close door meeting e. Exit meeting with the cold storage representative f. Final report preparation	None	1 day	 <i>FIS Inspector</i> <i>BFAR-FIQD FIS</i> <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C,</i> <i>plant</i> <i>representatives,</i> <i>Fishery</i> <i>Establishment</i> <i>Address on site</i>
None	4.1 Prepare/Process Certificate for Cold Storage Accreditation (License to Operate) if compliant on the requirements	None	30 minutes	 <i>FIS Admin Staff</i> <i>BFAR FIQD-FIS</i> <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	4.2 Review and affix initials on the License to Operate Certificate by the Section chief	None	30 minutes	 <i>FIS Chief</i> <i>BFAR FIQD-FIS</i> <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	4.3 Final review and affix initial on the License to Operate Certificate by the Division Chief	None	30 minutes	 <i>FIQD Chief</i> <i>BFAR FIQD-FIS</i> <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>

None	4.4 Transmit the License to Operate (LTO) with proper initials to Assistant Director for Technical Services for review and evaluation	None	10 minutes	 <i>FIS Admin Staff</i> <i>BFAR FIS</i> <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	4.5. Review and initial of the License to Operate (LTO)	None	3 days	<i>Asst. Director for</i> <i>Technical</i> <i>Services</i> <i>(ADOTECH)</i> <i>3rd Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	4.6 Forward to the Director's Office for signature and approval	None		<i>Administrative</i> <i>Staff</i> <i>Office of the Asst.</i> <i>Director for</i> <i>Technical</i> <i>Services</i> <i>(ADOTECH)</i> <i>3rd Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	4.7 Approve and sign the License to Operate (LTO) after the final review	None	3 days	<i>Bureau Director</i> <i>BFAR-Director's</i> <i>Office</i> <i>3rd Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	4.8 Transmit to the FIS-FIQD for releasing to the client	None		<i>Administrative</i> <i>Staff</i> <i>Office of the</i> <i>Director</i> <i>3rd Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>

5. Receive the notification for release of the approved License to Operate (LTO) at the BFAR FIQD-FIS	5. Notify the client that the approved License to Operate (LTO) is ready for release to client	None	10 minutes	 FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C
TOTAL:		PHP 4,000	7 working days, 2 hours, 23 minutes	

*Centralized coding of License To Operate is provided by DA to BFAR Central office

*Inspection is conducted at the regional level

2. Inspection of Fishery/Aquatic Products/Establishments (New Applicant) for Registration and Issuance of HACCP/GMP/SSOP/Vessel Certificate

The food safety inspection is conducted to enable the Fishery and Aquaculture Business Operators (FABO) to export their products to other countries.

Office or Division	BFAR-Fisheries Inspection Quarantine Division (FIQD) - Fisheries Inspection Section (FIS)
Classification	Highly Technical
Type of Transaction	G2B- Government to Business Entity
Who may avail:	Fishery Aquaculture Business Operators (FABO) of fish processing plants, pre-processing, ice plant, fishing vessel & boats, buying station, auction market, and fish port facility


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Requirements for primary processing establishment:	
1. Letter of Intent /Application letter, 1 Original	Fishery/Aquatic Products Business Operators (FABO)
2. Updated Sanitary permit (issued by LGU) ,written Simplified HACCP based program, GMP & SSOP Program for pre- processing plants, buying station, 1 Photocopy	Sanitary permit- Local Government Unit (LGU), GMP/SSOP/HACCP Program-FABO
3. License to Operate (LTO issued by Philippine FDA) and written GMP & SSOP Program for ice plant, 1 Photocopy	LTO-FDA, GMP/SSOP Program- FABO
4. Updated Sanitary permit (issued by LGU) and GOP program for cold storage ware house , fish port facilities and auction market	Sanitary permit- Local Government Unit (LGU), GOP Program-FABO



5. Updated Sanitary permit (issued by LGU), written GMP & SSOP Program Dry Warehouse (i.e for dried seaweeds and dried sea cucumber), 1 Photocopy		Sanitary permit- Local Government Unit (LGU) GMP/SSOP/HACCP Program-FABO		
B. Requirements for secondary processing establishment:				
1. Updated sanitary permit, 1 Photocopy		Local Government Unit (LGU)		
2. License to Operate, 1 Photocopy		FDA		
3. GMP/ SSOP/ HACCP Program for fish processing plant,1 Photocopy		Fishery Aquaculture Business Operators (FABO)		
C. Requirements for fishing vessel or boats >3 gross tons:				
1. Certificate of Registration, 1 Photocopy		MARINA		
2. GMP and SSOP/HACCP (as required) for fishing and freezer vessel (*refrigerated and non- refrigerated), 1 Photocopy		Fishery Aquaculture Business Operators (FABO)		
3. Commercial Fishing Vessel License (CFVGL) issued by BFAR, 1 Photocopy		BFAR- Fisheries Regulatory License Division (FRLD)		
D. Requirements for fishing vessel or boats less than 3 gross tons:				
1. Certificate of Registration issued by the Local Government Unit (LGU), 1 Photocopy		Local Government Unit (LGU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent/application letter together with the required documentary requirements to BFAR FIQD-FIS	1. Receive letter of intent/application letter and check the completeness of the documentary requirements submitted	None	20 minutes	<i>FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.1 Review and evaluate the application in compliance to safety programs	None	1 day	<i>FIS Inspector BFAR-FIQD FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</i>

2. Receive notification on the scheduled inspection onsite	2. Notify the client on the schedule of pre-assessment/desk review/system audit Inspection	None	10 minutes	 FIS Admin Staff BFAR-FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C, and plant representatives, Fishery Establishment Address on site
3. Allow inspection and access to facility	3. Conduct on- site inspection with the following order of activities: a. opening meeting with the plant representative b. walk through in plant premises c. Documents review/ Desk review d. Close door meeting e. Exit meeting with the plant management	None	3 days	FIS Inspector BFAR-FIQD FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C, plant representatives, Fishery Establishment Address on site
4. Submit pending documents/records (refer to checklist of requirements)	4. Review/Evaluate submitted documents/records	None	1 day	FIS Inspector BFAR-FIQD FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C, plant representatives, Fishery Establishment Address on site
None	4.1 Prepare and sign the final inspection report by the inspectors and Philippine Accreditation Bureau (PAB) approved signatory inspector/s (if applicable)	None	3 days	FIS Inspector BFAR-FIQD FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C, plant representatives, Fishery Establishment Address on site

None	<p>4.2 Review/Evaluate for the approval of inspection report</p> <ul style="list-style-type: none"> • If passed- on the inspection: Issue the HACCP certificate • If failed- No Health Certificate/GMP/SSOP /HACCP Certificate shall be issued until deficiencies are rectified 	None	3 days	 <p>FIS Inspector BFAR-FIQD FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C, plant representatives, Fishery Establishment Address on site</p>
None	4.3 Prepare/Process the HACCP/ GMP/ SSOP/ Vessel Certificate if the applicant is compliant on the requirements/ deficient	None	30 minutes	<p>FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</p>
None	4.4 Review and affix initials of the HACCP/GMP/SSOP/Vessel Certificate by the Section Chief	None	30 minutes	<p>FIS Chief BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</p>
None	4.5 Final review and affix initials on the HACCP/GMP/SSOP/Vessel Certificate by the Division Chief	None	30 minutes	<p>FIQD Chief BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</p>
None	4.6 Transmit the HACCP/GMP/SSOP/ Vessel Certificate with initials to Assistant Director for Technical Services for for review and evaluation	None	10 minutes	<p>FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</p>

None	4.7 Review and affix initial on the HACCP/GMP/SSOP/Vessel Certificate	None	3 days	 Asst. Director for Technical Services (ADOTECH) 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C
None	4.8 Forward to the Office of the Director for the Bureau Director's approval and signature	None		Administrative Staff, Office of the Asst. Director for Technical Services (ADOTECH) 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C
None	4.9 Approve and sign the HACCP/ GMP/ SSOP/ Vessel Certificate after the final review	None		Bureau Director BFAR-Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C
None	4.10 Transmit to the FIS-FIQD the approved documents for releasing to the client	None		Administrative Staff Office of the Director 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C
5. Receive the notification for the release of the approved License to Operate (LTO) at the BFAR FIQD-FIS	5. Notify the client that the approved HACCP/GMP/SSOP/Vessel Certificate is ready for release to client	None	10 minutes	FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C
TOTAL:		None	17 working days, 2 hours, 20 minutes	

Note:

- For those applying for EU Registration, FABO shall wait for the notification from European Commission approval prior to export of their products, - For non-EU, FABO shall coordinate with **BFAR FIQD-FIS**, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Quezon City for other export requirements



3. Inspection of Fishery Establishment for Export of Fishery/Aquatic Products for Issuance of Certificate of HACCP/GMP/SSOP/Vessel (Renewal)


The inspection is conducted to enable the Fishery and Aquaculture Business operators (FABO) to sustain their compliance to food safety requirements and standard and continuous export of their products to other countries.

Office or Division	BFAR-Fisheries Inspection Quarantine Division (FIQD) - Fisheries Inspection Section (FIS)
Classification	Highly Technical
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Fishery Aquaculture Business Operators (FABO) of fish processing plants, pre-processing, ice plant, fishing vessel & boats, buying station, auction market, and fish port facility (EXTERNAL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requirements for primary processing establishment:	
1. Letter of Intent /Application letter, 1 Original	Fishery Aquaculture Business Operators (FABO)
2. Updated Sanitary permit (issued by LGU) ,written Simplified HACCP based program, GMP & SSOP Program for pre- processing plants, buying station, 1 Photocopy	Sanitary permit- Local Government Unit (LGU) GMP/SSOP/HACCP Program-FABO
3. License to Operate (LTO issued by Philippine FDA) and written GMP & SSOP Program for ice plant, 1 Photocopy	LTO-FDA, GMP/SSOP Program- FABO
4. Updated Sanitary permit (issued by LGU) and GOP program for cold storage ware house , fish port facilities and auction market, 1 Photocopy	Sanitary permit- Local Government Unit (LGU), GMP/SSOP/HACCP Program-FABO
5. Updated Sanitary permit (issued by LGU), written GMP & SSOP Program Dry Warehouse (i.e for dried seaweeds and dried sea cucumber), 1 Photocopy	Sanitary permit- Local Government Unit (LGU), GMP/SSOP/HACCP Program-FABO
Requirements for secondary processing establishment:	
1. Updated sanitary permit (issued by LGU), 1 Photocopy	Sanitary permit- Local Government Unit (LGU)




2. License to Operate (LTO issued by Philippine FDA), 1 Photocopy		License to Operate (LTO)-FDA		
3. GMP/ SSOP/ HACCP Program for fish processing plant, 1 Photocopy		Fishery Aquaculture Business Operators (FABO)		
Requirements for fishing vessel or boats >3 gross tons:				
1. Certificate of Registration, 1 Photocopy		MARINA		
2. GMP and SSOP/HACCP (as required) for fishing and freezer vessel (*refrigerated and non- refrigerated), 1 Photocopy		Fishery Aquaculture Business Operators (FABO)		
3. Commercial Fishing Vessel License (CFVGL) issued by BFAR, 1 Photocopy		BFAR- Fisheries Regulatory License Division (FRLD)		
Requirements for fishing vessel or boats less than 3 gross tons:				
1. Certificate of Registration issued by the Local Government Unit, 1 Photocopy		Local Government Unit (LGU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent/application letter together with the required documentary requirements to BFAR FIQD-FIS	1. Receive letter of intent/application letter and check the completeness of the documentary requirements submitted	None	20 minutes	<i>Crejay Lacena FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</i>
2. Receive notification on the scheduled audit inspection on site	2. Notify the client on the schedule of system audit Inspection of facility on site	None	10 minutes	<i>Crejay Lacena FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C plant representatives, Fishery Establishment Address on site</i>

<p>3. Allow inspection and access to facility</p>	<p>3. Conduct on- site inspection with the following order of activities:</p> <p>a. opening meeting with the plant representative b. walk through in plant premises c. Documents review/ Desk review d. Close door meeting e. Exit meeting with the plant management</p>	<p>None</p>	<p>1 day</p>	 <p>Ma. Joannalyn E. Awatin, FIS Inspector BFAR-FIQD FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C, plant representatives, Fishery Establishment Address on site</p>
<p>4. Submit pending documents/records, if necessary</p> <p>(refer to checklist of requirements)</p>	<p>4. Review/evaluate the submitted documents/records</p>	<p>None</p>	<p>1 day</p>	<p>Ma. Joannalyn E. Awatin, FIS Inspector BFAR-FIQD FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C, plant representatives, Fishery Establishment Address on site</p>
<p>None</p>	<p>4.1 Prepare and sign the final inspection report by the inspectors and Philippine Accreditation Bureau (PAB) approved signatory inspector/s (if applicable)</p>	<p>None</p>	<p>3 days</p>	<p>Ma. Joannalyn E. Awatin, FIS Inspector BFAR-FIQD FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</p>

None	4.2 Review/ Evaluation and approval of inspection report <ul style="list-style-type: none"> • If passed- in the inspection: Issue the HACCP certificate • If failed- No Health Certificate/GMP/SSOP /HACCP Certificate shall be issued until deficiencies are rectified 	None	3 days	 Ma. Joannaly E. Awatin, <i>FIS Inspector</i> BFAR-FIQD FIS <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	4.3 Prepare/Process the HACCP/GMP/SSOP/Vessel Certificate if compliant on the requirements	None	30 minutes	<i>Crejay Lacena</i> <i>FIS Admin Staff</i> BFAR FIQD-FIS <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	4.4 Review and affix initials of the HACCP/GMP/SSOP/Vessel Certificate by the Section Chief	None	30 minutes	<i>Haide T. Rojas</i> <i>FIS Chief</i> BFAR FIQD-FIS <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	4.5 Final review and affix initials of the HACCP/GMP/SSOP/ Vessel Certificate by the Division Chief	None	30 minutes	<i>Joselito R. Somga, DVM</i> <i>FIQD Chief</i> BFAR FIQD-FIS <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	4.6 Transmit the HACCP/GMP/SSOP/Vessel Certificate with initials to Assistant Director for Technical Services for for review and evaluation	None	10 minutes	<i>Crejay Lacena</i> <i>FIS Admin Staff</i> BFAR FIQD-FIS <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>

None	4.7 Review and affix initial on the HACCP/GMP/SSOP/ Vessel Certificate	None		 <i>Isidro M. Velayo, Jr., MDM,</i> <i>Asst. Director for Technical Services (ADOTECH)</i> <i>3rd Floor,</i> <i>Fisheries Bldg., BPI Compound,</i> <i>Visayas Ave., Q.C</i>
None	4.8 Forward to the Office of the Director for the Bureau Director's signature and approval	None	3 days	<i>Administrative Staff,</i> <i>Office of the Asst. Director for Technical Services (ADOTECH)</i> <i>3rd Floor,</i> <i>Fisheries Bldg., BPI Compound,</i> <i>Visayas Ave., Q.C</i>
None	4.9 Approve and sign the HACCP/GMP/SSOP/ Vessel Certificate after final review	None	3 days	<i>Atty. Demosthenes R. Escoto,</i> <i>Bureau Director BFAR-Director's Office</i> <i>3rd Floor,</i> <i>Fisheries Bldg., BPI Compound,</i> <i>Visayas Ave., Q.C</i>
None	4.10 Forward the approved and signed documents to the FIQD-FIS for releasing	None		<i>Administrative Staff</i> <i>BFAR-Director's Office</i> <i>3rd Floor,</i> <i>Fisheries Bldg., BPI Compound,</i> <i>Visayas Ave., Q.C</i>

5. Receive the notification for the release of the approved HACCP/GMP/SSOP/Vessel Certificate at the BFAR FIQD-FIS	5. Notify the client that the approved HACCP/GMP/SSOP/Vessel Certificate is ready for release to client	None	10 minutes	 Crejay L. Lacerda FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C
TOTAL:		None	14 Working Days, 2 hours, 20 minutes	

Note:


- For those applying for EU Registration, FABO shall wait for the notification from European Commission approval prior to export of their products, - For non-EU, FABO shall coordinate with **BFAR FIQD-FIS**, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Quezon City for other export requirements


4. Inspection of Traders/Exporters (without processing establishment) for Issuance of Certificate of Registration


Office or Division	BFAR-Fisheries Inspection Quarantine Division (FIQD) - Fisheries Inspection Section (FIS)		
Classification	Highly Technical		
Type of Transaction	G2B- Government to Business Entity		
Who may avail:	Traders/Exporters without processing establishment (EXTERNAL)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Intent /Application letter (1 Original)		Traders/Exporters Company	
2. Duly accomplished and verified Application Form (1 Original)		BFAR- Website- www.bfar.gov.ph	
3. SEC Certificate of Incorporation and SEC General Information Sheet (1 Photocopy) *Primary purpose of corporation must be exportation/ manufacturer of fish/ sea foods products * IDs of officer with signature		Security of Exchange Commission (SEC)	
4. Department of Trade and Industry (DTI) Certificate for single proprietor (1 Photocopy)		Department of Trade and Industry (DTI)	



5. Certification from Department of Labor and Employment (DOLE) for associations (1 Photocopy)		Department of Labor and Industry (DOLE)		
6. Certification from Cooperative Development Authority (CDA) for Cooperatives (1 Photocopy)		Cooperative Development Authority (CDA)		
7. Bureau of Internal Revenue (BIR) Certificate of Registration (1 Photocopy) <u>*Line of Business</u> Example: 1513 – Fish/ Fishery Products/ Seafoods 5190 – Marine Products/ Other Wholesaling		Bureau of Internal Revenue (BIR)		
8. Updated Mayor's Permit (with Sanitary Permit) (1 Photocopy)		Local Government Unit (LGU)		
9. Special Power of Attorney (SPA) For authorized representative with ID and signature of representative (1 Photocopy)		Traders/Exporters Company		
10. License to Operate as Exporter, 1 Photocopy		Food and Drug Administration (FDA)		
11. List of Officers of the Company and Valid IDs, 1 Photocopy		Traders/Exporters Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and accomplished application form together with the documentary requirements to BFAR FIQD-FIS	1. Receive, review and evaluate the application form and relevant documentary requirements for their completeness	None	20 minutes	<i>Crejay Lacena FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</i>
2. Receive notification on the scheduled inspection on site	2. Notify the client on the schedule of Inspection of facility on site	None	10 minutes	<i>Crejay Lacena FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</i>

3. Allow inspection and access to the facility	3. Conduct on- site inspection with the following order of activities: a. opening meeting with the company representative b. Review of documentary requirements	None	1 day	 Ma. Joana E. Awatin <i>FIS Inspector</i> <i>BFAR-FIQD FIS</i> <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C,</i> <i>plant</i> <i>representatives,</i> <i>Fishery</i> <i>Establishment</i> <i>Address on site</i>
None	3.1 Prepare/Process the Certificate of Registration (COR) if compliant on the requirements	None	30 minutes	<i>Crejay Lacena</i> <i>FIS Admin Staff</i> <i>BFAR FIQD-FIS</i> <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	3.2 Review and affix initial of the Certificate of Registration by the Section chief	None	30 minutes	<i>Haide T. Rojas</i> <i>FIS Chief</i> <i>BFAR FIQD-FIS</i> <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	3.3 Final review and affix initial on the Certificate of Registration by the Division Chief	None	30 minutes	<i>Joselito R. Somga, DVM</i> <i>FIQD Chief</i> <i>BFAR FIQD-FIS</i> <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	3.4 Transmit the Certificate of Registration with proper initials to Assistant Director for Technical Services for review and evaluation	None	10 minutes	<i>Crejay Lacena</i> <i>FIS Admin Staff</i> <i>BFAR FIQD-FIS</i> <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>

None	3.5 Review and affix initial on the Certificate of Registration	None	3 days	 <p>Isidro M. Velayo, Jr., MDM, Asst. Director for Technical Services (ADOTECH) 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</p>
None	3.6 Forward to the Office of the Director for the Bureau Director's signature and approval after review	None		<p>Administrative Staff, Asst. Director for Technical Services (ADOTECH) 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</p>
None	3.7 Approve and sign the Certificate of Registration	None	3 days	<p>Atty. Demosthenes R. Escoto, Bureau Director BFAR-Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</p>
None	3.8 Transmit the approved Certificate of Registration to the FIQD-FIS for appropriate action	None		<p>Administrative Staff, BFAR-Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</p>

4. Receive the notification of release of approved Certificate of Registration at the BFAR FIQD-FIS	4. Notify the client that the approved Certificate of Registration is ready for release to client	None	10 minutes	 Creja, Tacana FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C
TOTAL:		None	7 Working Days, 2 Hours and 20 Minutes	

5. Pre-shipment Inspection

The pre-shipment inspection is conducted prior to or during van loading of products bound for shipment as pre-requisite for the issuance of Health Certificate.

Office or Division	BFAR-Fisheries Inspection Quarantine Division (FIQD) - Fisheries Inspection Section (FIS)
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity
Who may avail:	Traders, Exporters, Processors (EXTERNAL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Packing List, 1 Photocopy	Traders, Exporters, Processors
2. Auxillary/Commercial invoice, 1 Photocopy	Traders, Exporters, Processors
3. Local Transport Permit (LTP), 1 Photocopy	BFAR FIQD-Fisheries Certification Section, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request pre-shipment inspection thru phone call/letter/emails and other mode of communication	1. Receive the request of pre-shipment inspection	None	5 minutes	<i>Crejay Lacena FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</i>
2. Allow inspection	2. Conduct actual pre-shipment inspection	None	4 hours	<i>Crejay Lacena FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</i>
3. Receive Pre- shipment report	3. Release of pre-shipment report to client	None	5 minutes	<i>Ma. Joannalyn E. Awatin, FIS Inspector BFAR-FIQD FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C, plant representatives, Fishery Establishment Address on site</i>
TOTAL:		None	4 hours, 10 minutes per exporter	





6. Re-verification and Re-inventory of Stocks in Cold Storage and Importer's Client) as for the Volume Requirements of Processing Plants (Canning and Processing) and Institutional Buyers

This inspection is conducted to verify the production capacity of the processing plants and institutional buyers.

Office or Division	BFAR-Fisheries Inspection Quarantine Division (FIQD) - Fisheries Inspection Section (FIS)			
Classification	Complex			
Type of Transaction	G2G-Government to Government			
Who may avail:	BFAR-FIQD Fisheries Certification Section (INTERNAL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement letter, 1 Photocopy		BFAR FIQD-Fisheries Certification Section, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C		
2. List of clients and Supply Agreement, 1 Photocopy				
3. Lease of Contract of Cold Storage Warehouse facility, 1 Photocopy				
4. Distribution List of Imported Fishery Products (If applicable), 1 Photocopy		Importer		
5. Production Records (for canning & processing), 1 Photocopy				
6. Company Profile, 1 Photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Initial Steps:				
None	a. Receive order of re-verification from FIS head and review of the standing verification report	None	20 minutes	<i>Crejay Lacena FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</i>

1. Receive notification on the scheduled inspection	1. Notify the client on the schedule of Inspection	None	10 minutes	 Creja Lacerda FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C
2. Allow inspection and access to importer's client facility	2. Conduct on- site inspection with the following order of activities: a. opening meeting with the importer's representative b. walk through in company office, facilities & premises c. Review of documentary requirements	None	1 day/ importer's client	Ma. Joannalyn E. Awatin, FIS Inspector BFAR-FIQD FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C, plant representatives, Fishery Establishment Address on site
3. Submit pending necessary documents/records (refer to checklist of requirements)	3. Review/Evaluate the submitted documents/records	None	1 day	Ma. Joannalyn E. Awatin, FIS Inspector BFAR-FIQD FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C, plant representatives, Fishery Establishment Address on site
None	3.1 Prepare and sign the final re-verification reports, executive summary, and cover letter	None	3 days	Ma. Joannalyn E. Awatin, FIS Inspector BFAR-FIQD FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C

None	3.2 Review and affix initial on the re-verification reports, executive summary, and cover letter by the Section chief	None	30 minutes	 <i>Haidee I. Rojas</i> <i>FIS Officer</i> <i>BFAR FIQD-FIS</i> <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	3.3 Review for finality and affix initial on the re-verification reports, executive summary, and cover letter by the Division Chief	None	30 minutes	 <i>Joselito R. Somga, DVM</i> <i>FIQD Chief</i> <i>BFAR FIQD-FIS</i> <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	3.4 Transmit the re-verification reports, executive summary, and cover letter with affixed initials to Assistant Director for Technical Services for for review and evaluation	None	30 minutes	 <i>Crejay Lacena</i> <i>FIS Admin Staff</i> <i>BFAR FIQD-FIS</i> <i>G/Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	3.5 Review and affix initial on the cover letter	None	3 days	 <i>Isidro M. Velayo,</i> <i>Jr., MDM,</i> <i>Asst. Director for</i> <i>Technical</i> <i>Services</i> <i>(ADOTECH)</i> <i>3rd Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>
None	3.6 Forward to the Office of the Director for the Bureau Director's signature and approval	None		 <i>Administrative</i> <i>Staff,</i> <i>Asst. Director for</i> <i>Technical</i> <i>Services</i> <i>(ADOTECH)</i> <i>3rd Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C</i>

None	3.7 Review, approve and sign the cover letter	None	3 days	 Demosthane R. Escoto, Bureau Director BFAR-Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C
None	3.8 Forward the approved report and other documents to the FIQD-FIS for appropriate action	None		Adminstrative Staff, BFAR-Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C
4. Receive advice to proceed to FIQD-FCS for the processing of import permit	4. Endorse the signed re-verification report to Fisheries Certification Section (FCS) for processing of Import Permit.	None	10 minutes	Crejay Lacena FIS Admin Staff BFAR FIQD-FIS G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C
TOTAL:		None	11 Working Days, 2 hours, 10 minutes/ importer's client	



BFAR- Fisheries Regulatory and Licensing Division (FRLD) -FISHERIES LICENSING SECTION (CFLS)

1. Processing of Application for New Commercial Fishing Vessel License (CFVL)
2. Processing of Application for Fishing Gear Registration
3. Processing of Application for Distant Water Fishing Permit (DWFP)
4. Processing of Application for Special Fishing Permit (SFP)
5. Processing of Application for Paaling Fishermen's License
6. Processing of Application for Regular Catch Certificates (RCC)
7. Processing of Application for Simplified Catch Certificates (SCC)
8. Processing of Application for Importation, Construction or Conversion Clearance Pursuant to FAO No. 198-1, Series of 2018

V. REGULATORY: LICENSING/PERMIT/REGISTRATION/CLEARANCE



FISHERIES REGULATORY & LICENSING DIVISION (FRLD) - Capture Fisheries Licensing Section (CFLS)

1. Processing of Application for New Commercial Fishing Vessel License (CFVL)


This service involves the processing of applications for a new Commercial Fishing Vessel License (CFVL) authorizing the fishing vessel to fish within commercial waters or waters beyond 15 km from the shoreline and with gross tonnage of 3.1 and above.

Office or Division	BFAR Fisheries Regulatory and Licensing Division (FRLD) –Capture Fisheries Licensing Section (CFLS)
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity
Who may avail	Commercial Fishing Vessel Owners/Operators


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and notarized BFAR CFVL application form; 1 original copy	Applicant (Fishing vessel owner/operator)/Application Form provided by BFAR
2. Two (2) copies of "8x10" vessel unaltered pictures showing the port, starboard and required identification and marking as specified in Annex 1 of FAO 198-1 series of 2018;	Applicant (Fishing vessel owner/operator)
3. Grid map indicating the proposed fishing ground/s;	Applicant (Fishing vessel owner/operator)
4. Original or authenticated photocopy of Maritime Industry Authority (MARINA) Certificates:	Maritime Industry Authority (MARINA) (Central and Regional Office)
a. Certificate of Philippine Registry (CPR);	
b. Certificate of Ownership (CO); and	
c. Valid/Unexpired Fishing Vessel Safety Certificate.	
5. Approved articles of Incorporation and By-Laws for corporation, the primary or secondary purpose of which is to engage in fishing, or business name registration, certificate	Security and Exchange Commission (SEC), Department of Trade and Industry (DTI) or Local Government Unit (LGU)





6. Fishing logsheet for catcher vessel for registration and approval by BFAR upon payment of registration fee of Fifty pesos (PhP 50.00) ;		Applicant (Fishing vessel owner/operator)		
7. Affidavit specifying that the vessel has no pending criminal, civil or administrative case;		Applicant (Fishing vessel owner/operator)		
8. Importation/construction/conversion clearance (in case the fishing vessel is imported or newly constructed or converted);		BFAR-Regional/Provincial Fisheries Office/BFAR-Fisheries Regulatory Licensing Division-Capture Fisheries Licensing Section (FRLD-CFLS) - Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City		
9. Copy of Official Receipt/s covering payments for CFVL application and license fees; and		BFAR- Cashier (BFAR-Regional/Provincial Fisheries Office)		
10. Tax Identification Number of the vessel owner		Bureau of Internal Revenue (BIR)		
11. Compliance with Vessel Monitoring System (VMS) requirement.		BFAR Central Office - BFAR-Integrated Marine Environment Monitoring System (IMEMS) - 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City		
12. Fishing Vessel Inspection Report		BFAR-Regional/Provincial Fisheries Office		
13. Copy of Official Receipt for Cash Bond Deposit (CBD) based on the gross tonnage of the vessel		BFAR- Cashier (BFAR-Regional/Provincial Fisheries Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Commercial Fishing Vessel License (CFVL) application form and secure list of regulatory requirements.	1. Provide Commercial Fishing Vessel License (CFVL) application form and list of requirement.	None	10 minutes	<i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>
2. Submit duly accomplished and notarized CFVL application form together with complete regulatory requirements	2. Receive and evaluate the authenticity and completeness of the submitted regulatory requirements	None	30 minutes	<i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>

3. Secure and submit the accomplished request form for the CFV inspection and receive the scheduled inspection	3. Provide the request form and receive the submitted accomplished request form then schedule for inspection	None	10 minutes	 Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office
4. Allow the inspection on the fishing vessel	4. Conduct an inspection of the fishing vessel, prepare an inspection report, and advise the applicant/client to pay the required fees	None	3 days	Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office
5. Secure "Order of Payment"	5. Prepare and issue "Order of Payment"	None	10 minutes	Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office
6. Submit an "Order of Payment" and pay the required fees and secure Official Receipt (OR)	6. Accept the payment based on the Order of Payment submitted and issue an Official Receipt (OR)	Php. 400.00 Application Fee, P 50.00 for logbook, License Fee, & Cash Bond Deposit based on gross tonnage (please see *Notes below for computation)	10 minutes	Special Collecting Officer BFAR- Cashier Regional/Provincial Fisheries Office
7. Submit the original copy of the Official Receipt (O.R.) for photocopy for processing of application	7. Receive and photocopy the submitted original Official Receipt (O.R.) and return to the applicant/client and process the application	None	10 minutes	Licensing Officer Head-Regulatory & Licensing Section BFAR Regional/ Provincial Fisheries Office

None	7.1 Prepare the Endorsement and forward to FMRED Chief for review and initial	None	2 hours	 <i>Licensing Officer Head-Regulatory & Licensing Section BFAR Regional/ Provincial Fisheries Office</i>
None	7.2. Review and affix initial in the Endorsement and forward to ORD for signature	None	4 hours	<i>Licensing Officer Chief, FMRED BFAR Regional/ Provincial Fisheries Office</i>
None	7.3 Receive the Endorsement for signature of the Regional Director	None	10 minutes	<i>Administrative Staff BFAR- Office of the Regional Director, BFAR Regional Fisheries Office</i>
None	7.4 Affix signature of the Regional Director in the Endorsement Letter	None	3 days	<i>Regional Director BFAR- Office of the Regional Director, BFAR Regional Fisheries Office concerned</i>
None	7.5 Forward the signed Endorsement to the BFAR Regional Records Section for transmission to the BFAR Central Office	None	30 minutes	<i>Administrative Staff BFAR- Office of the Regional Director, BFAR Regional Fisheries Office</i>
None	7.6 Receive and record the Endorsement letter and transmit the CFVL application to the BFAR Central Office-Records Section or to the Director's Office (DO)	None	2 days	<i>Record Officer BFAR-Records Section or Admin Staff BFAR Regional Fisheries Office</i>

None	7.7 Receive and record the transmitted CFVL application by BFAR Regional Records Section//Regional Director's Office (DO) and forward to BFAR-FRLD-CFL Section	None	30 minutes	 <i>Record Officers/ Administrative Staff Central Office-Records Section/ Director's Office (DO) Ground/3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City respectively</i>
None	7.8 Receive and record the transmittal of the CFVL application by the FRLD staff and assigned to CFLS for appropriate action	None	30 minutes	 <i>Administrative Aide/Assistant Fishing Regulations Officers BFAR FRLD-CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	7.9 Evaluate, process and prepare the corresponding CFVL and affix initials of the authorized signatories and forward to BFAR-ADAS	None	2 days	 <i>Administrative Aide/Assistant Fishing Regulations Officers FRLD-CFLS Head, Division Chief BFAR FRLD-CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	7.10 Receive and record the CFVL application and forward to the Director's Office after review and place intial of ADAS Office	None	5 minutes	 Administrative Staff BFAR-ADAS Central Office 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	7.11 Review and affix initial for the Director's final action	None	3 days	ZALDY P. PEREZ Assistant Director for Administrative Services BFAR Central Office-ADAS 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.
None	7.12 Receive and record the CFVL application with the intial of ADAS Office	None	5 minutes	Administrative staff BFAR Central Office- Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	7.13 Review and approve and sign the CFV Licene	None	3 days	Atty. DEMOSTHENES R. ESCOTO National Director BFAR Central Office- Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City

None	7.14 Forward the approved CFVL to BFAR-Record Section for transmission to the concerned BFAR RFO-Records Section	None	10 minutes	 Administrative Staff Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	7.15 Receive and secure file copy to forward scanned copy of approved CFVL thru email (served as advance copy), then transmit the original copy to the concerned BFAR RFOs/PFOs for release to client/applicant	None	1 hour	Record Officers BFAR Central Office Records Section Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
8. Receive notification thru call, text or e-mail of the approved CFVL transmitted to Regional Office and ready for pick-up	8. Receive the approved CFVL and Notify/Inform clients thru call, text, or e-mail on the approved CFVL in the Regional Office and ready for release	None	10 minutes	Record Officers BFAR-Records Section BFAR-Regional Fisheries Office (RFOs)
9. Receive/Claim the approved CFVL	9. Release the approved CFVL to the applicant/client	None	10 minutes	Record Officers BFAR-Records Section BFAR-Regional Fisheries Office (RFOs)
TOTAL:	Php. 400.00 Application Fee, P 50.00 for logbook, *License Fee, & *Cash Bond Deposit based on gross tonnage (please see *notes below for computation)		17 days, 2 hours, 40 minutes	

Notes:

1. This procedure covers the CFVL applications filed in the BFAR-Regional/Provincial Office and forwarded to the BFAR-Central Office for approval by the National Director. Hence, the processing time from the BFAR Regional/Provincial Office to the BFAR-Central Office is combined to meet the objectives of the Citizen Charter which is the end-to-end procedures.

2. This procedure is intended only for new CFVL applications that meet the complete regulatory requirements (hard copy of all requirements) based on FAO 198-1 series of 2018 and other related implementing guidelines.

3. Consider bulk applications in this procedure which are submitted at the same time but cannot be processed at the same time due to manpower limitations. Processing time shall start only after finishing the processing of the previous transaction.



4. Inspection of commercial fishing vessels depends on the availability of the vessel/s as well as the inspectors (3) working days upon the availability of the vessel). In case the vessel is not available at the time of inspection, an applicant should notify the BFAR Inspector regarding this matter and there should be an extension of time.

5. The application fee for CFVL is PhP400.00, while the license fee and Cash Bond Deposit are based on the gross tonnage of the vessel under Sections 26 (a) and 27 of FAO 198-1 s. 2018.

***License Fee:**

1. For fishing vessel 3.1-20.0 GT - P200.00 + P2.00/GT or a fraction thereof
2. For fishing vessel 20.1-50.0 GT - P250.00 + 2.00/GT or a fraction thereof
3. For fishing vessel 50.1 – 100.0 GT - P300.00 + 2.00/GT or a fraction thereof
4. For fishing vessel 100.1-125.0 GT - P500.00 + 3.00/GT or a fraction thereof
5. For fishing vessel 125.0-150.0 GT - P1,000.00 + 3.00/GT or a fraction thereof
6. For fishing vessels 150.0 -250.0 GT - P1,500.00 + 3.00 / GT or a fraction thereof
7. For fishing vessels 250.1 and above - P2,500.00 + 4.00/GT or a fraction thereof

***Cash Bond Deposit:**

1. For fishing vessel 3.0 to 20 GT - P250.00
2. For fishing vessel 20.1 to 50 GT - P350.00
3. For fishing vessel 50.1 to 75 GT - P450.00
4. For fishing vessel 75.1 to 100 GT - P550.00
5. For fishing vessel 100.1-150.0 GT - P650.00
6. For fishing vessels 150.0 -250.0 GT - P750.00
7. For fishing vessel 250.1-500.0 GT - P850.00
8. For fishing vessels 500.1 and above - P950.00

6. The transmittal of the set of CFVL applications is beyond the Bureau's control; hence, we cannot predict the processing time as it depends on the type of courier they use.

7. The Order of Payment, issued to the applicants before payment, is submitted to the collecting officer to be used as a reference for the computation and total amount of fees to be collected. It is not included in the list of regulatory requirements for the application of CFVL

8. In the CFLS steps, procedures of the application involve intervening activities such as document verification within the regional/provincial office or in the applicant itself. Hence, the allocated time for these steps needs to take into consideration if the target is not met.

9. Approval for the CFVL depends on the availability of the BFAR National Director. Similarly, the availability of all signatories prior to the National Director, especially the FRLD-CFLS, the counterparts such as Regional and Provincial Office procedures which are involved in this frontline service.


2. Processing of Application for Fishing Gear Registration


This service involves the processing of application for Fishing Gear Registration authorizing the fishing gear to be used for fishing within waters beyond 15 km. from the shoreline. The registration of gear is applicable to catcher vessels only.


Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) Capture Fisheries Licensing Section (CFLS)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity			
Who may avail:	Commercial Fishing Vessel (CFV) Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished and notarized BFAR Fishing Gear Registration Form;		Applicant (Fishing vessel owner/operator)/ Form provided by BFAR		
2. Fishing Gear technical design and specifications duly certified by the master net mender and owner;		Applicant (Fishing Company/Operator)		
3. Fishing Gear Inspection Report		BFAR-Regional/Provincial Fisheries Office concerned		
4. Copy of Official Receipt/s covering payments for Fishing Gear Registration application fee and Commercial Fishing Gear License (CFGL) Application Fee and License Fees.		BFAR- Cashier (BFAR-Regional/Provincial Fisheries Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Fishing Gear Registration application form and secure the list of all regulatory requirements.	1. Provide Fishing Gear Registration application form and list of regulatory requirement.	None	10 minutes	<i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>
2. Submit duly accomplished and notarized Fishing Gear Registration application form together with complete regulatory requirements	2. Receive and evaluate the authenticity and completeness of the submitted regulatory requirements	None	30 minutes	<i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>

3. Secure and submit the accomplished request form for the Fishing Gear Registration inspection and receive the scheduled inspection	3. Provide the request form and receive the submitted accomplished request form then schedule for inspection	None	10 minutes	 Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office
4. Allow the inspection on the Fishing Gear Registration	4. Conduct an inspection of the Fishing Gear Registration, prepare an inspection report, and advise the applicant/client to pay the required fees	None	3 days	Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office
5. Secure "Order of Payment"	5. Prepare and issue "Order of Payment"	None	10 minutes	Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office
6. Submit an "Order of Payment" and pay the required fees and secure Official Receipt (OR)	6. Accept the payment based on the Order of Payment submitted and issue an Official Receipt (OR)	<i>Php 200.00 for Gear Registration application fee, Php 200.00 CFGL application fee, and CFGL License fee based on gross tonnage (please see notes below for computation)</i>	10 minutes	<i>Special Collecting Officer BFAR- Cashier Regional/Provincial Fisheries Office</i>
7. Submit the original copy of the Official Receipt (O.R.) for photocopy	7. Receive and photocopy the submitted original Official Receipt (O.R.) and return to the applicant/client and process the application	None	10 minutes	Licensing Officer Head-Regulatory & Licensing Section BFAR Regional/ Provincial Fisheries Office

None	7.1 Prepare the Endorsement and forward to FMRED Chief for review and initial	None	2 hours	 <i>Licensing Officer Head-Regulatory & Licensing Section BFAR Regional/ Provincial Fisheries Office</i>
None	7.2. Review and affix initial in the Endorsement and forward to ORD for signature	None	4 hours	<i>Licensing Officer Chief, FMRED BFAR Regional/ Provincial Fisheries Office</i>
None	7.3 Receive the Endorsement for signature of the Regional Director	None	10 minutes	<i>Administrative Staff BFAR- Office of the Regional Director, BFAR Regional Fisheries Office</i>
None	7.4 Affix signature in the Endorsement Letter	None	3 days	<i>Regional Director BFAR- Office of the Regional Director, BFAR Regional Fisheries Office</i>
None	7.5 Forward the signed Endorsement to the BFAR Regional Records Section for transmission to the BFAR Central Office	None	30 minutes	<i>Administrative Staff BFAR- Office of the Regional Director, BFAR Regional Fisheries Office</i>
None	7.6 Receive and record the Endorsement letter and transmit the Fishing Gear Registration application to BFAR Central Office-Records Section/Director's Office (DO)	None	2 days	<i>Record Officers BFAR-Records Section BFAR Regional Fisheries Office</i>

None	7.7 Receive and record the transmitted Fishing Gear Registration application by BFAR Regional Records Section//Director's Office (DO) and forward to BFAR-FRLD	None	30 minutes	 <i>Records Officers/ Administrative Staff BFAR Central Office-Records Section//Director's Office (DO) Ground/3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	7.8 Receive and record the transmittal of the Fishing Gear Registration application by the FRLD staff and assigned to CFLS for appropriate action	None	30 minutes	 <i>Administrative Aide/ Assistant Fishing Regulations Officers BFAR FRLD- CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	7.9 Evaluate, process, and prepare the corresponding Fishing Gear Registration and affix initials of the authorized signatories, and forward to BFAR-ADAS	None	2 days	 <i>Administrative Aide/ Assistant Fishing Regulations Officers FRLD- CFLS Head, Division Chief BFAR FRLD- CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	7.10 Receive and record the Fishing Gear Registration and forward to Director's Office after review and affixing the initial	None		 Administrative staff & Assistant Director BFAR Central Office-ADAS 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	7.11 Review and affix initial	None	3 days	Assistant Director BFAR Central Office-ADAS 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	7.12 Receive and record the Fishing Gear Registration for review and signature/approval of the National Director	None	3 days	Administrative staff BFAR Central Office- Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	7.13 Review and approve/sign the Registration for Fishing Gear	None		National Director Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City

None	7.14 Forward the approved Fishing Gear Registration to BFAR-Record Section for releasing to the BFAR RFO- Records Section	None	10 minutes	 Administrative staff BFAR Central Office- Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	7.15 Receive and secure file copy and forward scanned Fishing Gear Registration thru email (served as advance copy) and transmit the original Fishing Gear Registration to the concerned BFAR RFOs	None	1 hour	Record Officers BFAR Central Office-Records Section Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
8. Receive notification thru call, text or e-mail of the approved Fishing Gear Registration, and ready for release	8. Notify/Inform clients thru call, text, or e-mail on the approved Fishing Gear Registration and ready for release	None	10 minutes	Record Officers BFAR-Records Section BFAR-Regional Fisheries Office
9. Receive/Claim the approved Fishing Gear Registration	9. Release approved Fishing Gear Registration to the applicant	None	10 minutes	Record Officers BFAR-Records Section BFAR-Regional Fisheries Office



<p style="text-align: right;">TOTAL:</p>	<p style="text-align: center;">Php 200.00 for Fishing Gear Registration application fee, Php 200.00 CFGL application fee, and CFGL License fee based on gross tonnage (please see notes below for computation)</p>	<p style="text-align: center;">17 days, 2 hours, and 30 minutes</p>	
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NOTES:

1. This procedure covers the Fishing Gear Registration applications filed in the BFAR-Regional/Provincial Office and forwarded to the BFAR-Central Office for approval by the National Director. Hence, the processing time from the BFAR Regional/Provincial Office to the BFAR-Central Office is combined to meet the objectives of the Citizen Charter which is the end-to-end procedures.

2. This procedure is intended only for new Fishing Gear Registration applications that meet the complete regulatory requirements (hard copy of all requirements) based on FAO 198-1 series of 2018 and other related implementing order/ guidelines.

3. Consider bulk applications in this procedure which are submitted at the same time but cannot be processed at the same time due to manpower limitations. Processing time shall start only after finishing the processing of the previous transaction.

4. Inspection of Fishing Gear depends on the availability of the vessel and gear as well as the inspectors three (3) working days upon the availability of the vessel). In case the vessel and gear is not available at the time of inspection, an applicant should notify the BFAR Inspector regarding this matter and there should be an extension of time.



5. Fishing Gear Registration application fee is Php. 400.00, while the license fee is based on the gross tonnage of the vessel under Section 26 (b) of FAO 198-1, series of 2018, to wit:
- For fishing vessel 3.1-20.0 GT- P400.00 per year
 - For fishing vessel 20.1-150.00 GT- Php. 800.00 per year
 - For fishing vessel 150.1 – 300.00 GT - Php. 1,200.00 per year
 - For fishing vessel 300.1-500.00 GT - Php. 2,000.00 per year
6. The transmittal of the set of Fishing Gear Registration applications is beyond the Bureau's control; hence, we cannot predict the processing time as it depends on the type of courier they use.
7. The Order of Payment, issued to the applicants before payment, is submitted to the collecting officer to be used as a reference for the computation and total amount of fees to be collected. It is not included in the list of regulatory requirements for the application of Gear Registration.
8. In the CFLS steps, procedures of the application involve intervening activities such as document verification within the regional/provincial office or in the applicant itself. Hence, the allocated time for these steps needs to take into consideration if the target is not met.
9. Approval for the Fishing Gear Registration depends on the availability of the BFAR National Director. Similarly, the availability of all signatories prior to the National Director, especially the FRLD-CFLS, the counterparts such as Regional and Provincial Office procedures which are involved in this frontline service.

3. Processing of Application for Distant Water Fishing Permit (DWFP)


This service involves the processing of application for Distant Water Fishing Permit (DWFP) authorizing the Philippine-Flagged fishing vessel to fish in distant waters as defined under Section 3 (k) of FAO 198-1, series of 2018.	
Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) – Capture Fisheries Licensing Section (CFLS)
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity
Who may avail:	Commercial Fishing Vessel (CFV) Operators


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accreditation as Distant Water Fishing Vessel by the BFAR Director;	BFAR Central Office - Director's Office/FRLD-CFLS - 4th Flr./Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
2. A valid Commercial Fishing Vessels License (CFVL) and/or Fishing Gear Registration;	BFAR-Regional/Provincial Fisheries Office/BFAR-Fisheries Regulatory Licensing Division-Capture Fisheries Licensing Section (FRLD-CFLS) - Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
3. Distant Water Fishing Permit Application Form (Duly accomplished and notarized);	BFAR Central Office -Director's Office/FRLD-CFLS - 4th Flr./Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
4. Copy of the Fishing Authorization from the Coastal States or Affidavit of Undertaking that the owner will be provided a copy of Fishing Authorization thirty (30) days from its issuance (For fishing vessels operating in waters of the other Coastal States);	Competent Authorities from the Coastal States or Applicant (Fishing Company/Operator)
5. Ship Station License issued by NTC;	National Telecommunication Commission (NTC)
6. Official Receipt (OR) payment application fee in the amount of P. 1,000.00 and permit fee of P. 1,500.00 for fishing in High Seas Pocket No. 1 (HSP1) or Mati-Matihan pursuant to Section 39 (f) (g) of FAO 198-1, series of 2018.	BFAR- Cashier (BFAR-Regional/Provincial Fisheries Office)/BFAR- Fisheries Regulatory Licensing Division-Capture Fisheries Licensing Section (FRLD-CFLS) - Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
7. Official Receipt (OR) payment application fee in the amount of P. 3,000.00 and permit fee of P. 5,000.00 for fishing in waters of other coastal States pursuant to Section 15 of BFAR FAO 270 series of 2023.	BFAR- Cashier (BFAR-Regional/Provincial Fisheries Office)/BFAR- Fisheries Regulatory Licensing Division-Capture Fisheries Licensing Section (FRLD-CFLS) - Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
8. Notarized Affidavit of Undertaking that the vessel shall not, except when otherwise authorized by BFAR, operate in Philippine waters, including the Exclusive Economic Zone during the duration of DWFP.	Applicant (Fishing Company/Operator)
9. Compliance with Vessel Monitoring System requirement (Copy of BFAR & WCPFC Vessel Tracking Agreement and Award Form (VTAAF)	BFAR Central Office - BFAR-Integrated Marine Environment Monitoring System (IMEMS) - 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City




10. Compliance with Fisheries Observer requirement (for catcher vessels operating in high seas and Mati-matihan only).		BFAR Central Office - BFAR- Marine Fisheries Development and Vessel Operations Center (MFDVOC) - Navotas, Metro Manila		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Distant Water Fishing Permit (DWFP) application form and secure all regulatory requirements.	1. Provide Distant Water Fishing Permit (DWFP) application form and list of requirements.	None	10 minutes	<i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>
2. Submit duly accomplished and notarized DWFP application form together with complete regulatory requirements	2. Receive and evaluate the authenticity and completeness of the submitted regulatory requirements and advise the applicant/client to pay the required fees	None	30 minutes	<i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>
3. Secure "Order of Payment"	3. Prepare and issue "Order of Payment"	None	10 minutes	<i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>
4. Submit an "Order of Payment" and pay the required fees and secure Official Receipt (OR)	4. Accept the payment based on the Order of Payment submitted and issue an Official Receipt (OR)	<i>Php 2,500.00 application and permit fee for vessels operating in High Seas Pocket-1 or Mati-matihan; Php 8,000.00 application and permit fee for vessels operating in waters of other Coastal States</i>	10 minutes	<i>Collecting Officer BFAR- Cashier Regional/Provincial Fisheries Office</i>

5. Submit the original copy of the Official Receipt (O.R.)	5. Receive and photocopy the submitted original Official Receipt (O.R.) and return to the applicant/client and process the application	None	10 minutes	 <i>Licensing Officer Head-Regulatory & Licensing Section BFAR Regional/ Provincial Fisheries Office</i>
None	5.1 Prepare the Endorsement and forward to FMRED Chief for review and initial	None	2 hours	<i>Licensing Officer Head-Regulatory & Licensing Section BFAR Regional/ Provincial Fisheries Office</i>
None	5.2. Review and affix initial in the Endorsement and forward to the Office of the Regional Director for signature	None	4 hours	<i>Licensing Officer Chief, FMRED BFAR Regional/ Provincial Fisheries Office</i>
None	5.3 Receive the Endorsement for signature of the Regional Director	None	10 minutes	<i>Administrative Staff BFAR- Office of the Regional Director BFAR Regional Fisheries Office</i>
None	5.4 Affix signature of the Regional Director in the Endorsement	None	3 days	<i>Regional Director BFAR- Office of the Regional Director, BFAR Regional Fisheries Office</i>
None	5.5 Forward the signed Endorsement to the BFAR Regional Records Section for transmission to the BFAR Central Office	None	30 minutes	<i>Administrative Staff BFAR- Office of the Regional Director, BFAR Regional Fisheries Office</i>

None	5.6 Receive and record the Endorsement and transmit the DWFP application to the BFAR Central Office-Records Section/Director's Office	None	2 days	 <i>Record Officers BFAR-Records Section BFAR Regional Fisheries Office</i>
None	5.7 Receive and record the transmittal of the DWFP application and requirements by BFAR Central Records Section//Director's Office (DO) and forward to BFAR-FRLD	None	30 minutes	<i>Record Officers/ Administrative Staff BFAR Central Office-Records Section/ Director's Office (DO) Ground/3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	5.8 Receive and record the transmittal of the DWFP application by the FRLD staff and assigned to CFLS for appropriate action	None	30 minutes	<i>Administrative Aide/ Assistant Fishing Regulations Officers BFAR FRLD- CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	5.9 Evaluate, process and prepare the corresponding DWFP	None	2 days	<i>Administrative Aide/Assistant Fishing Regulations Officers FRLD- CFLS Head, Division Chief BFAR FRLD- CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	5.10 Affix initials of the authorized signatories (section chiefs, division heads) and forward to BFAR-ADAS	None		 <p>FRLD-CFLS Head, Division Chief BFAR FRLD- CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>
None	5.11 Receive and record the DWFP application and required documents. Review and affix the initial and forward to the Director's Office for approval	None	3 days	<p><i>Administrative staff & Zaldy P. Perez Assistant Director BFAR Central Office-ADAS 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i></p>
None	5.12 Receive and record the DWFP application and required documents for review and signature/ approval of the Bureau Director	None	3 days	<p><i>Administrative staff and National Director BFAR Central Office- Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i></p>
None	5.13 Forward the approved DWFP to BFAR-Record Section for releasing to the concerned BFAR RFO-Records Section/Office	None	10 minutes	<p><i>Administrative staff BFAR Central Office-Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i></p>

None	5.14 Receive and secure file copy and forward scanned documents of DWFP thru email (served as advance copy) and transmit the original copy of DWFP to the concerned BFAR RFOs	None	1 hour	 <i>Record Officers BFAR Central Office-Records Section Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
6. Receive notification thru call, text or e-mail of the approved DWFP, and ready for release	6. Notify/Inform clients/ applicant thru call, text, or e-mail on the approved DWFP and ready for release	None	10 minutes	<i>Record Officers BFAR-Records Section BFAR-Regional Fisheries Office</i>
7. Receive/Claim the approved DWFP	7. Release approved DWFP to the applicant/client	None	10 minutes	<i>Record Officers BFAR-Records Section BFAR-Regional Fisheries Office</i>
TOTAL:		Php 2,500.00 application and permit fee for vessels operating in High Seas Pocket-1 or Mati-matihan; Php 8,000.00 application and permit fee for vessels operating in waters of other Coastal States	14 days, 2 hours, and 20 minutes	



NOTES:

1. This procedure covers the DWFP applications filed in the BFAR-Regional/Provincial Office and forwarded to the BFAR-Central Office for approval by the National Director. Hence, the processing time from the BFAR Regional/Provincial Office to the BFAR-Central Office is combined to meet the objectives of the Citizen Charter which is the end-to-end procedures.
2. Consider bulk applications in this procedure which are submitted at the same time but cannot be processed at the same time due to manpower limitations. Processing time shall start only after finishing the processing of the previous transaction.
3. Accreditation refers to the registration of the fishing vessel with the Western and Central Pacific Fisheries Commission Record of Fishing Vessels (RFV). For more information, please visit <https://www.wcpfc.int/record-fishing-vessel-database>.
4. This procedure is intended only for new/renewal applications that meet the complete regulatory requirements (hard copy of all requirements) based on FAO 198-1 s. of 2018, FAO 270 s. 2023, FAO 245-4 s. 2018, FAO 261 s. 2018, FAO 260 s. 2018, FAO 244 s.2012 and other related implementing order/guidelines.
5. Payment for DWFP application and license fee for fishing in HSP1 are PhP 1,000.00 and PhP 1,500.00, respectively pursuant to Section 39 (f) (g) of FAO 198-1 s. 2018. Payment for DWFP application and permit fee for fishing in waters of other Coastal States are PhP 3,000.00 and PhP 5,000.00 pursuant to Section 4 (e) (f) of BFAR Administrative Circular No. 252-1 series of 2020.
6. Philippine-flagged vessels operating in the waters of other coastal states must be compliant with the minimum requirements pursuant to Section 14. of FAO No. 270, series of 2023. Likewise, Philippine-flagged vessels operating in HSP-1 or in Mati-matihan must comply with the criteria/requirements pursuant to Section 10 (No.1) of FAO 270, s. of 2023, and Section 3 of FAO 245-4 s. 2018. Hence, other requirements that were not included in the checklist must be complied with.
7. The transmittal of the set of DWFP applications is beyond the Bureau's control; hence, we cannot predict the processing time as it depends on the type of courier they use.
8. The Order of Payment, issued to the applicants before payment, is submitted to the collecting officer to be used as a reference for the computation and total amount of fees to be collected. It is not included in the list of regulatory requirements for the application of DWFP.
9. In the CFLS steps, procedures of the application involve intervening activities such as document verification within the regional/provincial office or in the applicant itself. Hence, the allocated time for these steps needs to take into consideration if the target is not met.
10. Approval for the DWFP depends on the availability of the BFAR National Director. Similarly, the availability of all signatories prior to the National Director, especially the FRLD-CFLS, the counterparts such as Regional and Provincial Office procedures which are involved in this frontline service.



4. Processing of Application for Special Fishing Permit (SFP)

This service involves the processing of application for Special Fishing Permit (SFP) authorizing the Philippine-Flagged Fishing Vessel to fish in the High Seas Pocket-1 as a Special Management Area (HSP1-SMA) or in Mati-matihan area.


Office or Division	BFAR Fisheries Regulatory and Licensing Division (FRLD) Capture Fisheries Licensing Section (CFLS)
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity
Who may avail	Commercial Fishing Vessel Owners/Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and notarized BFAR Special Fishing Permit (SFP) Application Form;	Applicant (Fishing vessel owner/operator)
2. Notarized Affidavit of Undertaking specifying that the vessel need to comply the Catch Documentation Scheme;	Applicant (Fishing vessel owner/operator)
3. Authenticated copy of valid Fishing Vessel Safety Certificate (FVSC);	Maritime Industry Authority (MARINA)
4. Copy of valid CFVL and DWFP;	BFAR-Regional/Provincial Fisheries Office/BFAR-Fisheries Regulatory Licensing Division-Capture Fisheries Licensing Section (FRLD-CFLS) - Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
5. Copy of Ship Station License issued by National Telecommunication Commission;	National Telecommunication Commission (NTC)
6. Fishing Vessel & Gear Inspection Report	BFAR Regional/Provincial Fisheries Office
7. Vessel Tracking Agreement Form (VTAF) and MTU Checklist;	BFAR Central Office - BFAR-Integrated Marine Environment Monitoring System (IMEMS) - 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City and Applicant (Fishing vessel owner/operator)





8. Copy of Official Receipt (OR) showing payment for Special Fishing Permit (SFP) fee pursuant to Section 3 (No.2) of FAO 270 s. 2023;	BFAR- Cashier (BFAR-Regional/Provincial Fisheries Office)/BFAR- Fisheries Regulatory Licensing Division-Capture Fisheries Licensing Section (FRLD-CFLS) - Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
9. Compliance with vessel monitoring system requirement.	BFAR Central Office - BFAR-Integrated Marine Environment Monitoring System (IMEMS) - 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
10. Compliance with Fisheries Observer requirement (for catcher vessels operating in high seas and Mati-matihan only).	BFAR Central Office - BFAR- Marine Fisheries Development and Vessel Operations Center (MFDVOC) - Navotas, Metro Manila
11. Payment of Special Fishing Permit (SFP) application fee and secure Official receipt	BFAR- Cashier (BFAR-Regional/Provincial Fisheries Office)/BFAR- Fisheries Regulatory Licensing Division-Capture Fisheries Licensing Section (FRLD-CFLS) - Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Special Fishing Permit (SFP) application form and secure list of all regulatory requirements.	1. Provide Special Fishing Permit (SFP) application form and list of requirements.	None	10 minutes	<i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>
2. Submit duly accomplished and notarized SFP application form together with complete regulatory requirements	2. Receive and evaluate the authenticity and completeness of the submitted regulatory requirements and advise the applicant/client to pay the required fees	None	30 minutes	<i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>
3. Secure "Order of Payment"	3. Prepare and issue "Order of Payment"	None	10 minutes	<i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>

4. Submit an "Order of Payment" and pay the required fees and secure Official Receipt (OR)	4. Accept the payment based on the Order of Payment submitted and issue an Official Receipt (OR)	USD 2,000.00 for 2018 and additional incremental fee of USD 100.00 annually thereafter until 2021	10 minutes	 Collecting Officer BFAR- Cashier Regional/Provincial Fisheries Office
5. Submit the original copy of the Official Receipt (O.R.) for photocopy for processing of application	5. Receive and photocopy the submitted original Official Receipt (O.R.) and return to the applicant/client and process the application	None	10 minutes	Licensing Officer Head-Regulatory & Licensing Section BFAR Regional/ Provincial Fisheries Office
None	5.1 Prepare the Endorsement and forward to FMRED Chief for review and initial	None	2 hours	Licensing Officer Head-Regulatory & Licensing Section BFAR Regional/ Provincial Fisheries Office
None	5.2. Review and affix initial in the Endorsement and forward to the Office of the Regional Director for signature	None	4 hours	Licensing Officer Chief, FMRED BFAR Regional/ Provincial Fisheries Office
None	5.3 Receive the Endorsement for signature of the Regional Director	None	10 minutes	Administrative Staff BFAR- Office of the Regional Director, BFAR Regional Fisheries Office

None	5.4 Affix signature of the Regional Director in the Endorsement Letter	None	3 days	 <i>Regional Director</i> <i>BFAR- Office of the Regional Director, BFAR Regional Fisheries Office</i>
None	5.5 Forward the signed Endorsement to the BFAR Regional Records Section for transmission to the BFAR Central Office	None	30 minutes	<i>Administrative Staff BFAR- Office of the Regional Director, BFAR Regional Fisheries Office</i>
None	5.6 Receive and record the Endorsement and transmit thru courier the SFP application to the BFAR Central Office-Records Section/Director's Office (DO)	None	2 day	<i>Record Officers BFAR-Records Section BFAR Regional Fisheries Office</i>
None	5.7 Receive and record the transmittal of the SFP application by BFAR Central Records Section//Director's Office (DO) and forward to BFAR-FRLD	None	30 minutes	<i>Record Officers/ Administrative Staff BFAR Central Office-Records Section/ Admin Staff Director's Office (DO) Ground/3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	5.8 Receive and record the transmittal of the SFP application by the FRLD staff and assigned to CFLS for appropriate action	None	30 minutes	 <i>Administrative Aide/ Assistant Fishing Regulations Officers BFAR FRLD-CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	5.9 Evaluate, process and prepare the corresponding SFP and affix initials of the authorized signatories and forward to BFAR-ADAS	None	2 days	 <i>Administrative Aide/ Assistant Fishing Regulations Officers FRLD-CFLS Head, Division Chief BFAR FRLD-CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	5.10 Receive and record the SFP formal application. Review and affix the initial and forward to the Director's Office for approval	None	3 days	 <i>Administrative staff & Assistant Director for Administrative Services BFAR Central Office-ADAS 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	5.11 Receive and record the SFP after review and signature/approval of the Bureau Director	None	3 days	 Administrative staff BFAR Central Office- Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	5.12 Review, approve and sign the SFP application	None		National Director 3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	5.13 Forward the approved SFP to BFAR-Record Section for releasing to the BFAR RFO- Records Section	None	10 minutes	Administrative staff BFAR Central Office- Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	5.14 Receive and secure file copy and forward thru e-mail the scanned SFP application (served as advance copy) and transmit the original copy of SFP to the concerned BFAR RFOs for appropriate action	None	1 hour	Record Officers BFAR Central Office-Records Section Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
6. Receive notification thru call, text or e-mail of the approved SFP, and ready for release	6. Notify/Inform clients thru call, text, or e-mail on the approved SFP and ready for release	None	10 minutes	Record Officers BFAR-Records Section BFAR-Regional Fisheries Office

7. Receive/Claim the approved SFP	7. Release approved SFP to the applicant	None	10 minutes	 <i>Record Officers BFAR-Records Section BFAR-Regional Fisheries Office</i>
TOTAL:		USD 2,000.00 for 2018 and additional incremental fee of USD 100.00 annually thereafter until 2021	14 days, 2 hours, and 20 minutes	

NOTES:

1. This procedure covers the SFP applications filed in the BFAR-Regional/Provincial Office and forwarded to the BFAR-Central Office for approval by the National Director. Hence, the processing time from the BFAR Regional/Provincial Office to the BFAR-Central Office is combined to meet the objectives of the Citizen Charter which is the end-to-end procedures.

2. Consider bulk applications in this procedure which are submitted at the same time but cannot be processed at the same time due to manpower limitations. Processing time shall start only after finishing the processing of the previous transaction.

3. Accreditation refers to the registration of the fishing vessel with the Western and Central Pacific Fisheries Commission Record of Fishing Vessels (RFV). For more information, please visit <https://www.wcpfc.int/record-fishing-vessel-database>.

4. This procedure is intended only for new/renewal applications that meet the complete regulatory requirements (hard copy of all requirements) based on FAO 198-1 s. 2018, FAO 270 s. 2023, FAO 245-4 s. 2018, FAO 261 s. 2018, FAO 260 s. 2018, FAO 244 s.2012 and other related implementing order/guidelines.

5. Pursuant to Section 3.2 of FAO 245-4 series of 2018, payment for Special Fishing Permit fee in the amount of USD 2,000.00, or its equivalent in Philippine Peso for 2018, subject to annual renewal and additional incremental fee of USD100.00 annually thereafter until 2021.



6. Philippine-flagged vessels operating in HSP-1 or in Mati-matihan must comply with the criteria/requirements pursuant to Section 10 (No.1) of FAO 270, s. of 2023, and Section 3 of FAO 245-4 s. 2018. Hence, other requirements that were not included in the checklist must be complied with.
7. The transmittal of the set of SFP applications is beyond the Bureau's control; hence, we cannot predict the processing time as it depends on the type of courier they use.
8. The Order of Payment, issued to the applicants before payment, is submitted to the collecting officer to be used as a reference for the computation and total amount of fees to be collected. It is not included in the list of regulatory requirements for the application of SFP.
9. In the CFLS steps, procedures of the application involve intervening activities such as document verification within the regional/provincial office or in the applicant itself. Hence, the allocated time for these steps needs to take into consideration if the target is not met.
10. Approval for the SFP depends on the availability of the BFAR National Director. Similarly, the availability of all signatories prior to the National Director, especially the FRLD-CFLS, the counterparts such as Regional and Provincial Office procedures which are involved in this frontline service.


5. Processing of Application for Paaling Fishermen's License


This service involves the processing of applications for Paaling Fishermen's License authorizing the fishermen/crews to on-board and to conduct fishing method called Paaling.

Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) Capture Fisheries Licensing Section (CFLS)	
Classification	Simple	
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity	
Who may avail:	Fishermen/Crew	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Pa-aling Fishermen's License Application Form (duly accomplished) (1 original copy)	BFAR FRLD-CFLS , Ground Flr., Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Vasra, Quezon City
	2. Two (2) copies of 1" X 1" ID picture	Fisherman/Crew
	3. Valid government-issued ID or Barangay Clearance	Fisherman/Crew



4. Payment of Php. 40.00 for Pa-aling Fishermen's License license fee and secure Official receipt		BFAR-Cashier - 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill up Paaling Fishermen's License application form and secure the list of all regulatory requirements.	1. Provide Paaling Fishermen's License application form and list of requirements.	None	10 minutes	<i>Administrative Aide/ Assistant Fishing Regulations Officers BFAR FRLD-CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
2. Submit duly filled up application form together with the complete regulatory requirements	2. Accept application for Pa-aling Fishermen's License with complete regulatory requirements either thru the following Offices:	None	10 minutes	<i>Administrative Aide/Assistant Fishing Regulations Officers BFAR FRLD-CFLS/BFAR-DO Ground Floor/3rd, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
	a. Office of the Director (forward to FRLD-CFLS); or			
	b. FRLD-CFLS			
None	2.1 Check, verify and evaluate the authenticity and completeness of the submitted requirements.	None	30 minutes	<i>Fishing Regulations Officers; BFAR FRLD-CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

3. Secure "Order of Payment"	3. Issue "Order of Payment"	None	10 minutes	 <i>Administrative Aide/Assistant Fishing Regulations Officers BFAR FRLD-CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
4. Submit "Order of Payment"	4. Receive and review the computation of the submitted "Order of Payment"	None	10 minutes	 <i>Marylou Cabello Collecting Officer BFAR Cashier 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
5. Pay the necessary fees and secure an Official Receipt	5. Accept the payment based on the amount in the "Order of Payment" and issue an Official Receipt to client	Php 40.00 Application and License Fee	10 minutes	 <i>Marylou Cabello Collecting Officer BFAR Cashier 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
6. Submit the original copy of the Official Receipt	6. Receive Official Receipt and reproduce a duplicate copy to be retained, then return the original copy to the client	None	10 minutes	 <i>Administrative Aide/Assistant Fishing Regulations Officers BFAR FRLD-CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	7. Prepare/Process the Paaling Fishermen's License and affix initial of authorized signatories	None	1 hour	 <i>Administrative Aide/Assistant</i> <i>Fishing Regulations Officers FRLD-CFLS Chief, Division Head BFAR FRLD-CFLS</i> <i>Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
	7.1 Approve and sign Paaling Fishermen's License.			
None	7.2 Forward to BFAR-Records Section the approved license for release to client	None	10 minutes	<i>Record Section Staff</i> <i>BFAR Records Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
8. Receive notification thru call, text or e-mail of the approved Paaling Fishermen's License, and is ready for release	8. Notify/Inform clients thru call, text or e-mail on the approved Paaling Fishermen's License and ready for release	None	10 minutes	<i>Record Section Staff</i> <i>BFAR Records Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
9. Receive/Claim approved Paaling Fishermen's License	9. Release approved Paaling Fishermen's License to client (Pick-up)	None	10 minutes	<i>Record Section Staff</i> <i>BFAR Records Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
TOTAL:		Php 40.00 Application and License Fee	3 hours	

NOTES:

1. This applies to fishermen working on board paaling fishing vessels only.

2. Consider bulk applications submitted at the same time. Paaling Fishermen's License applications are always submitted in bulk at the same time because fishermen on board paaling vessels operates in group. In this case, the processing time for each transaction multiplied by the total number of applications shall be the total processing time for bulk applications.

6. Processing of Application for Regular Catch Certificates (RCC)


<p>This service involves the processing of application for Regular Catch Certificate covering catches of Philippine-flagged fishing vessels (with size 20 gross tonnage or more) exported to European Union Member Countries.</p>	
Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) Capture Fisheries Licensing Section (CFLS)
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity
Who may avail:	Fishing companies/Accredited Exporters/Processors/Canneries
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished fishing vessel log sheet, which must bear the signature or stamp of the vessel captain	Applicant (Fishing Vessel Owner/Operator)
2. Regular Catch Certificate (RCC) Form	BFAR-Regional Field Office/BFAR- Fisheries Regulatory Licensing Division-Capture Fisheries Licensing Section (FRLD-CFLS) - Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
3. Copy of the Commercial Fishing Vessel License (CFVL)	Applicant (Fishing Vessel Owner/Operator) or BFAR-Regional Field Office/BFAR- Fisheries Regulatory Licensing Division-Capture Fisheries Licensing Section (FRLD-CFLS) - Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.
4. Copy of Certificate of Ownership (CO) and Certificate of Philippine Registry (CPR)	Maritime Industry Authority (MARINA)



<p>5. Transshipment Certificate issued by the fishing vessel captain and printed in paper bearing fishing company logo, accompanied with the fish carrier's Stowage Plan (if transshipment at sea or at port occurred)</p>	<p>Applicant (Fishing Vessel Owner/Operator)</p>
<p>6. Catch Origin Landing Declaration (COLD) submitted by the captain or master of fishing vessel or his representative and verified by the concerned BFAR Regional Office (if the catches were landed in Philippines)</p>	<p>BFAR Regional Field Office concerned</p>
<p>7. Original copy of fish summary/sizing report which must be signed by the authorized representative of the fishing company and the cannery)</p>	<p>Applicant (Fishing Vessel Owner/Operator) or Canning Factory</p>
<p>8. Copy of Distant Water Fishing Permit</p>	<p>Applicant (Fishing Vessel Owner/Operator) or BFAR-Regional Field Office/BFAR- Fisheries Regulatory Licensing Division-Capture Fisheries Licensing Section (FRLD-CFLS) - Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>
<p>9. Copy of fishing license/permit from the Coastal States</p>	<p>Competent authority of other Coastal State</p>
<p>10. Original or authenticated copy of Fish Origin Declaration Form</p>	<p>Competent authority of other Coastal State (Authority of the Port of Transshipment/Landing)</p>
<p>11. Transshipment declaration, in case there is transshipment of catch at foreign port;</p>	<p>Competent authority of other Port State (Authority of the Port of Transshipment)</p>
<p>12. Declaration of Landing, if catches were landed outside the Philippines</p>	<p>Competent authority of other Coastal State (Authority of the Port where the Catches were Landed)</p>
<p>13. Official Receipt payment for Regular Catch Certificate (RCC) P.50.00 application fee</p>	<p>BFAR-Cashier - 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Regular Catch Certificate (RCC), based from the BFAR prescribed form together with complete regulatory requirements	1. Receive duly accomplished Regular Catch Certificate (RCC) form, together with complete regulatory requirements.	None	10 minutes	<i>Administrative Aide/Assistant Fishing Regulations Officers BFAR FRLD CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
None	1.1. Verify or validate the data provided in the accomplished EU Regular Catch Certificate submitted/based on the submitted documentary requirements	None	3 days	<i>Fishing Regulations Officers BFAR FRLD- CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.2 Process EU Regular Catch Certificate and stamp the BFAR wet and dry seal (Box 9) as security feature/measure on the submitted RCC form	None	4 hours	<i>Fishing Regulations Officers BFAR FRLD- CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.3 Affix the initial and sign/approve the application for Regular Catch Certificate (RCC)	None		<i>Fishing Regulations Officers (evaluators)</i>

None	1.4 Advise applicant to pay the required fees by securing the order of payment	None	30 minutes	 <i>OIC FRLD CFLS BFAR FRLD</i> <i>Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
2. Secure "Order of Payment"	2. Issue "Order of Payment"	None	10 minutes	<i>Fishing Regulations Officers, BFAR FRLD- CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
3. Submit the Order of Payment	3. Receive and review the computation of the submitted Order of Payment	None	10 minutes	<i>Collecting Officer BFAR-Cashier Ground or 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
4. Pay the necessary fees and secure an Official Receipt	4. Accept the payment based on the amount in the "Order of Payment" and issue an Official Receipt to client	Php. 50.00	10 minutes	<i>Collecting Officer BFAR-Cashier 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>

5. Submit the original copy of the Official Receipt	5. Receive and photocopy the submitted O.R. and return the original copy to the client	None	10 minutes	 <i>Administrative Aide/Assistant Fishing Regulations Officers</i> <i>BFAR FRLD-CFLS</i> <i>Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
7. Receive notification thru call, text or e-mail of the approved RCC and is ready for release	7. Notify/Inform client thru call, text or e-mail on the approved RCC and ready for release	None	10 minutes	<i>Administrative Aide/Assistant Fishing Regulations Officers</i> <i>BFAR FRLD-CFLS</i> <i>Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
8. Receive/Claim approved RCC	8. Release approved/signed RCC to client	None	10 minutes	<i>Administrative Aide/Assistant Fishing Regulations Officers</i> <i>BFAR FRLD-CFLS</i> <i>Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
TOTAL:		Php 50.00	3 days, 5 hours, 40 minutes	

NOTES:

1. Consider bulk applications in this procedure which are submitted at the same time but cannot be processed at the same time due to manpower limitation. Processing time shall start only after finishing the processing of the previous transaction.

7. Processing of Application for Simplified Catch Certificates (SCC)

This service involves the processing of application for Simplified Catch Certificate covering catches of Philippine-flagged fishing vessels (with size less than 20 gross tonnage) exported to European Union Member Countries.

Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) Capture Fisheries Licensing Section (CFLS)	
Classification	Complex	
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity	
Who may avail:	Accredited Exporters / Processing Plants / Canneries	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Simplified Catch Certificate (SCC) form (Duly accomplished);		BFAR-FRLD
2. Original authenticated copy of valid municipal registration papers and/or fishing license or CFVGL;		Local Government Unit concerned
3. BFAR-prescribed fish catch report using the prescribed forms in Annex 11 of FAO 268, series of 2023 (Duly accomplished);		Fishing boat owner/captain
4. Any of the following documents:		
a. Original copy of Auxiliary Invoice issued by the Local Government Unit (LGU) where the catch was obtained; or		Local Government Unit concerned
b. Local Transport Permit issued by BFAR Regional Office concerned; or		BFAR Regional Field Office where the fishery product originated
5. Bill of Lading		Cargo Shipping/Logistics Company
6. Payment of Php 50.00 for Simplified Catch Certificate (SCC) application fee and secure Official receipt		BFAR Cashier - Ground or 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Simplified Catch Certificate (SCC) Form together with complete regulatory requirements	1. Receive duly accomplished Simplified Catch Certificate (SCC) form together with complete regulatory requirements	None	10 minutes	<i>Administrative Aide/Assistant Fishing Regulations Officers BFAR FRLD-CFLS Ground Floor Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Q.C.</i>
None	1.1 Verify or validate the data contained in the accomplished EU Simplified Catch Certificate (SCC) based on the submitted documentary requirements	None	3 days	<i>Fishing Regulations Officers BFAR FRLD-CFLS Ground Floor, Fisheries Bldg., BPI Compound, Diliman, Quezon City</i>
None	1.2 Process EU Simplified Catch Certificate and stamp the BFAR wet and dry seal (Box 5) as security feature on the submitted SCC form as an additional safety measure	None	4 hours	<i>Fishing Regulations Officers BFAR FRLD-CFLS Ground Floor, Fisheries Bldg., BPI Compound, Diliman, Quezon City</i>
None	1.3 Affix the initial and sign/approve the application for Simplified Catch Certificate (SCC)	None	30 minutes	<i>Fishing Regulations Officers (evaluators); OIC, FRLD-CFLS; OIC BFAR FRLD Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	1.4 Sign and approve application for Simplified Catch Certificate (SCC)	None		 <p>OIC BFAR FRLD Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>
2. Secure Order of Payment	2. Issue "Order of Payment"	None	10 minutes	<p>Administrative Aide/Assistant Fishing Regulations Officers BFAR FRLD-CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>
3. Submit Order of Payment	3. Receive and review the computation of the submitted "Order of Payment"	none	10 minutes	<p>Designated Special Collecting Officer BFAR-Cashier Ground or 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>
4. Pay the necessary fees and secure an Official Receipt at BFAR-Cashier	4. Accept the payment based on the amount in the "Order of Payment" and issue an Official Receipt to client	Php 50.00	10 minutes	<p>Designated Special Collecting Officer BFAR-Cashier Ground or 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>

5. Submit the original copy of the Official Receipt	5. Receive and photocopy the submitted O.R. and return the original copy to the client	None	10 minutes	 <i>Administrative Aide/Assistant Fishing Regulations Officers BFAR FRLD- CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
6. Receive notification thru call, text or e-mail on the approved SCC and is ready for release	6. Notify/Inform client thru call, text or e-mail on the approved SCC and ready for release	None	10 minutes	 <i>Administrative Aide/Assistant Fishing Regulations Officers BFAR FRLD- CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
7. Receive/Claim approved/signed SCC	7. Release approved/signed SCC client	None	10 minutes	 <i>Administrative Aide/Assistant Fishing Regulations Officers BFAR FRLD- CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
TOTAL:		Php 50.00	3 days, 5 hour, 40 minutes	

NOTES:

1. Consider bulk applications in this procedure which are submitted at the same time but cannot be processed at the same time due to manpower limitation. Processing time shall start only after finishing the processing of the previous transaction.

8. Processing of Application for Importation, Construction or Conversion Clearance Pursuant to FAO No. 198-1, Series of 2018


This service involves the processing of application for Construction, Conversion and Importation Clearance authorizing the fishing company/single proprietorship to construct/import commercial fishing vessels pursuant to FAO No. 198-1, series of 2018.


Office or Division	BFAR Fisheries Regulatory and Licensing Division (FRLD) - Capture Fisheries Licensing Section (FRLD-CFLS)
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity
Who may avail	Commercial Fishing Vessel (CFV) Owners/Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent to the Director requesting for Construction/Conversion and Importation Clearance for new fishing vessel specifying the vessel name (if any), country of origin and gross tonnage, type of fishing vessel/gear, target species and fishing grounds.	Applicant (Fishing vessel owner/operator)
2. Certificate of Deletion from Philippine Registry of the scrapped/sunken fishing vessel.	Maritime Industry Authority (MARINA)
3. Certificate of Deletion from Vessel Registry of the vessel to be imported from the country of origin (for second hand fishing vessels).	Competent authority of the exporting country

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed letter of intent together with the complete regulatory requirements.	1. Accept/Receive the Letter of Intent including the complete regulatory requirements.	None	10 minutes	<i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>
None	1.1 Receive and evaluate the completeness of the submitted regulatory requirements	None	30 minutes	<i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>

2. Secure and submit the accomplished request form for the CFV inspection and receive the scheduled inspection	2. Provide the request form and receive the submitted accomplished request form then schedule for inspection and notify the applicant on the scheduled inspection	None	10 minutes	 <i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>
3. Allow the inspection on the fishing vessel	3. Conduct inspection of the fishing vessel/gear and prepare inspection report	None	3 days	<i>Regulatory and Licensing Officer on Duty BFAR-FMRED Regional/Provincial Fisheries Office</i>
None	3.1 Prepare the Endorsement letter and forward to FMRED Chief for review and initial	None	2 hours	<i>Licensing Officer Head-Regulatory & Licensing Section BFAR Regional/Provincial Fisheries Office</i>
None	3.2. Review and affix initial in the Endorsement Letter and forward to ORD for signature	None	4 hours	<i>Licensing Officer Chief, FMRED BFAR Regional/Provincial Fisheries Office</i>
None	3.3 Receive the Endorsement for signature of the Regional Director	None	10 minutes	<i>Administrative Staff BFAR- Office of the Regional Director BFAR Regional Fisheries Office</i>
None	3.4 Affix signature of the Regional Director in the Endorsement Letter for transmission to BFAR Central Office	None	3 days	<i>Regional Director BFAR- Office of the Regional Director BFAR Regional Fisheries Office</i>

None	3.5 Forward the signed Endorsement to the BFAR Regional Records Section for transmission to the BFAR Central Office	None	30 minutes	 Administrative Staff BFAR- Office of the Regional Director BFAR Regional Fisheries Office
None	3.6 Receive and record the Endorsement and transmit thru courier the Construction /Conversion & Importation Clearance to the BFAR Central Office-Records Section/Director's Office (DO)	None	2 days	Record Officers BFAR-Records Section BFAR Regional Fisheries Office
None	3.7 Receive and record the transmittal of the Construction /Conversion & Importation Clearance by BFAR Central Records Section//Director's Office (DO) and forward to BFAR-FRLD	None	30 minutes	Record Officers/ Administrative Staff BFAR Central Office-Records Section//Director's Office (DO) Ground/3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	3.8. Receive and record the transmittal of the Construction /Conversion & Importation Clearance by the FRLD staff and assigned to CFLS for appropriate action	None	30 minutes	Administrative Aide/Assistant Fishing Regulations Officers BFAR FRLD-CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City

None	3.9. Prepare/Process the Construction /Conversion & Importation Clearance, and affix initials of the authorized signatories and endorse/forward to BFAR ADAS for further review and evaluation	None	2 days	 <i>Administrative Aide/Assistant Fishing Regulations Officers; FRLD-CFLS Chief, Division Head BFAR FRLD-CFLS Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	3.10. Review the Construction, Conversion / Importation Clearance application and affix initial by Assistant Director	None	3 days	 <i>Assistant Director for Administrative Services Office of the Assistant Director for Administrative Services 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	3.11. Forward to the Director's Office for signature and approval of the Clearance	None	10 minutes	 <i>Administrative Staff Office of the Assistant Director for Administrative Services 4th Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	3.12. Approve and sign Construction / Importation Clearance by National Director after review	None	3 days	 <i>BFAR National Director's Office</i> 3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	3.13 Forward the approved/signed Clearance to BFAR-Record Section for releasing to client	None	10 minutes	<i>BFAR National Director's Office</i> 3rd Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
4. Receive notification thru call, text or e-mail of the approved "Construction/Conversion Importation Clearance" and is ready for release	4. Notify/Inform client thru call, text or e-mail on the approved "Construction/Conversion/ Importation Clearance" and ready for release	None	10 minutes	<i>Record Section Staff</i> BFAR Records Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
5. Receive/Claim approved/signed "Construction/Conversion Importation Clearance"	5. Release approved/signed "Construction/Conversion Importation Clearance"	None	10 minutes	<i>Record Section Staff</i> BFAR Records Ground Floor, Fisheries Bldg., BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
TOTAL:			17 days, 1 hour, 10 minutes	

NOTES:

1. This procedure covers the Construction/Conversion/ Importation Clearances filed in the BFAR-Regional/Provincial Office and forwarded to the BFAR-Central Office for approval by the National Director. Hence, the processing time from the BFAR Regional/Provincial Office to the BFAR-Central Office is combined to meet the objectives of the Citizen Charter which is the end-to-end procedures.



2. The requirement for Certificate of Deletion from the country of origin is applicable only to application for Importation Clearance.

3. Approval for the Construction/Conversion/ Importation Clearances depends on the availability of the BFAR National Director. Similarly, the availability of all signatories prior to the National Director, especially the FRLD-CFLS, the counterparts such as Regional and Provincial Office procedures which are involved in this frontline service.

4. In the Construction/Conversion/ Importation Clearance steps, procedures of the application involve intervening activities such as document verification within the regional/provincial office or in the applicant itself. Hence, the allocated time for these steps needs to take into consideration if the target is not met.

5. The transmittal of the set of Construction/Conversion/ Importation Clearance application is beyond the Bureau's control; hence, we cannot predict the processing time as it depends on the type of courier they use.



**BFAR- Fisheries Regulatory and Licensing Division (FRLD)
- AQUATIC WILDLIFE REGULATORY SECTION (AWRS)**

1. Issuance of Special Permit for Other Use of Aquatic Wildlife
2. Issuance of Gratuitous Permit for the Collection of Aquatic Wildlife for Research/Scientific Purposes (Central Office)
3. Issuance of Gratuitous Permit for the Collection of Aquatic Wildlife for Research/Scientific Purposes for Central Office (Species listed under CITES and PH Protected)
4. Issuance of CITES Export Permit for Scientific Research
5. Issuance of Endorsement Letter for Export Commodity Clearance (ECC) for Aquatic Wildlife
6. Issuance of Aquatic Wildlife Farm Permit (AWFP)
7. Issuance of Aquatic Wildlife Special Use Permit (AWSUP)
8. Issuance of Aquatic Wildlife Collectors Permit (AWCP)
9. Issuance of Certificate of Aquatic Wildlife Registration (CAWR)
10. Issuance of Clearance to Operate for Zoological, Aquaria and Other Similar Establishments



VI. REGULATORY: SPECIAL PERMITS

FISHERIES REGULATORY & LICENSING DIVISION (FRLD) Aquatic Wildlife Regulatory Section (AWRS)

1. Issuance of Special Permit for Other Use of Aquatic Wildlife

Aquatic Wildlife may be utilized for show exhibition, educational, or documentation for commercial purposes (FAO No. 233, Sec.26)

Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) - Aquatic Wildlife Regulatory Section (AWRS)
Classification	Highly Technical
Type of Transaction	G2B-Government to Business Entity; G2C-Government to Citizen
Who may avail:	Corporation, Association, Business Enterprises, Foreign Entity or Research Institution, Non- Government Organizations (NGOs) involved in scientific research

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE


1. For temporary importation of live mammals for show purposes:


a. Letter of Intent	Client/Requesting Party
b. Invoice from supplier Photocopy of the CITES-Export Permit from the country of origin (If CITES-listed)	Client/Requesting Party
c. Animal Show Permit issued by the Bureau of Animal Industry (BAI)	Bureau of Animal Inspection (BAI)
2. For activities requiring fisheries special permits:	
a. Letter of Intent	Client/Requesting Party
b. Duly accomplished application form with recent 2x2 photo of the applicant	Client/Requesting Party
c. Copy of SEC/CDA/DTI registration	Security Exchange Commission (SEC)/ Department of Trade Industry (DTI) and Industry/Cooperative Development Authority (CDA)





d. BIR Registration and TIN	Bureau of Internal Revenue
e. Mayor's Permit	Local Government Unit
f. Clearance from or registration with the Animal Welfare Division of the BAI pursuant to Republic Act 8485 (Animal Welfare Act), in case of animal shows using aquatic wildlife fauna	Bureau of Animal Industry (BAI)
g. In case of imported animals, submit a copy of Official Receipt of cash bond with BFAR in an amount equal to the transport cost of the animals back to the country of origin. Import/ Re-export Permit shall be secured prior to and after the show/exhibition.	BFAR-Cashier, 4th/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
h. Copy of Health Certificate from the BFAR-FIQD pursuant to FAO No. 221, s.2003	BFAR-Fisheries Inspection and Quarantine Division (FIQD) , G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
i. Facility Inspection Report from the BFAR-FIQD	BFAR-Fisheries Inspection and Quarantine Division (FIQD) , G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
3. Payment as per approved under FAO No. 233	BFAR-Fisheries Regulatory and Licensing Division-Aquatic Wildlife Regulatory Section (AWRS) , G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
4. Order of Payment	BFAR-Fisheries Regulatory and Licensing Division-Aquatic Wildlife Regulatory Section (AWRS) , G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
5. Photocopy of Official Receipts (1 Copy)	BFAR Central Office-FRLD-AWRS , 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent together with complete requirements	1. Receive Letter of intent together with complete requirements and Forward to BFAR FRLD-AWRS for appropriate action	None	5 minutes	Administrative Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

None	1.1. Receive forwarded documents. Check and review the submitted documents if complete and/or for other concerns	None	1 hour	 Jennifer G. Viron Senior Fishing Regulations Officer
None	1.2. Coordinate with FIQD - FQS for the scheduled facility inspection	None	1 hour	Janire C. Miravite Fishing Regulations Officer II BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
2. Receive the notification on the scheduled inspection with the FIQD	2. Notify the importer via letter/phone call for facility inspection schedule	None	15 minutes	Jennifer G. Viron Senior Fishing Regulations Officer Janire C. Miravite Fishing Regulations Officer II BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
3. Allow and accompany the inspection team on inspection of facilities	3. Conduct facility inspection	None	1 day	Inspection Team BFAR FIQD-FQS BFAR FRLD- AWRS G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.1 Prepare Inspection Report with its comments and recommendations.	None	1 day	BFAR FRLD- AWRS G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

None	3.2 Receive from BFAR-FIQD inspection report for processing of permit	None	5 minutes	 Jennifer C. Aron Senior Fishing Regulations Officer
None	3.3 Prepare the briefer for BFAR Director's signature then forward prepared documents with necessary attachments for initial of the Assistant Director of ADAS	None	1 hour	Janire C. Miravite Fishing Regulations Officer II BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.4. Receive and review the forwarded documents and affix initials then forward to Director's Office for signature	None	3 days	Zaldy P. Perez Assitant Director for Administrative Services ADAS Office 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.5. Receive the forwarded documents for approval and signature of the endorsement letter and permit.	None	3 days	<i>BFAR National Director</i> BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.6. Forward to FRLD the approved endorsement and permit	None	5 minutes	Administrative Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

None	3.7. Receive the approved Special Permit from the Director's Office and notify the applicant via email to pay the required fees to claim the Special Permit	None	15 minutes	 Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i> BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
4. Secure Order of payment at BFAR FRLD-AWRS, G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City then proceed to Cashier Office for payment	4. Issue Order of Payment for Special Permit fee	None	5 minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i> BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
5. Submit Order of payment to the Cashier Officer and pay the required fees for Special Permit and secure official receipts	5. Accept the required payment and issue Official Receipt	(As per approved under FAO No. 233)	3 minutes	Marylou Cabello <i>Collecting Officer</i> BFAR Cashier 4th/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

6. Present Official Receipt and claim/ receive Special Permit	6. Check presented Official Receipt and affix BFAR Seal then release Special Permit	None	15 minutes	 <p>Jennifer G. Vitor Senior Fishing Regulations Officer</p> <p>Janire C. Miravite Fishing Regulations Officer II</p> <p>BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
TOTAL			8 Days, 4 Hours, 8 Minutes	
Required fees:				
As per approved under Section 26 of FAO No. 233, Series of 2010:				
Exhibition/Shows/Documentation for Commercial Purposes ----- P300.00				
Educational Purpose ----- P50.00				

2. Issuance of Gratuitous Permit for the Collection of Aquatic Wildlife for Research/Scientific Purposes (Central Office)




Gratuitous Permit (GP) - privilege given to an individual, academes, research institution or organization to capture/harvest and transport aquatic wildlife species from the natural habitat for scientific and other authorized purposes. (FAO No. 233, series of 2010 - Sec.22)

Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) - Aquatic Wildlife Regulatory Section (AWRS)	
Classification	Highly Technical	
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government	
Who may avail:	<p>Central Office: Section 22.1 Individual researchers from local research institution or conservation organization; Section 22.2 Foreign entity, individual or a Filipino citizen affiliated with foreign institution; Section 22.3 Scientific researches involving conservation breeding or propagation activities and other wildlife conservation projects initiated by non-government institutions, private organizations and other entities; Section 22.4 - 22.5 Government agencies implementing research or scientific projects and Local academic institutions and Non- Government Organizations (NGO's) involved in scientific researches; and Sec. 22.6 Students affiliated with local academic institutions for thesis and dissertation <i>(*IF the target species to be studied are protected by the Philippine Law and/or listed in CITES)</i></p> <p>Regional Office: Sections 22.1, 22.3, 22.4, 22.5; and Section 22.6 (<i>*Given that the target species to be studied are NOT fully protected by the Philippine Law and/or NOT listed in CITES)</i>)</p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent addressed to BFAR Director		Client's End, (Foreign/Local)
2. Brief description of Research Proposal to include funding source, collection site/s, target species & list of research affiliates, if there's any		Client's End, (Foreign/Local)
3. Endorsement Letter from Head of Institution		Client's End
4. Institutional Profile or Resume of the Proponent		Client's End
5. Free and Prior Informed Consent, if collection is made from the wild		Local Government Unit (LGU)





6. Collaborative Research Agreement, if there's a foreign entity involved		Client's End		
8. MOA - original copy (5 copies)		Client's End		
7. Notarized MOA (5 copies)		Client's End		
9. Order of Payment		BFAR FRLD-AWRS, G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City		
10. Official Receipt		BFAR Central Office Cashier, 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City		
11. Photocopy of Official Receipt (1 copy)		BFAR FRLD-AWRS, G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent together with complete requirements	1. Receive letter together with complete requirements and forward to Fisheries Regulatory and Licensing Division (FRLD) - AWRS, Central Office via email	None	5 Minutes	Administrative Staff BFAR National Director's Office and/or Administrative Staff Regional Director's Office
None	1.1. Receive via email and check/review the submitted/transmitted documents	None	1 Hour	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i>


None	1.2. Prepare draft MOA between DA-Secretary and the applicant. Endorse draft MOA to BFAR Legal Office for review	None	30 Minutes	 <p>BFAR FRLD AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
None	1.3. Review and make the necessary corrections/ comments to the draft MOA and return to FRLD – AWRS Office	None	3 Days	<p>Atty.Roberto M. Buazon <i>Chief</i> BFAR Legal Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
2. Receive & review the drafted MOA for any comments	2. Receive draft MOA with comments, if there are any, from the Legal Division. Forward via email to the applicant for their review and further revisions, if there are any. Inform applicant to send back the reviewed/revised draft MOA within 3 days upon receipt	None	30 Minutes	<p>Jennifer G. Viron <i>Senior Fishing Regulations Officer</i></p> <p>Janire C. Miravite <i>Fishing Regulations Officer II</i></p> <p>BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
3. Submit and inform the BFAR FRLD-AWRS on the revisions made on the drafted MOA thru email	3. Review draft MOA by the proponent, include comments/ suggestions/ revisions/ clarifications, if there are any	None	3 Days	<p>BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>



None	3.1. Receive and acknowledge the revised MOA via email from the applicant. Forward to BFAR Legal Office for further review if there are disputable changes in the draft MOA . **If there are no further comments or disputable changes, inform proponent to proceed with finalization and signature of MOA.	None	20 Minutes	
None	3.2. Receive the revised MOA and review the applicant's comments/revisions	None	1 Hour	Atty.Roberto M. Buazon <i>Chief BFAR Legal Office</i> 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.3 Forward the reviewed MOA to BFAR FRLD-AWRS	None		
None	3.4. Receive the reviewed MOA from the BFAR Legal Office and incorporate the approved changes and finalize the MOA	None	30 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i> BFAR FRLD - AWRS Office
4. Accept and Agree/conform to the final MOA revisions then, affix signatures	4. Forward final MOA to the applicant/ proponent. Inform to print at least five(5) copies of MOA and affix applicant/ proponent's wet signature	None	5 Minutes	
5. Submit in five (5) original copies of MOA duly signed by the signatories to BFAR FRLD-AWRS	5. Receive signed MOA from the proponents	None	7 Days	

None	5.1. Verify the submitted signed MOA and other documents. Prepare for the briefer/endorsement letters for BFAR Director's and Department of Agriculture (DA) signatures. Forward prepared documents with necessary attachments to ADAS Office for initials	None	1 Hour	 <p>G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
None	5.2. Receive and review the forwarded documents for initials. Forward to Director's Office for signature	None	3 Days	<p>Zaldy P. Perez Assitant Director for Administrative Services ADAS Office 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
None	5.3. Receive the forwarded documents from the ADAS Office. Sign the DA endorsement letter and briefer. Sign 5 copies of MOA as witness and affix initials on Gratuitous Permit	None	3 Days	<p><i>BFAR Natioal Director</i> BFAR Director Office 3rd Floor, nal Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
None	5.4. Forward to FRLD the endorsement letter, DA briefer, signed MOA and Gratuitous Permit	None	5 Minutes	<p>Administrative Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>

None	5.5. Receive and check signed MOA and GP from DO, and prepare documents for endorsement to the Usec. for Fisheries Office	None	10 Minutes	 <p>Jennifer G. Viron <i>Senior Fishing Regulations Officer</i></p> <p>Janire C. Miravite <i>Fishing Regulations Officer II</i></p> <p>BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
None	5.6. Review the forwarded MOA and GP with attached documents then forwarded to FRLD after initial of USEC on the the transmittal letter for approval of DA Secretary	None	5 Days	<p><i>Undersecretary for Fisheries DA-BFAR. 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</i></p>
None	5.7. Sign the transmittal letter for DA OSEC's approval.	None		<p>Drusila E. Bayate <i>Undersecretary for Fisheries DA-BFAR. 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</i></p>

None	5.8. Receive and check MOA and GP for missing signature, if there is/are any	None	10 Minutes	 Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i>
None	5.9. Forward the documents (MOA and GP) to the BFAR- Record Section for proper transmittal to DA- OSEC	None	5 Minutes	BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	5.10. Receive the forwarded documents. Prepare and forward transmittal document to the office of DA-OSEC for approval and signature	None	15 Minutes	Mary Joy A. Abalos <i>Officer-In-Charge</i> BFAR Records Section G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	5.11. Receive, review and sign/approve MOA and GP then forward signed documents to DA Records	None	5 Days	DA - Office of the Secretary 2nd Floor, Elliptical Road, Diliman, Quezon City
None	5.12. Forward the approved/signed MOA and GP to BFAR Records Section	None	1 Hour	DA Records Section G/Flr., Elliptical Road, Diliman, Quezon City

None	5.13. Receive the approved/signed MOA and Gratuitous Permit then forwarded to FRLD-AWRS	None	15 Minutes	 Mary Joy Ax Abalos Officer-In-Charge BFAR Records Section G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
6. Receive notification via email on the approved copy of MOA and Gratuitous Permit (GP) for release	6. Receive and record the approved/signed documents. Notify applicant/ proponent to claim the approved copy of MOA and Gratuitous Permit	None	15 Minutes	Jennifer G. Viron Senior Fishing Regulations Office
7. Secure the signed MOA for notarization	7. Release MOA to applicant and advice them to notarize the signed MOA	None	5 Minutes	Janire C. Miravite Fishing Regulations Officer II
8. Notarize the MOA and provide two (2) file copy to BFAR	8. Receive the notarized copy of MOA and secure two (2) file copies for the BFAR and DA Offices, then advise to secure order of payment to pay required fees	None	10 Minutes	BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
9. Secure Order of Payment	9. Issue Order of Payment	None	5 Minutes	
10. Submit Order of Payment and pay the Gratuitous Permit fee and secure official receipts	10. Accept the payment based on the Order of Payment and issue Official Receipt	(As per approved under FAO No. 233)	3 Minutes	Marylou V. Cabello Collecting Officer BFAR Cashier 4th/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

11. Present original copy of Official Receipt and secure the signed MOA and claim Gratuitous Permit	11. Receive copy of Official Receipt and attach photocopy to applicant's documents, then release original copy of the MOA and Gratuitous Permit, and one copy will remain as file	None	10 Minutes	 <p>Jennifer G. Wilson Senior Fishing Regulations Office</p> <p>Janire C. Miravite Fishing Regulations Officer II</p> <p>BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City"</p>
TOTAL		see required fees below	1 month, 7 days, 7 hours, 48 minutes	
Required fees:				
<i>As per approved under FAO No. 233, Series of 2010</i>				
1. Scientific research				
For Filipino students (primary to tertiary) ----- None				
Other researchers and graduate students ----- P100.00				
2. Gratuitous Permit				
For Filipino students ----- P20.00				
Other researchers ----- P100.00				
<i>Legend: ** means that (1) an additional steps and processing time will be conducted if scientific research target species are listed under CITES and PH protected, and/or (2) there are disputable changes in the draft MOA</i>				

3. Issuance of Gratuitous Permit for the Collection of Aquatic Wildlife for Research/Scientific Purposes (Central Office) (Species listed under CITES and PH Protected)



Gratuitous Permit (GP) - privilege given to an individual, academes, research institution or organization to capture/harvest and transport aquatic wildlife species from the natural habitat for scientific and other authorized purposes. (FAO No. 233, series of 2010 - Sec.1)															
Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) - Aquatic Wildlife Regulatory Section (AWRS)														
Classification	Highly Technical														
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government														
Who may avail:	<p>Central Office: Section 22.1 Individual researchers from local research institution or conservation organization; Section 22.2 Foreign entity, individual or a Filipino citizen affiliated with foreign institution; Section 22.3 Scientific researches involving conservation breeding or propagation activities and other wildlife conservation projects initiated by non-government institutions, private organizations and other entities; Section 22.4 - 22.5 Government agencies implementing research or scientific projects and Local academic institutions and Non- Government Organizations (NGO's) involved in scientific researches; and Sec. 22.6 Students affiliated with local academic institutions for thesis and dissertation <i>(*IF the target species to be studied are protected by the Philippine Law and/or listed in CITES)</i></p> <p>Regional Office: Sections 22.1, 22.3, 22.4, 22.5; and Section 22.6 <i>(*Given that the target species to be studied are NOT fully protected by the Philippine Law and/or NOT listed in CITES)</i></p>														
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">CHECKLIST OF REQUIREMENTS</th> <th style="width: 50%; text-align: center;">WHERE TO SECURE</th> </tr> </thead> <tbody> <tr> <td>1. Letter of Intent addressed to BFAR Director</td> <td>Client's End, (Foreign/Local)</td> </tr> <tr> <td>2. Brief description of Research Proposal to include funding source, collection site/s, target species & list of research affiliates, if there's any</td> <td>Client's End, (Foreign/Local)</td> </tr> <tr> <td>3. Endorsement Letter from Head of Institution</td> <td>Client's End</td> </tr> <tr> <td>4. Institutional Profile or Resume of the Proponent</td> <td>Client's End</td> </tr> <tr> <td>5. Free and Prior Informed Consent, if collection is made from the wild</td> <td>Local Government Unit</td> </tr> <tr> <td>6. Collaborative Research Agreement, if there's a foreign entity involved</td> <td>Client's End</td> </tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Letter of Intent addressed to BFAR Director	Client's End, (Foreign/Local)	2. Brief description of Research Proposal to include funding source, collection site/s, target species & list of research affiliates, if there's any	Client's End, (Foreign/Local)	3. Endorsement Letter from Head of Institution	Client's End	4. Institutional Profile or Resume of the Proponent	Client's End	5. Free and Prior Informed Consent, if collection is made from the wild	Local Government Unit	6. Collaborative Research Agreement, if there's a foreign entity involved	Client's End
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE														
1. Letter of Intent addressed to BFAR Director	Client's End, (Foreign/Local)														
2. Brief description of Research Proposal to include funding source, collection site/s, target species & list of research affiliates, if there's any	Client's End, (Foreign/Local)														
3. Endorsement Letter from Head of Institution	Client's End														
4. Institutional Profile or Resume of the Proponent	Client's End														
5. Free and Prior Informed Consent, if collection is made from the wild	Local Government Unit														
6. Collaborative Research Agreement, if there's a foreign entity involved	Client's End														



8. MOA - original copy (5 copies)	Client's End
7. Notarized MOA (5 copies)	Client's End
9. Order of Payment	BFAR FRLD-AWRS , G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
10. Official Receipt	BFAR Central Office Cashier, 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
11. Photocopy of Official Receipt (1 copy)	BFAR FRLD-AWRS , G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent together with complete requirements	1. Receive letter together with complete requirements and forward to Fisheries Regulatory and Licensing Division (FRLD) - AWRS, Central Office via email (BFAR Regional office can accept application in their respective office concerned for endorsement to Central Office for the convenience of the applicant/Client	None	5 Minutes	Administrative Staff BFAR National Director's Office and/or Administrative Staff Regional Director's Office
None	1.1. Receive via email and check/review the submitted/transmitted documents	None	1 Hour	Jennifer G. Viron, <i>Senior Fishing Regulations Officer</i>
None	1.2. Notify and transmit the received documents to Philippine Aquatic Red List Committee (PARLC) members thru email for comments/recommendation	None	15 Minutes	Janire C. Miravite <i>Fishing Regulations Officer II</i> BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City


None	1.3. Receive and review the submitted documents/requirements and return/transmit the documents with recommendations to FRLD-AWRS	None	3 Days	 Dr. Lillian C. Garcia, CESO V <i>Chairperson,</i> PARLC National Fisheries Research and Development Institute (NFRDI) 101 Mother Ignacia Ave., Brgy, Diliman, Quezon City
None	1.4. Receive and review the submitted documents/requirements and return/transmit the documents with recommendations to FRLD-AWRS	None	3 Days	Dr. Lillian C. Garcia, CESO V <i>Chairperson,</i> PARLC National Fisheries Research and Development Institute (NFRDI) 101 Mother Ignacia Ave., Brgy, Diliman, Quezon City
None	1.5. Schedule a panel discussion/presentation with the applicant and PARLC Members	None	10 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i> BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
2. Receive notification to attend the scheduled panel discussion	2. Notify client on the scheduled panel discussion with PARLC members	None	5 Minutes	
3. Attend Technical Meeting or panel discussion/presentation with the PARLC Members and FRLD-AWRS Personnel	3. Conduct and attend the Technical Meeting initiated between the applicant, PARLC Members and FRLD-AWRS Chief thru panel discussion	None	4 Hours	
None	3.1. Finalize recommendations agreed during the panel discussion	None	1 Day	





None	3.2. Prepare draft MOA between DA-Secretary and the applicant. Endorse draft MOA to BFAR Legal Office for review	None	30 Minutes	
None	3.3. Review and make the necessary corrections/ comments to the draft MOA and return to FRLD – AWRS Office	None	3 Days	Atty.Roberto M. Buazon <i>Chief BFAR Legal Office</i> 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
4. Receive & review the drafted MOA for any comments/revisions	4. Receive drafted MOA with comments/revisions, if there are any, from the Legal Division.	None	30 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i> BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	4.1. Forward via email to the applicant for their review and further revisions, if there are any.	None		
None	4.2. Inform applicant to send back the reviewed/revised draft MOA within 3 days upon receipt	None		
5. Submit and inform the BFAR FRLD-AWRS on the revisions made on the drafted MOA thru email	5. Review draft MOA by the proponent, include comments/ suggestions/ revisions/ clarifications, if there are any	None	3 Days	




None	<p>5.1. Receive and acknowledge the revised MOA via email from the applicant. Forward to BFAR Legal Office for further review if there are disputable changes in the draft MOA .</p> <p>If there are no further comments or disputable changes, inform proponent to proceed with finalization and signature of MOA.</p>	None	20 Minutes	
None	5.2. Receive the revised MOA and review the applicant's comments/revisions	None	1 Hour	<p>Atty. Roberto M. Buazon <i>Chief BFAR Legal Office</i> 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
None	5.3. Forward the reviewed MOA to BFAR FRLD-AWRS	None		
None	5.4. Receive the reviewed MOA from the BFAR Legal Office and incorporate the approved changes and finalize the MOA	None	30 Minutes	<p>Jennifer G. Viron <i>Senior Fishing Regulations Officer</i></p> <p>Janire C. Miravite <i>Fishing Regulations Officer II</i></p> <p>BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>

6. Accept and Agree/conform to the final MOA revisions then, affix signatures	6. Forward final MOA to the applicant/ proponent and advise to print at least five(5) copies of MOA and affix applicant/ proponent's wet signature	None	5 Minutes	 Jennifer G. Viron <i>Senior Fishing Regulations Officer</i>
7. Submit five (5) original copies of MOA duly signed by the signatories to BFAR FRLD-AWRS	7. Receive signed MOA from the proponents	None	7 Days	Janire C. Miravite <i>Fishing Regulations Officer II</i>
None	7.1. Verify the submitted signed MOA and other documents. Prepare for the briefer/endorsement letters for initial of BFAR Director and the Department of Agriculture (DA) signatures. Forward prepared documents with necessary attachments to ADAS Office for initials prior to submission to BFAR-DO and DA	None	1 Hour	BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	7.2. Receive and review the forwarded documents for initials, then forward prior to the initial of BFAR Director	None	3 Days	Zaldy P. Perez <i>Assitant Director for Administrative Services</i> ADAS Office 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	7.3. Receive the forwarded documents from the ADAS Office. Sign the DA endorsement letter and briefer. Sign 5 copies of MOA as witness and affix initials on Gratuitous Permit	None	3 Days	BFAR National Director BFAR Director Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

None	7.4. Forward to FRLD the endorsement letter, DA briefer, signed MOA and Gratuitous Permit	None	5 Minutes	 <p>Administrative Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
None	7.5. Receive and check signed MOA and GP from DO, and prepare documents for endorsement to the Usec. for Fisheries Office	None	10 Minutes	<p>Jennifer G. Viron <i>Senior Fishing Regulations Officer</i></p> <p>Janire C. Miravite <i>Fishing Regulations Officer II</i></p> <p>BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
None	7.6. Review the forwarded MOA and GP with attached documents. Sign the transmittal letter for DA OSEC's approval. Forward signed documents to the FRLD	None	5 Days	<p>Drusila E. Bayate <i>Undersecretary for Fisheries</i> DA-BFAR 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>

None	7.7. Receive and check MOA and GP for missing signature, if there is/are any	None	10 Minutes	 Jennifer G. Viron <i>Senior Fishing Regulations Officer</i>
None	7.8. Forward the documents (MOA and GP) to the BFAR- Record Section for proper transmittal to DA- OSEC	None	5 Minutes	Janire C. Miravite <i>Fishing Regulations Officer II</i> BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	7.9. Receive the forwarded documents. Prepare transmittal document. Forward documents to the office of DA-OSEC for approval and signature	None	15 Minutes	Mary Joy A. Abalos <i>Officer-In-Charge BFAR Records Section</i> G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	7.10. Receive, review and sign/approve MOA and GP. Forward signed documents to DA Records	None	5 Days	DA - Office of the Secretary 2nd Floor, Elliptical Road, Diliman, Quezon City
None	7.11. Forward the approved/signed MOA and GP to BFAR Records Section	None	1 Hour	DA Records Section G/Flr., Elliptical Road, Diliman, Quezon City

None	7.12. Receive the approved/signed MOA and Gratuitous Permit then forwarded to FRLD-AWRS	None	15 Minutes	 Mary Joy Ayala Abalos Officer-In-Charge BFAR Records Section G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
8. Receive notification via email on the approved copy of MOA and Gratuitous Permit (GP) for release	8. Receive and record the approved/signed documents. Notify applicant/ proponent to claim the approved copy of MOA and Gratuitous Permit	None	15 Minutes	Jennifer G. Viron Senior Fishing Regulations Officer Janire C. Miravite Fishing Regulations Officer II BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
9. Secure the signed MOA for notarization	9. Release MOA to applicant and advice them to notarize the signed MOA	None	5 Minutes	
10. Notarize the MOA and provide two (2) file copy to BFAR	10. Receive the notarized copy of MOA and secure two (2) file copies for the BFAR and DA Offices, then advise to secure order of payment for the required fees to pay	None	10 Minutes	
11. Secure Order of Payment	11. Issue Order of Payment	None	5 Minutes	
12. Submit Order of Payment and pay the Gratuitous Permit fee and secure official receipts	12. Accept the payment based on the Order of Payment and issue Official Receipt	(As per approved under FAO No. 233)	3 Minutes	Marylou V. Cabello Collecting Officer BFAR Cashier 4th/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

13. Present original copy of Official Receipt for a photocopy of Official Receipt, secure the sign MOA and claim Gratuitous Permit	13. Receive copy of Official Receipt and attach photocopy to applicant's documents, then release original copy of the MOA and Gratuitous Permit, and one copy will remain as file	None	10 Minutes	 <p>Jennifer G. Viron Senior Fishing Regulations Officer</p> <p>Janire C. Miravite Fishing Regulations Officer II</p> <p>BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City"</p>
TOTAL:		see required fees below	1 month, 12 days, 4 hours, 18 minutes	
Required fees:				
<i>As per approved under FAO No. 233, Series of 2010</i>				
1. Scientific research				
For Filipino students (primary to tertiary) ----- None				
Other researchers and graduate students ----- P100.00				
2. Gratuitous Permit				
For Filipino students ----- P20.00				
Other researchers ----- P100.00				
<p><i>Legend: ** means that (1) an additional steps and processing time will be conducted if scientific research target species are listed under CITES and PH protected, and/or (2) there are disputable changes in the draft MOA</i></p>				





4. Issuance of CITES Export Permit for Scientific Research Purposes

CITES Export Permit authorizes an individual to bring, send or transport wildlife listed under the appendices of the Convention on the International Trade in Endangered Species of Wild Fauna and Flora (CITES), including its by-products or derivatives, from the Philippines to other countries, in cases where such export is allowed. (FAO No. 233, Series of 2010 - Sec. 1)

Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) Aquatic Wildlife Regulatory Section (AWRS)	
Classification	Complex	
Type of Transaction	G2C- Government to Citizen; G2G- Government to Government	
Who may avail:	Individual researchers from research institution or conservation organization; Foreign entity, individual or a Filipino citizen affiliated with foreign institution; Students affiliated with local academic institutions for thesis and dissertation; Government agencies implementing research or scientific projects; and Local academic institutions and NGO's involved in scientific researches. (Given that the target species to be exported are listed under CITES)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent addressed to Regional Director;		Client's End
2. Duly Accomplished Application Form		Client's End
3. Copy of approved GP and duly signed and notarized MOA approved by the DA Secretary;		Client's End
4. List of species with scientific and local names, number, weight;		Client's End
5. Copy of the CITES Permit from the original exporting country (for re-exportation only)		Client's End
6. Copy of the approved import permit issued by the BFAR-FIQD		Client's End
7. Order of Payment		BFAR FRLD-AWRS G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
8. Official Receipt		BFAR Central Cashier, 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
9. Photocopy of Official Receipt (1 copy)		Requesting Party/Applicant (will provide)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of intent and needed requirements to the Director's Office, 3rd Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City	1. Receive letter of intent and attached documents for encoding to Document Tracking System (DTS) and forward to Fisheries Regulatory and Licensing Division (FRLD) - AWRS for appropriate action	None	5 Minutes	Administrative Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	1.1. Receive and review the submitted letter and check completion of necessary requirements	None	3 days *FAO 233	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i>
2. Receive the notification on the scheduled inspection	2. Notify the client/exporter via email/phone for aquatic wildlife inspection	None	15 Minutes	Janire C. Miravite <i>Fishing Regulations Officer II</i>
3. Allow and accompany the inspection team on inspection of aquatic wildlife	3. Conduct Inspection of the aquatic wildlife	None	1 Day	BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.1. Prepare the CITES Export Permit and forward the processed documents to the ADAS Office for initial.	None	30 Minutes	
None	3.2. Receive and review the forwarded documents for initials. Forward to Director's Office for signature	None	3 Days	Zaldy P. Perez <i>Assitant Director for Administrative Services</i> ADAS Office 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

None	3.3. Receive the forwarded documents from the ADAS Office for approval and signature of the endorsement letter and CITES permit	None	3 Days	 BFAR National <i>Director</i> BFAR Director Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.4. Forward to FRLD the endorsement letter and the approved permit	None	5 Minutes	Administrative Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.5. Receive approved CITES Export Permit then transmit to FRLD - AWRS to facilitate payment	None	10 Minutes	Atty. Michael S. Andayog <i>Officer-in-Charge</i> BFAR FRLD Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.6. Receive and record the approved/signed documents. Notify applicant/ proponent via email to pay the required fees and claim the approved CITES Export Permit.	None	20 Minutes	Jennifer G. Viron <i>Senior Fishing</i> <i>Regulations</i> <i>Office</i> Janire C. Miravite

4. Receive notification to pay and secure Order of Payment and proceed to Cashier Office for payment	4. Issue Order of Payment	None	5 Minutes	 <p>BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
5. Submit Order of Payment and pay the required fees and secure Official Receipt to the Cashier Office, 4th Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City	5. Receive/Accept the required payment and issue Official Receipt	(As per approved under FAO No. 233)	3 Minutes	<p>Marylou V. Cabello <i>Collecting Officer</i> BFAR Cashier 4th/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
6. Present Official Receipt and claim CITES Permit	6. Check/Verify the presented Official Receipt and release CITES Permit to proponent	None	15 Minutes	<p>Jennifer G. Viron <i>Senior Fishing Regulations Office</i></p> <p>Janire C. Miravite <i>Fishing Regulations Officer II</i></p> <p>BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
TOTAL:		(As per approved under FAO No. 233)	10 days, 1 hour, 48 minutes	




Required fees:
<i>As per approved under FAO No. 233, Series of 2010</i>
Export/ Re-export Permit:
1. Commercial (CITES and Non-CITES)
a. Aquatic Fauna/Flora, by-products or derivatives -----3% of export value
b. Aquatic Fauna/Flora (propagated)
i. Economically Important Species ----- 3% of export value
ii. Local species (propagated) ----- 2% of export value
2. Non-Commercial (1-20 pieces or not more than 10 kilos, whichever comes first)
a. CITES species----- P 250.00/permit
b. Non-CITES species----- P 150.00/permit

5. Issuance of Endorsement Letter for Export Commodity Clearance (ECC) for Aquatic Wildlife

Endorsement Letter for Export Commodity Clearance is issued prior to the Issuance of Export Commodity Clearance to transport/export samples of aquatic wildlife species.	
Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) Aquatic Wildlife Regulatory Section (AWRS)
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G- Government to Government
Who may avail:	Individual researchers from research institution or conservation organization; Foreign entity, individual or a Filipino citizen affiliated with foreign institution; Students affiliated with local academic institutions for thesis and dissertation; Government agencies implementing research or scientific projects; and Local academic institutions and NGO's involved in scientific researches. (Given that the target species to be studied are not CITES listed)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent addressed to National Director;	Client's End
2. Duly Accomplished Application Form	Client's End



3. Copy of approved GP and MOA issued by the DA Secretary;		Client's End		
4. Material Transfer Agreement		Client's End		
5. Affidavit of Undertaking		Client's End		
6. Local Transport Permit		Nearest Fisheries Inspection and Quarantine Unit (FIQU/FIQS)		
7. List of species with scientific and local names, number, weight;		Client's End		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and needed relevant requirements to the BFAR Director's Office, 3rd Flr., Fisheries Bldng., BPI Compound, Visayas Avenue, Quezon City	1. Receive letter of intent and needed requirements for encoding to Document Tracking System (DTS) and Forward to Fisheries Regulatory and Licensing Division (FRLD) for appropriate action	None	5 Minutes	Administrative Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	1.1. Receive and review the submitted documents/ requirements	None	15 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i>
None	1.2. Prepare/Process the Endorsement Letter for Export Commodity Clearance (ECC) and forward to FRLD Chief for signature	None	15 Minutes	Janire C. Miravite <i>Fishing Regulations Officer II</i> BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City


None	1.3. Receive Endorsement Letter for approval/ signature and forward to FRLD - AWRS Staff for release to client	None	10 Minutes	 Atty. Michael S. Andayog <i>Officer-in-Charge</i> BFAR FRLD Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
2. Claim the approved Endorsement Letter then proceed to FIQD located at G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City	2. Receive the Endorsement letter from the Division Chief then release to the applicant and instruct to proceed to FIQD Office at G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City	None	5 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i> BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
TOTAL:		None	50 Minutes	


6. Issuance of Aquatic Wildlife Farm Permit (AWFP)

AWFP is a permit to develop, operate and maintain an aquatic wildlife breeding farm for conservation, trade and/or scientific purposes	
Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) Aquatic Wildlife Regulatory Section (AWRS)
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen; G2G- Government to Government
Who may avail:	Filipino citizens and Filipino cooperatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent addressed to National Director;	Client's End
2. Duly accomplished application form	Client's End
3. Certified true copies of Certificate of Registration from Cooperative Development Authority (CDA), Dept. of Trade, or articles of cooperation and by laws	Cooperative Development Authority (CDA)
4. Certified true copy of BIR registration and Tax Identification Number	Bureau of Internal Revenue (BIR)
5. Mayor's permit	Local Government Unit
6. Proof of expertise: List of qualification of human resources with valid IDs; Resume of sole proprietor/President or Manager of the coop/ business	Client's End
7. Financial Plan	Client's End
8. Proposed or actual facility design (w/photos)	Client's End
9. Disclosure of breeding and captive management methods and Affidavit of Undertaking** as determined by PARLC for species listed under Appendices II and III of CITES and FAO 208	Client's End
10. Submission of an environmental study and/or bioecology study of the proposed commercial breeding operations	Client's End
11. Order of Payment	BFAR FRLD-AWRS G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
12. Official Receipt	BFAR Central Office Cashier 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
13. Photocopy of Official Receipt (1 copy)	BFAR FRLD-AWRS G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and needed relevant requirements to the BFAR Director's Office	1. Receive letter of intent and needed requirements for encoding to Document Tracking System (DTS) and Forward to Fisheries Regulatory and Licensing Division (FRLD) for appropriate action	None	5 Minutes	Administrative Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	1.1. Receive and review the submitted documents/ requirements for its validity and completeness	None	30 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i>
2. Receive the notification on the scheduled inspection of facility	2. Notify the client via email/phone for facility/site schedule of inspection	None	15 Minutes	
3. Allow and accompany the inspection team on inspection of facilities	3. Conduct Inspection of the applicant's site and holding facility (within 3 working days of receipt of application)	None	3 Days	Janire C. Miravite <i>Fishing Regulations Officer II</i>
None	3.1. Submit recommendations on the application for the review of the committee (within 7 working days of receipt of results of step 3)	None	7 Days	BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.2. Prepare the briefer/endorsement letter for BFAR Director's signature. Forward prepared documents with necessary attachments to ADAS Office for initials	None	30 Minutes	

None	3.3. Receive and review the forwarded documents to affix initials then forward to Director's Office for signature	None	3 Days	 Zaldy P. Perez <i>Assistant Director</i> for Administrative Services ADAS Office 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.4. Receive the forwarded documents from ADAS Office for review and approval/signature of the endorsement letter and permit (Letter of Rejection or approved AWFP)	None	3 Days	Atty. Demosthenes R. Escoto <i>Director</i> BFAR Director Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.5. Forward to FRLD the endorsement letter and the permit (Letter of Rejection or approval of AWFP) for appropriate action	None	5 Minutes	Admin Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.6. Receive and record the approved/signed documents. Notify applicant/ proponent to claim the said documents	None	20 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i>
4. Receive notification to pay by securing the Order of Payment and proceed to Cashier Office for payment	4. Issue Order of Payment for the required fees	None	5 Minutes	BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

5. Submit Order of Payment and pay the required fees and secure Official Receipt to the Cashier Office, 4th Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City	5. Accept the payment and issue Official Receipt	(As per approved under FAO No. 233)	3 Minutes	 Marylou M. Cabello Collecting Officer BFAR Cashier 4th/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
6. Present Official Receipt and claim AWFP Permit	6. Check/Verify the presented Official Receipt and release AWFP to client/applicant	None	15 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Office</i> Janire C. Miravite <i>Fishing Regulations Officer II</i> BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
TOTAL		see required fees	13 Days, 2 Hours, 8 Minutes	
Required fees:				
<i>As per approved under FAO No. 233, Series of 2010</i>				
Aquatic Wildlife Farm permit				
1. Application Fee----- P500.00				
2. Permit Fee a. Small Scale----- P2500.00 b. Medium Scale----- P3500.00 c. Large Scale----- P5000.00				




7. Issuance of Aquatic Wildlife Special Use Permit (AWSUP)


Aquatic Wildlife Special Use Permit (AWSUP) is a permit authorizing qualified persons to collect economically important species for direct trade or other commercial purposes.

Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) Aquatic Wildlife Regulatory Section (AWRS)
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen
Who may avail:	Filipinos engaged in the collection of non-threatened aquatic wildlife and economically important species

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent addressed to National Director;	Client's End
2. Duly accomplished application form	Client's End
3. List of species to be collected indicating the quantity for each, and methods of collection to be used;	Client's End
4. Prior clearance from the affected communities i.e. concerned LGUs through the Municipal Agriculture Office or the Municipal Fisheries Office, in consultation with FARMC or Prior clearance from PAMB (in case of research site to be done in protected area); and	Local Government Unit
5. Names, addresses and photocopies of any valid ID with photo and signature of authorized collectors (FishR).	Client's End
6. Payment as per approved under FAO No. 233	BFAR-Fisheries Regulatory and Licensing Division-Aquatic Wildlife Regulatory Section (AWRS) G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
7. Order of Payment	BFAR-Fisheries Regulatory and Licensing Division-Aquatic Wildlife Regulatory Section (AWRS) G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
8. Official Receipts (Original Copy)	<i>BFAR Central Office Cashier</i> 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and needed relevant requirements to BFAR Director's Office, 3rd Flr., Fisheries Bldng., BPI Compound, Visayas Avenue, Quezon City	1. Receive letter of intent and needed requirements for encoding to Document Tracking System (DTS) and Forward to Fisheries Regulatory and Licensing Division (FRLD) for appropriate action	None	5 Minutes	Administrative Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	1.1 Receive and review the submitted documents/ requirements for it's validity and completeness	None	30 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i>
2. Receive the notification on the scheduled inspection of facility	2. Notify the client via email/phone for facility/site inspection	None	15 Minutes	
3. Allow and accompany the inspection team on inspection of facilities	3. Conduct Inspection of the applicant's site and holding facility (within 5 working days of receipt of application)	None	5 Days	Janire C. Miravite <i>Fishing Regulations Officer II</i>
None	3.1. Submit recommendations on the application for the review of the committee (within 7 working days of receipt of results of step 3)	None	7 Days	BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.2. Prepare the briefer/endorsement letter for BFAR Director's signature. Forward prepared documents with necessary attachments to ADAS Office for initials	None	30 Minutes	

None	3.3. Receive and review the forwarded documents to affix initials then forward to Director's Office for signature	None	3 Days	 Zaldy P. Perez <i>Assitant Director for Administrative Services</i> ADAS Office 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.4. Receive the forwarded documents from the ADAS Office for review/approval and signature of the endorsement letter and permit (Letter of Rejection or approval of AWSUP)	None	3 Days	BFAR National Director <i>Director</i> BFAR Director Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.5. Forward to FRLD the endorsement letter and the permit (Letter of Rejection or approved AWSUP)	None	5 Minutes	BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.6. Receive and record the approved/signed documents. Notify applicant/ proponent to claim the Letter of Rejection or approved AWSUP.	None	20 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i>

4. Receive notification to pay by securing Order of Payment and proceed to Cashier Office for Payment	4. Issue Order of Payment for the required fees	None	5 Minutes	 BFAR FRLD AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
5. Submit Order of Payment and pay the required fees and secure Official Receipt to the Cashier Office, 4th Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City	5. Accept the payment and issue Official Receipt	(As per approved under FAO No. 233)	3 Minutes	Marylou V. Cabello <i>Collecting Officer</i> BFAR Cashier 4th /Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
6. Present Official Receipt and claim AWSUP	6. Check/Verify the presented Official Receipt and release AWSUP	None	15 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i> BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
TOTAL		see required fees below	18 Days, 2 Hours, 8 Minutes	
Required fees:				
<i>As per approved under FAO No. 233, Series of 2010</i>				
Aquatic Wildlife Special Use Permit				
1. Application Fee----- P200.00				
2. Permit Fee ----- P1,000.00				




2. Collection under AWSUP
a. Aquatic mammals-----P500.00/head
b. All Aquatic snakes-----P300.00/head
c. All Aquatic invertebrates----- P50.00/head
d. All Aquatic plants-----P20.00/piece


8. Issuance of Aquatic Wildlife Collectors Permit


Aquatic Wildlife Collectors Permit (AWCP) is a permit to take or collect from the wild species and quantities of aquatic willdife for the ornamental/aquarium trade, zoological/aquatic parks and commercial breeding/propagation


Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) Aquatic Wildlife Regulatory Section (AWRS)
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity
Who may avail:	Individual, business, research, educational or scientific entities accredited by AWRS as per criteria set by PARLC and NAWMC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent addressed to National Director;	Client's End
2. Duly accomplished application form;	Client's End
3. List of species to be collected indicating the quantity for each, and methods of collection to be used;	Client's End
4. Affidavit of Undertaking (to declare incidental catch inventories)	Client's End
5. Prior clearance from the affected communities i.e. concerned LGUs through the Municipal Agriculture Office or the Municipal Fisheries Office, in consultation with FARMC or Prior clearance from PAMB (in case of research site to be done in protected area); and	Local Government Unit
6. Names, addresses and photocopies of any valid ID with photo and signature of authorized collectors (FishR).	Client's End

7. Payment as per approved under FAO No. 233		BFAR-Fisheries Regulatory and Licensing Division-Aquatic Wildlife Regulatory Section (AWRS)  G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City		
8. Order of Payment		BFAR-Fisheries Regulatory and Licensing Division-Aquatic Wildlife Regulatory Section (AWRS) G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City		
9. Official Receipts (Original Copy)		BFAR Central Office Cashier 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and needed relevant requirements to BFAR Director's Office, 3rd Flr., Fisheries Bldng., BPI Compound, Visayas Avenue, Quezon City	1. Receive letter of intent and needed requirements for encoding to Document Tracking System (DTS) and Forward to Fisheries Regulatory and Licensing Division (FRLD) for appropriate action	None	5 Minutes	Administrative Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	1.1. Receive and review the submitted documents/ requirements	None	30 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations</i>
2. Receive the notification on the scheduled inspection of facility	2. Notify the client via email/phone for the schedule of facility/site inspection	None	15 Minutes	
3. Allow and accompany the inspection team on inspection of facilities	3. Conduct Inspection of the applicant's site and holding facility (within 5 working days of receipt of application)	None	5 Days	

None	3.1. Submit recommendations on the application for the review of the committee (within 7 working days of receipt of results of step 3)	None	7 Days	 <p>BFAR FRLD AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
None	3.2. Prepare the briefer/endorsement letter for BFAR Director's signature. Forward prepared documents with necessary attachments to ADAS Office for initials	None	30 Minutes	
None	3.3. Receive and review the forwarded documents to affix initials then forward to Director's Office for signature	None	3 Days	<p>Zaldy P. Perez <i>Assitant Director for Administrative Services</i> ADAS Office 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
None	3.4. Receive the forwarded documents from ADAS Office for review and approval/signature of the endorsement letter and permit (Letter of Rejection or approval of AWCP)	None	3 Days	<p>BFAR National Director BFAR Director Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>

None	3.5. Forward to FRLD the endorsement letter and the permit (Letter of Rejection or approval AWCP) for appropriate action	None	5 Minutes	 Administrative Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.6. Receive and record the approved/signed documents. Notify applicant/ proponent to claim the said documents	None	20 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i>
4. Receive notification to pay by securing Order of Payment and proceed to Cashier Office for payment	4. Issue Order of Payment for the required fees	None	5 Minutes	BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
5. Submit Order of Payment and pay the required fees and secure Official Receipt to the Cashier Office, 4th Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City	5. Accept the payment and issue Official Receipt	(As per approved under FAO No. 233)	3 Minutes	Marylou V. Cabello <i>Collecting Officer</i> BFAR Cashier 4th /Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

6. Present Official Receipt and claim AWCP	6. Check/Verify the presented Official Receipt and release AWCP	None	15 Minutes	 <p>Jennifer G. Viron Senior Fishing Regulations Officer</p> <p>Janire C. Miravite Fishing Regulations Officer II</p> <p>BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
TOTAL:		see required fees below	18 Days, 2 Hours, 8 Minutes	

Required fees:

As per approved under FAO No. 233, Series of 2010

Aquatic Wildlife Collectors Permit

- 1. Application Fee----- P500.00
- 2. Permit Fee ----- P5,000.00
- 2. Collection under AWCP
 - a. Aquatic mammals-----P500.00/head
 - b. All Aquatic snakes-----P300.00/head
 - c. All Aquatic invertebrates-----P50.00/head
 - d. All Aquatic plants-----P20.00/piece

9. Issuance of Certificate of Aquatic Wildlife Registration (CAWR)


Certificate of Aquatic Wildlife Registration is issued to individuals/hobbyists and pet-shops in possession of non-threatened, exotic, threatened aquatic wildlife.


Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) Aquatic Wildlife Regulatory Section (AWRS)
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity
Who may avail:	For individuals/hobbyists and pet-shops in possession of non-threatened, exotic and threatened aquatic wildlife

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent addressed to National Director;		Client's End		
2. Duly accomplished application form;		Client's End		
3. Affidavit of Undertaking (that the specimens are legally acquired)		Client's End		
4. Inventory of specimens possessed		Client's End		
5. Subjecting specimens for inspection or inventory assessment		Client's End		
6. Payment as per approved under FAO No. 233		BFAR-Fisheries Regulatory and Licensing Division-Aquatic Wildlife Regulatory Section (AWRS), G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City		
7. Order of Payment		BFAR-Fisheries Regulatory and Licensing Division-Aquatic Wildlife Regulatory Section (AWRS), G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City		
8. Official Receipts (Original Copy)		BFAR Central Office Cashier 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and needed relevant requirements to BFAR Director's Office, 3rd Flr., Fisheries Bldng., BPI Compound, Visayas Avenue, Quezon City	1. Receive letter of intent and needed requirements for encoding to Document Tracking System (DTS) and Forward to Fisheries Regulatory and Licensing Division (FRLD) for appropriate action	None	5 Minutes	Administrative Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City



None	1.1 Receive and review the submitted documents/ requirements	None	30 Minutes	<p>Jennifer G. Viron <i>Senior Fishing Regulations Officer</i></p> <p>Janire C. Miravite <i>Fishing Regulations Officer II</i></p> <p>BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
2. Receive the notification on the scheduled inspection of facility	2. Notify the client via email/phone for the scheduled facility/site inspection	None	15 Minutes	
3. Allow and accompany the inspection team on inspection of facilities	3. Conduct Inspection of the applicant's site and holding facility	None	1 Day	
None	3.1. Evaluate and prepare the endorsement of the application to BFAR National Director	None	2 Hours	
None	3.2. Prepare the briefer/endorsement letter for BFAR Director's signature. Forward prepared documents with necessary attachments to ADAS Office for the initials	None	30 Minutes	
None	3.3. Receive and review the forwarded documents to affix initials then forward to Director's Office for signature	None	3 Days	

None	3.4. Receive the forwarded documents from ADAS Office for review and approval/signature of the endorsement letter and permit	None	3 Days	 <p>BFAR National Director BFAR Director Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
None	3.5. Forward to FRLD the endorsement letter and the approve permit for appropriate action	None	5 Minutes	<p>Administrative Staff BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>
None	3.6. Receive and record the approved/signed documents. Notify applicant/proponent to claim the approved Permit	None	20 Minutes	<p>Jennifer G. Viron <i>Senior Fishing Regulations Officer</i></p> <p>Janire C. Miravite <i>Fishing Regulations Officer II</i></p>
4. Receive notification to pay by securing Order of Payment and proceed to Cashier for payment	4. Issue Order of Payment for the required fees	None	5 Minutes	<p>BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City</p>

5. Submit Order of Payment and pay the required fees and secure Official Receipt to the Cashier Office, 4th Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City	5. Accept the payment and issue Official Receipt	(As per approved under FAO No. 233)	3 Minutes	 Marylou V. Cabello <i>Collecting Officer</i> BFAR Cashier 4th /Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
6. Present Official Receipt and claim CAWR	6. Check the presented Official Receipt and release of CAWR	None	15 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i> BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
TOTAL:		see required fees below	7 days, 4 hours, 8 minutes	

Required fees:

As per approved under FAO No. 233, Series of 2010

Certificate of Aquatic Wildlife Registration

1. Certificate of Wildlife Registration for the following endemic and exotic aquatic wildlife:

a. Aquatic fauna classified as non-threatened species

i. 1-50 pieces-----P500.00

ii. 51 and above -----P1,000.00

b. Aquatic mammals, aquatic snakes, mollusks, etc. classified as Non-CITES species

i.1-5 piece/s -----P3,000.00



ii. 6-10 pcs. -----	P4,000.00
iii. 11-20 pcs.-----	P5,000.00
iv. 21-30 pcs. -----	P6,000.00
v. 21 and above -----	P7,000.00 base fee
plus P1,000.00 for every 5 pcs in excess of 35	
c. Other marine fauna and flora classified as threatened species	
i. 1-20 pcs. -----	P1,000.00
ii. 21 and above -----	P2,000.00 base fee
plus P1,000.00 for every five pieces in excess of 25	
2. Certificate of Aquatic Wildlife Registration for Cultivated (Domesticated) exotic species and captive-bred marine and	
i. freshwater ornamental fish -----	P200.00

10. Issuance of Clearance to Operate for Zoological, Aquaria and Other Similar Establishments





Clearance to Operate is issued to individuals/hobbyists and and businesses in position of non-threatened, exotic and threatened aquatic wildlife.

Office or Division	BFAR- Fisheries Regulatory and Licensing Division (FRLD) Aquatic Wildlife Regulatory Section (AWRS)
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity
Who may avail:	For individuals/hobbyists and and businesses in position of non-threatened, exotic and threatened aquatic wildlife

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent addressed to National Director;	Client's End
2. Duly accomplished application form;	Client's End
3. Certified true copies of the following: a. Certificate of Registration from Coop. Devt. Authority (CDA) or b. Business Registration from DTI c. BIR Registration and Tax Identification Number	Cooperative Development Authority
4. Inventory of specimens possessed in the facility	Client's End
5. Affidavit of Undertaking (that the specimens are legally acquired)	Client's End
6. Payment as per approved under FAO No. 233	BFAR-Fisheries Regulatory and Licensing Division-Aquatic Wildlife Regulatory Section (AWRS) , G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
7. Order of Payment	BFAR-Fisheries Regulatory and Licensing Division-Aquatic Wildlife Regulatory Section (AWRS) , G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
8. Official Receipts (Original Copy)	BFAR Central Office Cashier 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and needed relevant requirements to the BFAR Director's Office, 3rd Flr., Fisheries Bldng., BPI Compound, Visayas Avenue, Quezon City	1. Receive letter of intent and needed requirements for encoding to Document Tracking System (DTS) and Forward to Fisheries Regulatory and Licensing Division (FRLD) for appropriate action	None	5 Minutes	Administrative Assistant BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	1.1 Receive and review the submitted documents/ requirements	None	30 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i>
2. Receive the notification on the scheduled inspection of facility	2. Notify the client via email/phone for the scheduled facility/site inspection	None	15 Minutes	
3. Allow and accompany the inspection team on inspection of facilities	3. Conduct Inspection of the applicant's site and holding facility	None	1 Day	Janire C. Miravite <i>Fishing Regulations Officer II</i>
None	3.1. Conduct evaluation and endorsement of the application to BFAR National Director	None	2 Hours	BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.2. Prepare the briefer/endorsement letter for BFAR Director's signature Forward prepared documents with necessary attachments to ADAS Office for the initials	None	30 Minutes	

None	3.3. Receive and review the forwarded documents for affixing initials then forward to Director's Office for signature	None	3 Days	 Zaldy P. Perez <i>Assistant Director for Administrative Services</i> ADAS Office 4th Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.4. Receive the forwarded documents from the ADAS Office for review and approval/signature of the endorsement letter and permit	None	3 Days	BFAR National Director BFAR Director Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.5. Forward to FRLD the endorsement letter and the approve permit for appropriate action	None	5 Minutes	BFAR Director's Office 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
None	3.6. Receive and record the approved/signed documents. Notify applicant/proponent to claim the approved Permit	None	20 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i>

4. Receive notification to pay by securing the Order of Payment and proceed to Cashier for payment	4. Issue Order of Payment for the required fees	None	5 Minutes	 BFAR FRLD AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
5. Submit Order of Payment and pay the required fees and secure Official Receipt to the BFAR Cashier, 3/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City	5. Accept the payment and issue Official Receipt	(As per approved under FAO No. 233)	3 Minutes	Marylou V. Cabello <i>Collecting Officer</i> BFAR Cashier 4th /Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
6. Present Official Receipt and claim the permit	6. Check/Verify the presented Official Receipt and release of Permit	None	15 Minutes	Jennifer G. Viron <i>Senior Fishing Regulations Officer</i> Janire C. Miravite <i>Fishing Regulations Officer II</i> BFAR FRLD - AWRS Office G/Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Quezon City
TOTAL:		see required fees below	7 days, 4 hours, 8 minutes	

Required fees:

As per approved under FAO No. 233, Series of 2010

Clearance to Operate

1. Application Fee----- P500.00

2. Zoological/Ocean Parks and Aquaria

a. Clearance to Operate -----P5,000.00

b. Every Expansion/Additional exhibit -----P200.00



BFAR- Fisheries Regulatory and Licensing Division (FRLD) -Fish Pond Lease Section (FLS)

1. Issuance of New 25-year Fishpond Lease Agreement (FLA) and 10-year Aquasilviculture Stewardship Contract (ASC)
2. Renewal of Fishpond Lease Agreement (FLA) and Aquasilviculture Stewardship Contract (ASC)
3. Transfer or Assignment of Rights covering Fishpond Lease Agreement (FLA) and Aquasilviculture Stewardship Contract (ASC)
4. Issuance of Gratuitous Permit (GP)

VI. Regulatory: Fishpond Lease/Rentals/Endorsement

BFAR- Fisheries Regulatory and Licensing Division (FRLD) Fish Pond Lease Section (FLS)

1. Issuance of New 25-year Fishpond Lease Agreement (FLA) and 10-year Aquasilviculture Stewardship Contract (ASC)

The service involves the processing of applications for issuance of 25-year Fishpond Lease Agreements and 10-year Aquasilviculture Stewardship Contract to individuals or corporations, fisherfolk association/cooperatives, micro, small and medium enterprise for the use of public lands released for fishpond development/purposes.

Office or Division	BFAR Provincial Fisheries Office (PFO), Regional Office (RO), Central Office (CO) -Fisheries Regulatory and Licensing Division (FRLD) - Fishpond Lease Section (FLS)
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen; G2B - Government to Business Entity
Who may avail:	Philippine Citizens at least 21 years of age; Philippine-registered corporations, fisherfolk associations/cooperatives; Micro, small and medium enterprises


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Initial Requirements:	
a. Duly notarized application for Fishpond Lease Agreement (FLA), and Aquasilviculture Stewardship Contract (ASC)	Provincial Office, Regional Office or Central Office of BFAR
b. Application Fee of Php 2,000.00;	Cashier or Designated Special Collecting Officer
c. Four (4) copies of the sketch or survey plan of the area released for fishpond purposes with its technical description as extracted from the Land Classification Map of the Forest Management Bureau, DENR	Sketch or survey plan to be provided by the applicant; Certificate of Land Classification Status from DENR
d. In case of a juridical person, two (2) certified true copies of By-laws and Articles of Incorporation, Cooperation, Association or Partnership duly approved by government agencies concerned, the primary purpose of which is to engage in fishery/aquaculture business ;	Securities and Exchange Commission; Cooperative Development Authority; Department of Trade and Industry



e. A Certificate of Bank Deposit issued by any Banking Institution showing that the applicant has a current or checking account and has capital in cash of P5,000.00 per hectare or fraction thereof and the bank statements of said account for the preceding six (6) months;	Any banking institution where the applicant has an account
f. An affidavit declaring that the initial capital deposited in the Bank shall be used exclusively for the development of the area;	Applicant
g. Notarized affidavit of adherence to Good Aquaculture Practices in the form prescribed in Annex A of FAO No. 197-1;	Provincial Office, Regional Office or Central Office of BFAR
h. Proof of compliance with Section 5 A (a) or 5 A (b), of FAO No. 197-1, whenever applicable	Cooperative Development Authority (CDA), Department of Trade and Industry (DTI)
i. Inspection Report	Provincial Office or Regional Office of BFAR
2. Final Requirements:	
a. Twelve (12) copies of the survey plan of the area duly approved by the Director of Lands or Regional Director of Lands, or if under cadastral survey, the same shall be certified by the Lands Management Bureau	Applicant submits survey plan to DENR for approval and thereafter, submits required copies to BFAR
b. Duly accomplished FLA or ASC form acknowledged before a Notary Public	Provincial Office, Regional Office or Central Office of BFAR
c. Certifications issued by the Regional Director and the Regional Trial Court in the judicial district where the area applied for is located to the effect that the same is not involved in any pending administrative and judicial case, respectively;	Regional Office of BFAR; Regional Trial Court in the judicial district where area applied for is located
d. Payment of cash bond deposit and initial rental	Applicant
e. Certification issued by the Regional Director to the effect that the area applied for is not subleased to any other person/s upon payment of Php 10.00	BFAR Regional Office
f. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage from the DENR, whichever is applicable	Department of Environment and Natural Resources (DENR)



g. Proof of updated remittances to the Social Security System covering contributions of permanent fishpond workers employed in the fishpond, whenever applicable		Applicant or SSS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Phase 1 - Submission of Initial Requirements from the Regional Offices/PFOs				
1. File application for Fishpond Lease Agreement (FLA)/Aquasilviculture Stewardship Contract (ASC), and submit initial requirements	1. Receive and Review application with complete initial requirements submitted	None	30 minutes	<i>Receiving Clerk/Designated Fishpond Lease Officer of Provincial Fisheries Office (PFOs) and/or Regional Office (RO)</i>
2. Receive notification and make himself/herself available during the scheduled conduct of background investigation/interview and ocular inspection of the area	2. Coordinate with the applicant for the conduct of investigation/interview and ocular inspection of the area/fishpond	None	15 minutes	<i>Processing Clerk in the Fishpond Lease Office of Provincial Fisheries Office (PFOs) and/or Regional Office (RO)</i>
3. Submit himself/herself for the conduct of background investigation/interview and allows site inspection upon receipt of scheduled notice	3. Conduct the scheduled background investigation/interview on the applicant and ocular inspection of the area to determine feasibility or suitability thereof for fishpond purposes	None	3 days	<i>Designated Fishpond Lease Officer of Provincial Fisheries Office (PFOs) and/or Regional Office (RO)- FMRED</i>
None	3.1 Prepare report of inspection and investigation with the specific recommendations and advise client to pay the application fees	None	1 day	<i>Designated Fishpond Lease Officer of Provincial Fisheries Office (PFOs) and/or Regional Office (RO)- FMRED</i>

4. Pay the application fee and secure official receipt	4. Accept payment of application fee and issue Official Receipts	Application fee - Php 2,000.00	5 minutes	
None	4.1. Endorse FLA/ASC application with initial requirements and report of inspection/investigation with the specific recommendations to the Regional Office for proper endorsement to BFAR Central for further evaluation	None	1 day	<i>Designated Liason Officer/Representative of Provincial Fisheries Office (PFOs)</i>
None	4.2.. Receive and prepare the endorsement letter of the FLA/ASC application with complete initial requirements and report of inspection/investigation with the specific recommendations to the BFAR Central office for further evaluation on the application thru registered mail or courier, to be signed and approved by the Regional Director	None	1 day	<i>Designated Fishpond Leasing Officer/Staff Regional Office (RO)- FMRED</i>
None	4.3. Approve/Sign the endorsement of the FLA/ASC application with complete initial requirements and report of inspection/investigation with the specific recommendations to the BFAR Regional Records Section for transmittal to BFAR Central	None	1 day	BFAR Regional Director , Regional Office
PHASE I: PFO/Regional Office	SUB-TOTAL		6 days, 50 minutes	


PHASE II: Submission of Final Requirements and Evaluation at Department of Agriculture





None	4.5. Receive endorsed/submitted FLA/ASC new application with attached initial requirements and report of inspection forwarded by Provincial Office(Pos)/Regional Office (Ros) for evaluation of the application	None	1 hour	FRLD Receiving Staff Atty. Michael S. Andayog, <i>OIC, FRLD Josephine A. San Pedro, Christopher C. Baculi,</i> FRLD Staff, G/Flr., Fisheries Main Bldg., BPI Compound, V. Avenue, Q.C.
None	4.6. Prepare letter/notice of compliance for initial of the OIC, FRLD and to advise applicant to submit final requirements through the Regional Office	None	30 minutes	
None	4.7. Forward to BFAR Records Section the signed endorsement letter/notice of compliance to advise applicant to submit final requirements to BFAR Central-FRLD office	None	5 minutes	<i>Sr FRO Atty. Angelica M. Villafuerte, Sr FRO Josephine A. San Pedro, FRO-II Christopher C. Baculi,</i> BFAR-FRLD, G/F Fisheries Main Bldg. Complex
None	4.8 Receive and send letter/notice of compliance to advise applicant to submit final requirements to BFAR Central through the Regional Office	None	1 hour	Mary Joy A. Malvas, <i>Chief, Records Section, BFAR, G/Flr Fisheries Main Bldg.BPI Compound,</i>
TOTAL TIME - BFAR Central Office		2 hours, 35 minutes		



5. Receive notification letter from BFAR PFO on the submission of final requirements for processing of application	5. Receive and notify the client by sending notification on the submission of Final Requirements for endorsement to BFAR Central for processing of application	None	5 minutes	<i>Designated Fishpond Lease Officer, Provincial Fisheries Office (PFOs) and/or Regional Office (RO)- FMRED</i>
6. Submit final regulatory/documentary requirements and pay required fees after receipt of notice to comply	6. Receive and Evaluate the final requirements submitted and advise client to pay the required fees	None	30 minutes	
7. Pay the required fees and secure official receipt	7. Accept payment of the required fees and issue official receipt	Cash Bond Deposit & Initial rental at Php 500.00 & Php 1,500.00, respectively, per hectare or fraction thereof	5 minutes	<i>Special Collecting Officer of Provincial Fisheries Office (PFOs) and/or Regional Office (RO)</i>
	7.1. Prepare and Endorse FLA/ASC application with complete final requirements to the BFAR Central Office for processing and approval of permit	None	1 day	<i>Designated Fishpond Lease Officer of Provincial Fisheries Office (PFOs) and/or Regional Office (RO)- FMRED</i>
TOTAL TIME- BFAR Regional Office		1 day, 40 minutes		
None	7.2. Receive and evaluate the final requirements submitted	None	1 hour	<i>Sr FRO Atty. Angelica M. Villafuerte, Sr FRO Josephine A. San Pedro, FRO-II Christopher C. Baculi, BFAR-FRLD, G/F Fisheries Main Bldg. Complex</i>

None	7.3. Process FLA/ASC application and prepare endorsement letter to Department of Agriculture (DA) for its approval	None	1 hour	 Sr FRO Atty. Angelica M. Villafuerte, Sr FRO Josephine A. San Pedro, FRO-II Christopher C. Baculi, BFAR-FRLD, G/F Fisheries Main Bldg. Complex
None	7.4. Validate documents affix initial on the endorsement letter to Department of Agriculture (DA)	None	1 day	Atty. Michael S. Andayog, OIC-FRLD, G/Flr., Fisheries Main Bldg. Complex
None	7.5 Review documents then affix initial on the endorsement letter to Department of Agriculture (DA) for evaluation of BFAR Director	None	3 days	Zaldy P. Perez, Asst. Director for Administrative and Other Support Services, 4/Flr., Fisheris Main Bldg. Complex
None	7.6 Review documents then affix initial on the endorsement letter to Department of Agriculture (DA) for approval	None	3 days	Atty. Demosthenes R. Escoto, BFAR Director 3/F Fisheries Main Bldg. Complex
None	7.7. Transmit/Forward processed FLA/ASC to Department of Agriculture (DA) after initial on endorsement letter by the BFAR Director	None	3 hours	Mary Joy A. Malvas, Chief, Records Section, BFAR, G/Flr Fisheries Main Bldg. BPI Compound,
TOTAL TIME- BFAR Central Office		7 days, 2 hours		

None	7.8. Receive the processed new application FLA/ASC for transmittal to DA-Office of the Undersecretary for Fisheries for approval	None	Will be determined by the Department of Agriculture (DA)	 Chief, Records Division, Department of Agriculture (DA), G/F DA Office
None	7.9 Receive and Evaluate the application for FLA/ASC and its requirements	None	5 days	Office of the Undersecretary for Fisheries, Department of Agriculture (DA) 4/Flr. Fisheries Main Bldg. Complex, BPI Compound,
None	7.10 Approve/Sign the new FLA/ASC Contract	None	3 days	Drusila Esther E. Bayate, Undersecretary for Fisheries, Department of Agriculture; 4/Flr. Fisheries Main Bldg. BPI Compound,
None	7.11 Transmit approved FLA/ASC back to BFAR-Records		Will be determined by Department of Agriculture (DA)	Chief, Records Division, Department of Agriculture (DA), G/F DA Office
TOTAL TIME- Department of Agriculture		8 days		
None	7.12. Receive the approved and signed FLA/ASC for transmittal to FRLD	<u>None</u>	12 minutes	Mary Joy A. Malvas, Chief, Records Section G/F Fisheries Main Bldg. Complex
Note : Notarization of the approved FLA & ASC Contract was Previously, the DA Records Officer sees to the notarization of the FLA after being signed by the DA Secretary; now, upon receipt at the FRLD, the notarization is contracted out to the available Notary Public near the BFAR Office)				

None	7.13 Receive the approved/signed FLA/ASC from Records and prepare the transmittal letter to lessee, cc the RO	None	30 Minutes	 Sr FRO Atty. Angelica M. Villafuerte, Sr. FRO Josephine A. San Pedro, FRO-II Christopher C. Baculi, BFAR-FRLD, G/F Fisheries Main Bldg. Complex
None	7.14. Sign transmittal letter and forward signed letter to Records for appropriate action	None	1 Hour	Atty. Michael S. Andayog, OIC-FRLD, G/Flr., Fisheries Main Bldg. Complex
8. Receive his/her copy of the approved FLA/ASC	8. Send thru Registered Mail the approved FLA/ASC	None	1 Hour	Mary Joy A. Malvas, Chief, Records Section G/F Fisheries Main Bldg. Complex
TOTAL TIME- BFAR Central Office		2 hours, 45 minutes		
TOTAL TIME FOR PHASE II:		15 days, 9 hours, 45 minutes		
OVERALL TOTAL FOR PHASES I & II:		21 days, 10 hours and 35 minutes		

Notes:

1. The total period listed above does not include the time it takes for the DA-Records Division to receive and transmit the fishpond application and requirements to the DA-Office of the Undersecretary for Fisheries and transmit the approved FLA to BFAR

2. Client Step No. 5 - per Section No. 20 (h) of FAO No. 197-1, applicants are given six (6) months within which to submit the final requirements in Section 16, some of which are secured from other government agencies like the Department of Environment and Natural Resources (ECC/CNC, approved survey plans), Regional Trial Courts, etc.

Required Fees:

As per Fisheries Administrative Order (FAO) No. 197-1, s. of 2012)

<i>Fishpond Application Fee</i>	Php 2,000.00
<i>Cash Bond Deposit</i>	Php 500.00 per hectare or fraction thereof
<i>Annual Rental</i>	Php 1,500.00 per hectare or fraction thereof



2. Renewal of Fishpond Lease Agreement (FLA) and Aquasilviculture Stewardship Contract (ASC)

The service involves the processing of applications for renewal of Fishpond Lease Agreements (FLA) and Aquasilviculture Stewardship Contracts (ASC)	
Office or Division	BFAR Provincial Fisheries Offices (PFO); BFAR Regional Offices (RO); Fisheries Regulatory and Licensing Division (FRLD) - Fishpond Lease Section (FLS)
Classification	Highly Technical
Type of Transaction	G2C Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government Agency, Employee or Official
Who may avail:	Philippine Citizens at least 21 years of age; Philippine-registered corporations, fisherfolk associations/cooperatives; Micro, small and medium Enterprises
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Duly accomplished application for Fishpond Lease Agreement (FLA) or Aquasilviculture Stewardship Contract (ASC)	Provincial Office, Regional Office or Central Office of BFAR
b. Application Fee of Php 2,000.00;	Provincial Office or Regional Office of BFAR
c. Payment of cash bond and initial rental	Provincial Office or Regional Office of BFAR
d. Certifications issued by the Regional Director and the Regional Trial Court in the judicial district where the area applied for is located to the effect that the same is not involved in any pending administrative and judicial case, respectively;	Regional Office of BFAR; Regional Trial Court in the judicial district where area applied for is located
e. Duly accomplished FLA or ASC acknowledged before a Notary Public;	Provincial Office, Regional Office or Central Office of BFAR
f. Photocopy of approved survey plan on record if the area remains unchanged;	Applicant
g. Notarized affidavit of adherence to Good Aquaculture Practices in the form prescribed in Annex A of FAO No. 197-1;	Provincial Office, Regional Office or Central Office of BFAR




h. Inspection Report endorsed by the Regional Director validating that: 1) the area is developed and the applicant has adhered to Good Aquaculture Practices; 2) the area is not involved in any pending administrative case; 3) the lessee has no unpaid rentals and surcharges; and 4) the area remains unchanged as indicated in the approved survey plan on record


Provincial Office or Regional Office of BFAR


i. A new survey plan, should there be changes in the area.


Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File fishpond application and submit requirements for renewal	1. Receive the application and determine completeness of requirements submitted	None	30 minutes	<i>Receiving Admin Clerk</i> BFAR Regional or Provincial Fisheries Office
2. Receive notification of BFAR - RO or PFO, re: ocular inspection of area	2. Notify the applicant on the scheduled conduct of ocular inspection of the area	None	1 day	<i>Fisheries Management, Regulatory and Enforcement Division (FMRED)</i> BFAR Regional or Provincial Fisheries Office
3. Accompany fisheries inspecting officer/s in the inspection of the area by the lessee or authorized representative	3. Conduct ocular inspection of the area for verification of the present physical status/state, with present occupant and compliance with Sec. 17 of FAO 197-1	None	3 days	<i>Fisheries Management, Regulatory and Enforcement Division</i> BFAR Regional or Provincial Fisheries Office
None	3.1. Prepare report of inspection and verification of improvements and advise applicant to pay the required fees	None	1 day	<i>Fisheries Management, Regulatory and Enforcement Division</i> BFAR Regional or Provincial Fisheries Office

4. Pay the required fees (Application fee, Initial FLA or ASC Rental and Cash Bond Deposit	4. Accept payment and issues Official Receipt	Application fee - Php 2,000; Initial Fishpond Rental - Php 1,500/ha.; Initial ASC Rental - Php 500/ha.; Cash Bond Deposit - Php 500/ha.	15 minutes	 Cashier or Special Collecting Officer/Regional or BFAR Provincial Fisheries Office Cashier or Special Collecting Officer
None	4.1. Prepare endorsement letter of the report of inspection and verification with specific recommendation on the renewal of application with the requirements to be endorse to BFAR Regional Director for transmission to BFAR Central office	None	2 days	BFAR Provincial Fisheries Officer, Regional Director
None	4.2. Approve/Sign the endorsement of the application for renewal with complete requirements to the BFAR Central Office and endorse to the Regional Records Section	None	1 day	BFAR Regional Director, BFAR Regional Office
None	4.3 Forward the signed endorsement of the application for renewal with complete requirements to BFAR Central Office	None	Will be determined by the Regional Office	BFAR Records Section, BFAR Regional Office
TOTAL TIME - Regional Office		7 days, 45 minutes		
None	4.4. Receive the renewal application with complete requirements submitted by lessee for endorsement to FRLD	None	15 minutes	Mary Joy A. Malvas, Chief, BFAR Records Section G/Flr. Fisheries Main Bldg. Complex

None	4.5. Evaluate renewal application and requirements; and Prepare FLA/ASC endorsement letter to the Department of Agriculture for its approval	None	2 hours	 Atty. Angelica M. Villafuerte <i>Josephine San Pedro,</i> <i>Christopher C. Baculi,</i> BFAR-FRLD, G/Flr. Fisheries Main Bldg., Complex
None	4.6. Sign and initial endorsement letter to Department of Agriculture (DA) after the validation of documents submitted	None	1 day	Atty. Michael S. Andayog, <i>Office-in-Charge</i> BFAR- FRLD, G/F Fisheries Main Bldg. Complex
None	4.7. Validate documents, Sign and initial endorsement letter to Department of Agriculture (DA)	None	3 days	Zaldy P. Perez <i>Asst. Director for</i> <i>Admin Services</i> <i>(ADAS)</i> <i>Zaldy P. Perez,</i> 4/Flr. Fisheries Main Bldg.
None	4.8. Validate documents, Sign and initial endorsement letter to Department of Agriculture (DA)	None	3 days	Atty. Demosthenes R. Escoto, BFAR <i>Director,</i> 3/Flr., Fisheries Main Bldg.
None	4.9. Transmit processed FLA/ASC to Department of Agriculture (DA)	None	3 hours	Mary Joy A. Malvas, Chief, <i>Records Section,</i> BFAR, G/F Main BFAR Bldg.
TOTAL TIME - Central Office		7 days, 5 hours, 15 minutes		
None	4.10. Receive the processed FLA/ASC application for review of DA-Office of Undersecretary for Fisheries (USEC)	None	Will be determined by the Department of Agriculture (DA)	<i>Chief, Records</i> <i>Division,</i> <i>Department of</i> <i>Agriculture</i> G/F DA Office

None	4.11. Evaluate the submitted application for renewal of FLA/ASC and it's requirements	None	5 days	 Office of the Undersecretary for Fisheries , Department of Agriculture (DA), 4/F Fisheries Main Bldg. Complex
None	4.12. Approve/Sign the FLA/ASC application for renewal	None	3 days	Drusila Esther E. Bayate, Undersecretary for Fisheries , Department of Agriculture, 4/F Fisheries Main Bldg. Complex
None	4.13. Transmit to BFAR the approved FLA/ASC for renewal	None	Will be determined by Department of Agriculture (DA)	Chief, Records Division, Department of Agriculture, G/F DA Office
TOTAL TIME - Dept. of Agriculture		8 days		
None	4.14. Receive the approved and signed FLA/ASC for renewal for endorsement to BFAR-FRLD	None	15 minutes	Mary Joy A. Malvas, Chief, Records Section, BFAR, G/F Fisheries Main Bldg. Complex
Note: Notarization of the approved FLA/ASC Previously, the DA Records Officer sees to the notarization of the FLA after being signed by the DA Secretary; now, upon receipt at the FRLD, the notarization is contracted out to available Notary Public near the BFAR Office)				
None	4.12. Prepare transmittal letter to lessee	None	30 minutes	Atty. Angelica M. Villafuerte, Josephine San Pedro, Christopher C. Baculi, BFAR-FRLD , G/Flr. Fisheries Main Bldg., Complex

None	4.13. Sign transmittal letter	None	1 hour	 Atty. Michael S. Andayog Office-in-Charge BFAR- FRLD, G/F Fisheries Main Bldg. Complex
5. Receive the copy of the approved FLA/ASC by the lessee	5. Mail the approved renewal of FLA/ASC thru registered mail	None	1 hour	Mary Joy A. Malvas , Chief, Records Section, BFAR, G/F Fisheries Main Bldg. Complex
TOTAL TIME Central Office		2 hours, 45 minutes		
OVERAL TOTAL End to End Process		1 month, 1 day, 45 minutes		

Required Fees:

As per Fisheries Administrative Order (FAO) No. 197-1, s. of 2012)

Fishpond Application Fee	Php 2,000.00
Cash Bond Deposit	Php 500.00 per hectare or fraction thereof
Annual Rental (FLA)	Php 1,500.00 per hectare or fraction thereof
Annual Rental (ASC)	Php 500.00 per hectare or fraction thereof

Note:

1. The total period listed above does not include the time it takes for the DA-Records Division to receive and transmit the fishpond application and requirements to the DA-Office of the Undersecretary for Fisheries and transmit the approved FLA to BFAR

3. Transfer or Assignment of Rights Covering Fishpond Lease Agreement (FLA) and Aquasilviculture Stewardship Contract (ASC)

The service involves the processing of requirements on assignment or transfer of rights under Fishpond Lease Agreements and Aquasilviculture Stewardship Contract to individuals or corporations, fisherfolk association/cooperatives, and micro, small and medium enterprise	
Office or Division	BFAR Provincial Fisheries Offices (PFOs), BFAR Regional Offices (Ros); BFAR Central Office - Fisheries Regulatory and Licensing Division (FRLD) - Fishpond Lease Section (FLS)




Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity
Who may avail:	Philippine Citizens at least 21 years of age; Philippine-registered corporations, fisherfolk associations/cooperatives; Micro, small and medium enterprises


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Letter of Intent to Transfer by the Lessee (3 original copies)	Lessee
b. Latest report of improvements verified by the Regional Director or his authorized representative, showing that the fishpond area of the ASC or FLA subject of the proposed assignment or transfer has been developed (2 original copies)	Provincial, Regional or Central Office of BFAR
l. Certification issued by the Regional Trial Court in the judicial district where the area applied for is located to the effect that the same is not involved in any judicial case (1 original copy)	Regional Trial Court
m. Certification issued by the BFAR Regional Director to the effect that the area applied for is not subleased to any other person/s upon payment of certification fee of Php 10.00 (1 original copy)	BFAR Regional Office
n. Affidavit executed by the applicant to the effect that the area applied for is not subleased to any person/s (1 original copy)	Applicant
o. Notarized affidavit of adherence to Good Aquaculture Practices (3 original copies)	Provincial, Regional or Central Office of BFAR


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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PHASE I. Issuance of Prior Written Approval of Transfer of FLA/ASC Rights				
1. File/Submit Letter of Intent to transfer FLA/ASC rights together with the requirements	1. Receive submitted letter of intent and complete requirements	None	10 minutes	<i>Receiving Clerk/Staff</i> BFAR Regional or Provincial Fisheries Office


2. Receive notification on the conduct of background information/interview; make him/herself available for the scheduled visit; and allow ocular inspection of the fishpond	2. Conduct of ocular inspection of the area to determine compliance with Sec. 18 of FAO 197-1	None	3 days	 Fisheries Management, Regulatory and Enforcement Division (FMRED) BFAR Regional or Provincial Fisheries Office
3. Make him/herself available for the scheduled visit; and allow ocular inspection of the fishpond for transfer	3. Coordinate with the applicant for the schedules of interview/investigation and conduct of ocular inspection of the area to determine compliance with Sec. 18 of FAO 197-1	None		<i>Fisheries Management, Regulatory and Enforcement Division (FMRED) Regional or Provincial Fisheries Office</i>
None	3.1 Prepare reports of investigation and inspection of the fishpond area after the conduct of inspection & investigation	None	1 day	<i>Fisheries Management, Regulatory and Enforcement Division Regional or Provincial Fisheries Office</i>
None	3.2 Prepare and endorse the Letter of Intent to Transfer FLA/ASC Rights with the report of Inspection and Investigation with its recommendations to be transmitted to BFAR Central, FRLD Office for evaluation	None	2 days	<i>Fisheries Management, Regulatory and Enforcement Division Regional or Provincial Fisheries Office</i>
Processing TIME - Regional Office/PFOs		6 days, 10 minutes		

None	3. Receive, Review, and Evaluate the submitted endorsement Letter of Intent, Reports of Inspection & Investigation with it's Recommendation from the ROs/PFOs	None	1 day	 <i>Atty. Michael S. Andayog, Atty. Angelica M. Villafuerte, Josephine A. San Pedro, Christopher C. Baculi, Fisheries Regulatory & Licensing Division, G/F Main BFAR Bldg.</i>
None	3.1 Prepare the endorsement to transfer FLA/ASC rights application to Department of Agriculture (DA) for its approval	None	1 hour	<i>Atty. Michael S. Andayog, Atty. Angelica M. Villafuerte, Josephine A. San Pedro, Christopher C. Baculi, Fisheries Regulatory & Licensing Division, G/F Fisheries Main Bldg. Complex</i>
None	3.2 Transmit the processed transfer FLA/ASC rights application to Department of Agriculture (DA) for its approval	None	3hours	<i>Mary Joy A. Malvas,</i> <i>Chief, Records Section, G/F Fisheries Main Bldg. Complex</i>
Processing TIME - BFAR Central		1 day, 4 hours		
None	3.3. Receive the processed application to transfer FLA/ASC rights for review of DA-Office of the Undersecretary for Fisheries		Will be determined by the Department of Agriculture (DA)	<i>Chief, Records Division, Department of Agriculture G/F DA Office</i>

None	3.4. Receive the evaluate the recommendation for the approval of the letter of intent to transfer FLA/ASC rights	None	5 days	 Office of the Undersecretary for Fisheries, DA Office, 4/F Main BFAR Bldg.
None	3.5 Approve the transfer of rights and Issue Prior Written Approval	None	3 days	Drusila Esther E. Bayate, Undersecretary for Fisheries, DA- USEC Office, 4/Flr., Fisheries Main Bldg. Complex
None	3.6 Transmit the signed Prior Written Approval back to BFAR-Records Section	None	Will be determined by Department of Agriculture (DA)	Chief, Records Division, Department of Agriculture (DA), G/F DA Office
Processing TIME - BFAR Central		8 days		
None	3.7. Receive the Prior Written Approval then forward the endorsement to BFAR -FRLD	None	15 minutes	Mary Joy A. Malvas, Chief, Records Section, G/F Fisheries Main Bldg. Complex
None	3.8 Notify the transferee through the Regional or Provincial Fisheries Office to file FLA/ASC application and submit requirements for transfer	None	1 hour	Atty. Angelica M. Villafuerte, Josephine A. San Pedro, Christopher C. Baculi, FRLD, G/Flr., Fisheries Main Bldg. Complex
Processing Time of Central :		1 hour, 15 minutes		
TOTAL Processing Time PHASE I:		15 days, 2 hours, 25 minutes		
Phase II: Receiving Clerk BFAR Regional or Provincial Fisheries Office				
1. Receive notification letter from BFAR Regional/Provincil Office on the submission of reqirements for transfer	1. Notify applicant thru e-mail or tex messges on the submission of the requirements	None	5 mins	Receiving Clerk Regional or Provincial Fisheries Office

2. File FLA/ASC application, submit requirements and advise to pay required fees	2. Receive application, determine completeness of requirements submitted, accept payment of application and transfer fees and cash bond deposit	Application Fee - Php 2,000.00; Transfer Fee-Php 100.00/ha., & Cash Bond Deposit - Php 500.00/ha.	45 minutes	 Receiving Clerk BFAR Regional or Provincial Fisheries Office
3. Proceed to the Cashier or Special Collecting Officer to pay for the required fees and secure official receipts	3. Accept payment for required fees and issue official receipts	None	5 mins	Special Collecting Officer BFAR Regional Offices/ Provincial Fisheries Office(PFO)
None	3.1 Validate the submitted requirements and prepare endorsement letter of the application for transfer to BFAR Central Office and endorse to BFAR Regional Director for signature	None	2 days	Fisheries Management, Regulatory and Enforcement Division (FMRED) BFAR Regional or Provincial Fisheries Office
None	3.2 Approve/Sign the endorsement of the application for transfer with complete requirements for transmission to the BFAR Central Office thru the Regional Records Section	None	1 day	BFAR Regional Director, BFAR Regional Office
None	3.3 Forward the endorsement of the application for transfer with complete requirements to the BFAR Central Office thru courier or registered mail	None	1 day	BFAR Records Section, Regional Office/s

Processing Time - Regional/PFOs :		4 days, 55 minutes		
None	3.4. Receive the application for transfer of FLA/ASC for endorsement to FRLD	None	15 minutes	 Mary Joy A. Malvas, Chief, Records Section, G/F Fisheries Main Bldg. Complex
None	3.5 Evaluate the application requirements submitted for transfer	None	2 hours	Atty. Angelica M. Villafuerte, Josephine A. San Pedro Christopher C. Baculi, BFAR-FRLD, G/Flr., Fisheries Main Bldg., Complex, BPI Compound
None	3.6 Prepare application for transfer FLA/ASC rights and endorsement letter to Department of Agriculture for its approval	None	2 hours	
None	3.7 Validate documents then affix Initial on the endorsement letter to Department of Agriculture (DA)	None	1 day	Atty. Michael S. Andayog, Officer-in-Charge, BFAR-FRLD, G/F Fisheries Main Bldg.,
None	3.8 Review documents attached then affix initial on the endorsement letter to Department of Agriculture (DA) prior to the approval of the transfer	None	3 days	Zaldy P. Perez, Assistant Director for Admin Services ADAS Office 4/F Fisheries Main Bldg.
None	3.9 Sign endorsement letter for transmission to Department of Agriculture (DA) for approval	None	3 days	Director Demosthenes R. Escoto, BFAR, Director, 3/Flr, Fisheries Main Bldg. Complex

None	3.10 Transmit processed FLA/ASC to Department of Agriculture	None	3 hours	 Mary Joy A. Malvas, Chief, Records Section, G/F Fisheries Main Bldg., Complex
Processing Time - Central Offices :		5 days, 7 hours, 15 minutes		
None	3.11. Receive the processed FLA/ASC application for transfer review of DA-Office of the Undersecretary for Fisheries	None	To be determined by concerned DA Office	Chief, Records Division, Department of Agriculture (DA) G/F DA Office
None	3.12. Receive the submitted application for transfer of FLA/ASC and its requirements for further review	None	5 days	Office of the Undersecretary for Fisheries , DA Office, 4/Flr., Fisheries Main Bldg. Complex,
None	3.13. Approve/Sign the FLA/ASC Contract for transfer of rights	None	3 days	Drusila Esther E. Bayate, Undersecretary for Fisheries, DA-USEC Office, 4/Flr., Fisheries Main Bldg. Complex
None	3.14 Transmit approved FLA/ASC back to BFAR-Records for appropriate action	None	To be determined by concerned DA Office	Chief, Records Division, Department of Agriculture (DA) G/F DA Office
Processing Time at Dept. of Agriculture::		8 days		
None	3.15 Receive the approved and signed FLA/ASC transfer of rights for endorsement to BFAR-FRLD	None	15 minutes	Mary Joy A. Malvas, Chief, Records Section, G/F Fisheries Main Bldg., Complex



Notarization of the approved FLA/ASC: (Previously, the DA Records Officer sees to the notarization of the FLA after being signed by the DA Secretary; now, upon receipt at the FRLD, the notarization is contracted out to available Notary Public near the BFAR Office)

None	3.16. Prepare transmittal letter to lessee for notification on the approved FLA/ ASC transfer of rights and ready for release	None	30 minutes	<p>Atty. Michael S. Andayog, OIC, BFAR-FRLD</p> <p><i>Atty. Angelica M. Villafuerte, Josephine A. San Pedro, Christopher C. Baculi, FRLD-FLS, G/Flr., Fisheries Main Bldg. Complex</i></p>
4. Receive thru registered mail the copy of the approved transfer of rights of FLA/ASC by the lessee	4. Mail to the applicant/lessee the approved transfer of rights of FLA/ASC thru registered mail	None	1 hour	<p>Mary Joy A. Malvas, Chief, Records Section G/F, Fisheries Main Bldg. Complex</p>
Processing Time at BFAR CENTRAL:		1 hour, 45 minutes		
PROCESSING TIME: PHASE I & II		17 days, 6 hours and 45 minutes		
OVERALL TOTAL: End to End Transactions:		1 month, 11 days, 1 hour, 10 minutes		

Required Fees:

As per Fisheries Administrative Order (FAO) No. 197-1, s. of 2012)

Fishpond Application Fee	Php 2,000.00
Cash Bond Deposit	Php 500.00 per hectare or fraction thereof
Transfer Fee	Php 100.00 per hectare or fraction thereof
Annual Rental for FLA	Php 1,500.00 per hectare or fraction thereof
Annual Rental (ASC)	Php 500.00 per hectare or fraction thereof




NOTE:


1. The total period listed above does not include the time it takes for the DA-Records Division to receive and transmit the fishpond application and requirements to the DA-Office of the Undersecretary for Fisheries and transmit the approved FLA to BFAR


4. Issuance of Gratuitous Permit (GP)

The service involves the processing of applications for issuance of Gratuitous Permits to any branch of government or academic, scientific or research institutions for the use of public lands released for fishpond development/purposes.	
Office or Division	BFAR, Provincial Fisheries Offices (PO), BFAR Regional, BFAR Central Office, Fisheries Regulatory and Licensing Division (FRLD) - Fishpond Lease Section (FLS)
Classification	Highly Technical
Type of Transaction	G2B - Government to Business Entity; G2G - Government to Government
Who may avail:	Any branch of government or academic, scientific or research institution
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Duly accomplished application for Gratuitous Permit (GP)	Provincial, Regional Offices of BFAR; FRLD-FLS-G/F, Fisheries Building Complex, Visayas Avenue, Quezon City
b. Project Profile which states: 1) the general and specific objectives of the project; 2) brief description of the project; 3) methodology of project implementation which includes names of personnel involved and percentage of time allotted in the project, schedule of implementation, funding requirements and sources both local and foreign, target beneficiaries and monitoring and evaluation scheme <i>(For Renewal of GPs, instead of the Project Profile, a Report of Inspection and Verification of Improvements to be provided by the Regional or Provincial Fisheries Office should be submitted.)</i>	To be provided by the applicant
c. Sketch/Survey plan of the area	To be provided by the applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application for Gratuitous Permit (GP) and submit requirements	1. Receive application and determine the completeness of the requirements submitted	None	30 minutes	<i>Receiving Clerk</i> BFAR Regional or Provincial Fisheries Office
2. Receive notification of BFAR RO or PFO, and make herself/himself available during the conduct of investigation/interview and ocular inspection of area	2. Coordinate with the client for the conduct of investigation/interview and ocular inspection of the area and followed by the conduct of the actual inspection	None	3 days	<i>Fisheries Management, Regulatory and Enforcement Division (FMRED)</i> BFAR Regional or Provincial Fisheries Office
None	2.1 Prepare report of inspection and investigation with specific recommendation	None	1 day	<i>Fisheries Management, Regulatory and Enforcement Division (FMRED)</i> BFAR Regional or Provincial Fisheries Office
None	3. Endorse the GP Application with complete requirements to BFAR Regional Office for endorsement to Central Office for processing of application, to be signed and approved by the Regional Director	None	2 days	<i>Fisheries Management, Regulatory and Enforcement Division (FMRED)</i> BFAR Regional or Provincial Fisheries Office
None	3.1 Approve/Sign the endorsement of the GP application with complete requirements to the Central Office for processing of application and endorse to the Regional Records Section for transmission to BFAR Central	None	Will be determined by the Regional Office	BFAR Regional Director, Regional Office

None	3.2 Forward the endorsement of the GP application with complete requirements to the Central Office for processing of application	None	Will be determined by the Regional Office	 BFAR Records Section, Regional Office
Processing TIME - Regional Office/PFO		6 days, 30 minutes		
	4. Receive the GP Application with complete requirements endorsed by the Regional Office and endorse to BFAR-FRLD	None	15 minutes	<i>Chief, Records Section, G/Flr., Fisheries Main Bldg. Complex</i>
None	4.1 Receive and evaluate the GP Application with the inspection report submitted by Regional Office / Provincial Office (ROs/POs)	None	30 Minutes	Atty. Michael S. Andayog, OIC, BFAR-FRLD, G/F Fisheries Main Bldg. Complex, BPI Compound, Visayas Avenue, Brgy. Vasra, Quezon City
None	4.2 Prepare GP and endorsement letter for Department of Agriculture (DA) for signature and approval	None	30 Minutes	<i>Atty. Angelica M. Villafuerte, Josephine A. San Pedro, Christopher C. Baculi, Fishpond Lease Section, BFAR- FRLD, G/F Main BFAR Bldg. Fisheries Building Complex, BPI Compound, Visayas Avenue, Brgy. Vasra, Quezon City</i>
None	4.3 Validate documents affix initial on the endorsement letter to Department of Agriculture (DA) prior to the initial of the Director and Assistant Director	None	1 day	<i>Atty. Michael S. Andayog, OIC, FRLD, G/F Main BFAR Bldg.</i>

None	4.4 Affix initial on the endorsement letter to Department of Agriculture (DA) after review and forward to the Director by the admin staff of ADAS	None	3 days	 Zaldy P. Perez , <i>Asst. Director for Administrative and Other Support Services, ADAS, 4/F Fisheries Main Bldg. Complex</i>
None	4.5 Affix initial on the endorsement letter to Department of Agriculture (DA) prior to the approval and signature of the Department Secretary	None	3 days	Atty. Demosthenes R. Escoto , <i>BFAR Director, BFAR, 3/Flr., Fisheries Main BFAR Bldg.</i>
None	4.6 Transmit processed GP to Department of Agriculture (DA)	None	3 hours	Mary Joy A. Malvas , <i>Chief, Records Section, BFAR, G/Flr., Fisheries Main Bldg. Complex</i>
Processing TIME - BFAR Central		7 days, 4 hours and 15 minutes		
None	5. Receive and forward the processed GP application with the BFAR endorsement to DA-Office of the Undersecretary for Fisheries	None	Will be determined by the Department of Agriculture (DA)	<i>Chief, Records Division, Department of Agriculture (DA) G/F DA Office</i>
	5.1 Receive and evaluate the application for GP with it's complete requirements	None	5 days	<i>Office of the Undersecretary for Fisheries Department of Agriculture (DA), 4/Flr., Fisheries Main Bldg. Complex</i>

None	5.2 Approve/Sign the Gratuitous Permit (GP)	None	3 days	 Drusila Esther E. Bayate <i>Undersecretary for Fisheries, Department of Agriculture, 4/F Main BFAR Bldg.</i>
None	5.3 Transmit the approved GP back to BFAR Records for appropriate action	None	Will be determined by Department of Agriculture (DA)	Records Division , <i>Department of Agriculture (DA), G/F DA Office</i>
Processing TIME - Dept. of Agriculture (DA)		8 days		
None	5.4. Receive from DA the approved/signed G. permit for endorsement to BFAR-FRLD office	None	12 minutes	Mary Joy A. Malvas , <i>Chief, BFAR Records Section, G/F Fisheries Main Bldg. Complex</i>
None	5.5. Sign the prepared transmittal letter of approved and signed GP to concerned RFO/PFO for release to applicant/client	None	1 hour	Atty. Michael S. Andayog , <i>OIC-FRLD, 3/F Main BFAR Bldg.</i>
3. Receive the copy of the approved GP	3. Mail the approved GP and transmittal letter to RFO/PFO thru registered mail	None	1 hour	Mary Joy A. Malvas , <i>Chief, BFAR Records Section, G/F Fisheries Main Bldg. Complex</i>
Processing TIME - BFAR Central		2 hours, 15 minutes		
OVERALL TOTAL		21 days, 7 hours		

Note:

The total number of hours listed above does not include the time it takes for the DA-Records Division to receive and endorse the GP application to the Office of the Undersecretary for Fisheries and transmit the approved GP to BFAR



VII. Issuance of Endorsement Letter for DENR Requirements

BFAR- Fisheries Resources Management Division (FRMD) Coastal Resources Management Section (CRMS)

1. Issuance of Cyanide Endorsement Letter to DENR for Importation Clearance
2. Request for Fishing Boat Registration (BOAT-R) and Fisherfolk Registration (FISH-R) Data

FISHERIES RESOURCE MANAGEMENT DIVISION (FRMD)

1. Issuance of Cyanide Endorsement Letter to DENR for Importation Clearance

Informing that Bureau of Fisheries and Aquatic Resources (BFAR) interposes no objection to the approval of their importation clearance with the Department of Environment Natural Resources (DENR) provided that the company shall guarantee that the chemicals shall be used exclusively for the purposes they were intended, that safeguard/s shall be set to prevent the chemicals from being diverted to unscrupulous fishermen for illegal fishing purposes.

Office or Division	Fisheries Resources Management Division (FRMD) - Coastal Resources Management Section (CRMS)
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Classification	Complex
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Type of Transaction	G2B - Government to Business Entity; G2C - Government to Citizen
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Who may avail:	Importers of Cyanide and Chemicals Containing Cyanide
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Cyanide Endorsement (One (1) original copy)	Client/Requesting party
2. Notarized Affidavit of Undertaking (One (1) original copy)	Client/Requesting party
3. List of Clients - original and/or photocopy	Client/Requesting party
4. Inventory of Cyanide - one (1) original copy	Client/Requesting party
5. Chemical Management Plan - one (1) certified true copy	Client/Requesting party



6. Business Registration - one (1) certified true copy		Securities and Exchange Commission (SEC)		
7. Business Permit - one (1) certified true copy		Philippine Economic Zone Authority (PEZA) or Municipal Government		
8. Environmental Compliance Certificate (ECC) - one (1) certified true copy		DENR		
9. Chemical Control Order (CCO) Registration - one (1) certified true copy		DENR-EMB		
10. Permit to Operate - one (1) certified true copy		DENR-EMB		
11. DENR issued CCO Importation Certificate (if applicable) - one (1) certified true copy		DENR-EMB		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with the complete documents required Cyanide Endorsement request	1. Receive and assess the request and check the validity of the attached complete requirements	None	1 hour	<i>Administrative Assistant III Biologist II/ Aquaculturist I FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>
None	1.1. Prepare Cyanide Endorsement Letter and forward to the CRM Section Head for initial	None	10 minutes	<i>Biologists II/ Aquaculturist I, Section Head, FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>

None	1.2 Review and affix initial to Cyanide Endorsement Letter	None	5 hours	 <i>Division Chief, FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>
None	1.3 Forward Cyanide Endorsement Letter to ADOTECH for review and initial	None	15 minutes	 <i>Administrative Assistant III / Biologist II/ Aquaculturist I/ FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>
None	1.4 Evaluate/review and initial the Cyanide Endorsement Letter	None	3 days	 <i>Assistant Director for Technical Services, Office of the Assistant Director for Technical Services, 3rd Floor, Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Diliman, Quezon City</i>

None	1.5 Endorse the Endorsement Letter to the Bureau Director to review and signature	None	15 minutes	 <i>Administrative Assistant III / Biologist II / Aquaculturist I, FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>
None	1.6 Review and Approval of the Cyanide Endorsement Letter	None	3 days	 <i>BFAR Director, Director's Office, 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>
2. Receive email notification on the approved Cyanide Endorsement Letter and ready for release	2. Notify client on the approved Endorsement Letter thru email and ready for release of document	None	10 Minutes	 <i>Administrative Assistant III / Biologist II / Aquaculturist I FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>


3. Claim the approved Cyanide Endorsement Letter	3. Release the approved Cyanide Endorsement Letter.	None	10 Minutes	 <i>Administrative Assistant III/ Biologist II/ Aquaculturist I/ FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>
TOTAL:		None	6 days, 7 hours	

2. Request for Data on Fishing Boat Registration (BOAT-R) and Fisherfolk Registration (FISH-R)

A. Collection of data and inventory towards policy formulation (Internal - Regional Fisheries Offices)
B. Collection of data for research purposes and identification of beneficiaries for subsidy (External - LGU/ stakeholders, Academe, NGOs, etc.)

Office or Division	BFAR- Fisheries Resources Management Division (FRMD) - Coastal Resource Management Section (CRMS)	
Classification	Complex	
Type of Transaction	G2B - Government to Business Entity; G2G- Government to Government; G2C- Government to Citizen	
Who may avail:	EXTERNAL : Local Government Unit (LGU), NGOs, Academe, Fisherfolks/Stakeholders INTERNAL : Regional Fishery Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request thru E-mail or Walk-in		Client/Requesting Party/ies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request thru email or walk-in	1. Receive letter request and forward to the Division Chief for instructions to CRMS	None	30 minutes	<i>Administrative Staff, FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>
None	1.1 Review and refer the letter request to CRMS to render the assistance needed	None	1 day	<i>Division Chief FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>
None	1.2 Receive and review letter request and forward to CRMS technical personnel for appropriate action	None	1 hour	<i>Section Chief, Coastal Resources Management (CRMS), FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>

None	1.3 Extract requested FishR and/or BoatR data from the Municipal Fisherfolk Registration System (FishR) or Municipal Fishing Boat and Gear Registration System (BoatR)	None	1 day	 <i>Technical Staff</i> <i>FRMD Office</i> 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City
2. Receive the data requested thru email	2. Review and approve requested FishR and/or BoatR data requested thru email	None	1 day	<i>Section Chief and Technical Staff</i> Coastal Resources Management (CRMS), FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City
None	2.1 Release the requested FishR and/or BoatR data thru email	None	10 minutes	<i>Administrative Staff</i> Coastal Resources Management Section (CRMS) FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City
TOTAL:		None	3 days, 1 hour, 40 minutes	



VIII. Technical Assistance On-site Inspection of Vessel Monitoring

Office of the Director Vessel Monitoring Section

1. Technical Assistance On-site Inspection of Mobile Transceiver Unit/Automatic Locator Communicator (MTU/ALC)

Based on Fisheries Administrative Order 266 -RULES AND REGULATIONS ON THE IMPLEMENTATION OF VESSEL MONITORING MEASURES (VMM) AND ELECTRONIC REPORTING SYSTEM (ERS) FOR COMMERCIAL PHILIPPINE FLAGGED FISHING VESSELS and Fisheries Administrative Order 245 - Regulation and Implementing Guidelines on Group Tina Purse Seine Operations in High Seas Pocket Number-1 as a Special Management Area. to enhance monitoring of fishing operation for fisheries management thru the implementation of vessel monitoring measures and to establish the system that will facilitate and aid in case building and prosecution of fisheries law violation.

Office or Division	Office of the Director - VESSEL MONITORING SECTION (VMS)			
Classification	Complex			
Type of Transaction	G2B - Government to Business Entity, G2G - Government to Government			
Who may avail:	Regional Monitoring Center, Fishing Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original copy)		Client/Requesting Party/ies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request thru email.	1. Receive letter request thru email.	None	10 minutes	<i>VMS Operators On-duty, 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave. Diliman, Quezon City</i>
None	1.1 Forward documents to the Section Chief for appropriate action.	None	10 minutes	
None	1.2 Assign technical staff to render technical assistance.	None	30 minutes	<i>Chief, VMS, 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave. Diliman, Quezon City</i>

None	1.3 Prepare the necessary travel order.	None	2 days	 Administrative Assistant, 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave. Diliman, Quezon City
2. Receive notification and confirm attendance for the schedule of visit.	2. Schedule site visit inspection and notify client on schedule.	None	1 day	VMS Inspector, 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave. Diliman, Quezon City
3. Allow conduct of on-site visit inspection.	3. Conduct actual site visit inspection.	None	2 days	VMS Operators On-duty, 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave. Diliman, Quezon City
None	3.1 Prepare report on Mobile Transciever Unit inspection.	None	1 day	VMS Operators On-duty, 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave. Diliman, Quezon City
4. Receive report on Mobile Transceiver Unit inspection report thru email.	4. Release report on Mobile Transciever Unit inspection thru email or endorsement to FLRD.	None	10 minutes	VMS Operators On-duty, 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave. Diliman, Quezon City
TOTAL:		None	6 days, 1 hour	

BFAR-National Fisheries Laboratory Division (NFLD)

1. Issuance of Laboratory Report of Test for Physico-Chemical, Gross or Microscopic, Parasitological Exam and Bacterial Count

These analysis are used for research, pond preparation on aquaculture farming, fish kill or fish mortality investigation. Report of Test is one of the requirements or attachments for issuance of local transport permit, health certificates for local and international transport and other permits as it may required. It is also part of BFAR's disease surveillance and monitoring program for animal health and for HAB monitoring and for issuance of Red Tide Bulletin. The said programs supports long term sustainability and food security, food safety for local, imported and exported fish and fishery products to be globally competitive.

Office or Division	National Fisheries Laboratory Division (NFLD)
Classification	Simple
Type of Transaction	G2C (Government to Citizen), G2G (Government to Government) and G2B (Government to Businesses)
Who may avail:	BFAR Regional Office, BFAR-FIQD (Verification), 1st and 2nd Border Inspection, Local Government Office, Exporter, Academe, Law Enforcement and Fisherfolks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Samples for Analysis in accordance with the set requirements of sample per analysis in terms of volume, weight, quantity and condition of sample. The Masterlist of Analysis (ML 7.2-01) wich indicates the sample rquirements, methods used and its limit of detection are posted in BFAR website at www.bfar.da.gov.ph .	1. Client/Customer
2. Request for Laboratory Analysis (RLA), QF 7.1-01 (two copies back to back)	BFAR-National Fishereies Laboratory Division (NFLD) Receiving Area or from Customer Service Officer and in BFAR website at www.bfar.da.gov.ph .

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the RLA (QF 7.1-01) Form and submit once it was accomplished with the sample	1. Receive accomplished RLA form from clients with the sample and assess its completeness and sample requirements	None	20 Minutes	<i>Client/Customer and Customer Service Officer NFLD Office-Ground Flr.</i>
2. Secure Order of Payment and pay the necessary fee and duplicate copy of the RLA and claim stub	2. Issue of Order of Payment and duplicate copy of the RLA and claim stub.	None	10 Minutes	<i>Client/Customer and Customer Service Officer NFLD Office-Ground Flr.</i>
3. Pay appropriate fee and secure Official Receipt	3. Accept payment and issue Official Receipt (original and duplicate copy)	None	10 Minutes	<i>Cashier Personnel FIQD-BFAR New Building, Brgy. Vasra, BPI Compd., Brgy. Vazra, Visayas Ave., Quezon City</i>
	3.2 Conduct of Analysis as per request A. Physico-Chemical (Marine Water, Brackish Water or Freshwater Intended for Aquaculture) a. pH b. Acidity/Alkalinity c. Carbon Dioxide d. Dissolved Oxygen e. Ammonia f. Nitrate g. Nitrite h. Phosphate i. Total Phosphate j. Salinity	per sample a. PHP 30.00 b. PHP 100.00 c. PHP 100.00 d. PHP 150.00		



None	<p>B. Gross/ Necropsy or Microscopic Examination</p> <p>C. Parasitological Examination</p> <p>D. Bacterial Count (Luminous and Vibrio)</p>	<p>e. PHP 180.00</p> <p>f. PHP 180.00</p> <p>g. PHP 300.00</p> <p>h. PHP 300.00</p> <p>i. PHP 30.00</p> <p>j. PHP 30.00</p> <p>PHP 75.00</p> <p>PHP 100.00</p> <p>PHP 100.00</p>	1 Day and 4 hours after sample receipt	<p>Laboratory Analyst/s / Technical Manager</p>
	3.3 Calculate and record result of analysis		3 Hours	<p>Laboratory Analysis / Technical Manager</p>
	3.4 Verify results, prepare, review and approval of Test Report		1 Day	<p>Laboratory Analysis / Technical Manager / Customer Service Officer / Section Chief / Laboratory Manager</p>
4. Present Claim Stub and duplicate copy of Official Receipt to claim test report(s)/result(s). Note that the availability of approved Laboratory Report is indicated in the RLA.	4. Release the original Report of Test, collect the claim stub and duplicate copy of OR then ask the client to signed the receiving copy of the report of test	None	20 Minutes	<p>Client/Customer and Customer Service Officer NFLD Office or through email upon receipt of the copy official receipt and claim stub.</p>

2. Issuance of Laboratory Report of Test for Molecular Diagnostic and Paralytic Shellfish Toxin (PST) Analysis

These analysis are used for research, for pond preparation on aquaculture farming, for fish mortality investigation and presence of paralytic shellfish toxin (PST) in shellfish and the like samples. Report of Test is one of the requirements or attachments for issuance of local transport permit, health certificates for local and international transport and other permits as it may required. It is also part of BFAR's disease surveillance and monitoring program for animal health and for HAB monitoring and for issuance of Red Tide Bulletin. The said programs supports long term sustainability and food security, food safety for local, imported and exported fish and fishery products to be globally competitive.

Office or Division	National Fisheries Laboratory Division (NFLD)
Classification	Simple
Type of Transaction	G2C (Government to Citizen), G2G (Government to Government) and G2B (Government to Businesses)
Who may avail:	BFAR Regional Office, BFAR-FIQD (Verification), 1st and 2nd Border Inspection, Local Government Office, Exporter, Academe, Law Enforcement and Fisherfolks

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Samples for Analysis in accordance with the set requirements of sample per analysis in terms of volume, weight, quantity and condition of sample. The Masterlist of Analysis (ML 7.2-01) wich indicates the sample rquirements, methods used and its limit of detection are posted in BFAR website at www.bfar.da.gov.ph .		1. Client/Customer		
2. Request for Laboratory Analysis (RLA), QF 7.1-01 (two copies back to back)		BFAR-National Fishereies Laboratory Division (NFLD) Receiving Area or from Customer Service Officer and in BFAR website at www.bfar.da.gov.ph .		
3. Local Transport Permit (LTP) or Auxilliary Invoice for traceability purposes for PST samples		Client/Customer, BFAR FIQD, BFAR Regioanl Offices, LGU or Municipal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the RLA (QF 7.1-01) Form and submit once it was accomplished with the sample	1. Receive accomplished RLA form from clients with the sample and assess its completeness and sample requirements	None	20 Minutes	<i>Client/Customer and Customer Service Officer</i> NFLD Office-Ground Flr.

2. Secure Order of Payment and pay the necessary fee and duplicate copy of the RLA and claim stub	2. Issue of Order of Payment and duplicate copy of the RLA and claim stub.	None	10 Minutes	<i>Client/Customer and Customer Service Officer NFLD Office- Ground Flr.</i>
3. Pay appropriate fee and secure Official Receipt	3. Accept payment and issue Official Receipt (original and duplicate copy)	None	10 Minutes	<i>Cashier Personnel FIQD- BFAR New Building, Brgy. Vasra, BPI Compd., Brgy. Vazra, Visayas Ave., Quezon City</i>
None	3.1 Conduct of Analysis as per request	None		
None	3.2.1 Molecular Diagnostic Analysis <u>for Crustaceans</u> a. WSSV b. TSV c. IMNV d. YHV/GAV e. PvNV f. MrNV g. IHHNV h. AHPND/EMS i. MBV j. EHP k. NHPB l. CMNV m. DIV1	PHP 600.00 per analysis per sample	3 Days and 4 hours after sample receipt	<i>Laboratory Analyst/s and Technical Manager</i>
None	<u>for Finfishes</u> a. KHV b. TiLV c. VNN d. IRIDO (M & RG) e. SVCV 3.2.2 Paralytic Shellfish Toxin (PST)			
None	3.3 Calculate and record result of analysis		3 Hours	<i>Laboratory Analysis / Technical Manager</i>

None	3.4 Verify results, prepare, review and approval of Test Report		1 Day	Laboratory Analysis / Technical Manager / Customer Service Officer / Section Chief / Laboratory Manager
4. Present Claim Stub and duplicate copy of Official Receipt to claim test report(s)/result(s). Note that the availability of approved Laboratory Report is indicated in the RLA.	4. Release the original Report of Test, collect the claim stub and duplicate copy of OR then ask the client to signed the receiving copy of the report of test	None	20 Minutes	Client/Customer and Customer Service Officer NFLD Office or through email upon receipt of the copy official receipt and claim stub.
Total:		None	5 (five) days	

3. Issuance of Laboratory Report of Test for Formaldehyde, Cyanide, Amnesic Shellfish Toxin (AST), pH (chemical analysis for raw material) Analysis and DST

<p>These analysis are used for research, certification, monitoring, verification and enforcement. Report of Test is one of the requirements or attachments for issuance of local transport permit, health certificates for local and international transport, HACCP certification and other permits as it may required. It is also part of BFAR's HAB monitoring and Inspector's verification and in support to the Law Enforcement Activity of the bureau. The said programs supports long term sustainability and food security, food safety for local, imported and exported fish and fishery products to be globally competitive.</p>	
Office or Division	National Fisheries Laboratory Division (NFLD)
Classification	Complex
Type of Transaction	G2C (Government to Citizen), G2G (Government to Government) and G2B (Government to Businesses)
Who may avail:	BFAR Regional Office, BFAR-FIQD (Verification), 1st and 2nd Border Inspection, Local Government Office, Exporter, Academe, Law Enforcement and Fisherfolks

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Samples for Analysis in accordance with the set requirements of sample per analysis in terms of volume, weight, quantity and condition of sample. The Masterlist of Analysis (ML 7.2-01) which indicates the sample requirements, methods used and its limit of detection are posted in BFAR website at www.bfar.da.gov.ph .		1. Client/Customer		
2. Request for Laboratory Analysis (RLA), QF 7.1-01 (two copies back to back)		BFAR-National Fisheries Laboratory Division (NFLD) Receiving Area or from Customer Service Officer and in BFAR website at www.bfar.da.gov.ph .		
3. Local Transport Permit (LTP) or Auxiliary Invoice for traceability purposes for AST and DST samples		Client/Customer, BFAR FIQD, BFAR Regional Offices, LGU or Municipal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the RLA (QF 7.1-01) Form and submit once it was accomplished with the sample	1. Receive accomplished RLA form from clients with the sample and assess its completeness and sample requirements	None	20 Minutes	<i>Client/Customer and Customer Service Officer NFLD Office-Ground Flr.</i>
2. Secure Order of Payment and pay the necessary fee and duplicate copy of the RLA and claim stub	2. Issue of Order of Payment and duplicate copy of the RLA and claim stub.	None	10 Minutes	<i>Client/Customer and Customer Service Officer NFLD Office-Ground Flr.</i>
3. Pay appropriate fee and secure Official Receipt	3. Accept payment and issue Official Receipt (original and duplicate copy)	None	10 Minutes	<i>Cashier Personnel FIQD-BFAR New Building, Brgy. Vasra, BPI Compd., Brgy. Vazra, Visayas Ave., Quezon City</i>

None	<p>3.1 Conduct of Analysis as per request</p> <p>3.1.1. Formaldehyde</p> <p>3.1.2. Cyanide</p> <p>3.1.3. AST</p> <p>3.1.4. pH (chemical analysis for raw materials)</p> <p>3.1.5. DST</p>	<p>per sample</p> <p>3.2.1. PHP 250.00</p> <p>3.2.2. PHP 250.00</p> <p>3.2.3. PHP 2,500.00</p> <p>3.2.4. PHP 50.00</p> <p>3.2.5. PHP 3,000.00 per analysis per sample</p>	5 Days and 4 hours after sample receipt	<i>Laboratory Analyst/s and Technical Manager</i>
None	3.2 Calculate and record result of analysis		3 Hours	<i>Laboratory Analysis / Technical Manager</i>
None	3.3 Verify results, prepare, review and approval of Test Report		1 Day	<i>Laboratory Analysis / Technical Manager / Customer Service Officer / Section Chief / Laboratory Manager</i>
4. Present Claim Stub and duplicate copy of Official Receipt to claim test report(s)/result(s). Note that the availability of approved Laboratory Report is indicated in the RLA.	4. Release the original Report of Test, collect the claim stub and duplicate copy of OR then ask the client to signed the receiving copy of the report of test	None	20 Minutes	<i>Client/Customer and Customer Service Officer NFLD Office or through email upon receipt of the copy official receipt and claim stub.</i>
Total:		None	7 (seven) days	



4. Issuance of Laboratory Report of Test Water Activity (AW), % Salt (NaCl), Moisture, Microbial Analysis and Bacterial Identification for Finfish

These analysis are used for research, certification, monitoring, verification and enforcement. Report of Test is one of the requirements or attachments for issuance of local transport permit, health certificates for local and international transport, HACCP certification and other permits as it may required. It is also part of BFAR's HAB monitoring and Inspector's verification and in support to the Law Enforcement Activity of the bureau. The said programs supports long term sustainability and food security, food safety for local, imported and exported fish and fishery products to be globally competitive.

Office or Division	National Fisheries Laboratory Division (NFLD)
Classification	Complex
Type of Transaction	G2C (Government to Citizen), G2G (Government to Government) and G2B (Government to Businesses)
Who may avail:	BFAR Regional Office, BFAR-FIQD (Verification), 1st and 2nd Border Inspection, Local Government Office, Exporter, Academe, Law Enforcement and Fisherfolks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Samples for Analysis in accordance with the set requirements of sample per analysis in terms of volume, weight, quantity and condition of sample. The Masterlist of Analysis (ML 7.2-01) wich indicates the sample rquirements, methods used and its limit of detection are posted in BFAR website at www.bfar.da.gov.ph .	1. Client/Customer
2. Request for Laboratory Analysis (RLA), QF 7.1-01 (two copies back to back)	BFAR-National Fishereies Laboratory Division (NFLD) Receiving Area or from Customer Service Officer and in BFAR website at www.bfar.da.gov.ph .

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the RLA (QF 7.1-01) Form and submit once it was accomplished with the sample	1. Receive accomplished RLA form from clients with the sample and assess its completeness and sample requirements	None	20 Minutes	<i>Client/Customer and Customer Service Officer</i> NFLD Office-Ground Flr.

2. Secure Order of Payment and pay the necessary fee and duplicate copy of the RLA and claim stub	2. Issue of Order of Payment and duplicate copy of the RLA and claim stub.	None	10 Minutes	<i>Client/Customer and Customer Service Officer</i> NFLD Office-Ground Flr.
3. Pay appropriate fee and secure Official Receipt	3. Accept payment and issue Official Receipt (original and duplicate copy)	None	10 Minutes	<i>Cashier</i> <i>Personnel</i> FIQD-BFAR New Building, Brgy. Vasra, BPI Compd., Brgy. Vazra, Visayas Ave., Quezon City
None	3.1. Conduct of Analysis as per request 3.1.1. Water Activity (AW) 3.1.2 % Salt (NaCl) 3.1.3 Moisture 3.1.4. Microbial Analysis a. APC b. Staphylococcus aureus c. Colifom d. Faecal Coliform (for ice & water) e. Escherichia coli f. Salmonella g. Shigella h. Anaerobic Bacteria i. Enterococci (for ice % water)	per sample 3.2.1. PHP 75.00 3.2.2. PHP 160.00 3.2.3. PHP 85.00 a. PHP 200.00 b. PHP 300.00 c. PHP 250.00 d. PHP 250.00	8 Days and 4 hours after sample receipt	<i>Laboratory Analyst/s and Technical Manager</i>
None	3.1.5. Bacterial Identification a. Aeromonas spp. b. Vibrio spp. c. Streptococcus spp. d. Edwardsiella spp. e. Other fish & crustacean bacteria	e. PHP 350.00 f. PHP 400.00 g. PHP 400.00 h. PHP 400.00 i. PHP 350.00 for Bacte. ID PHP 200.00 per analysis per sample		

None	3.2 Calculate and record result of analysis		3 Hours	Laboratory Analysis / Technical Manager
None	3.3 Verify results, prepare, review and approval of Test Report		1 Day	Laboratory Analysis / Technical Manager / Customer Service Officer / Section Chief / Laboratory Manager
4. Present Claim Stub and duplicate copy of Official Receipt to claim test report(s)/result(s). Note that the availability of approved Laboratory Report is indicated in the RLA.	4. Release the original Report of Test, collect the claim stub and duplicate copy of OR then ask the client to signed the receiving copy of the report of test	None	20 Minutes	Client/Customer and Customer Service Officer NFLD Office or through email upon receipt of the copy official receipt and claim stub.
Total:		None	10 Days	

5. Issuance of Laboratory Report of Test for Brevetoxin, Ciguatera, Antibiotic Residue (CAP, AOZ, AMOZ and Aflatoxin), Histamine, Heavy Metals (Lead, Cadmium and Mercury) Analysis and Histopathology


These analysis are used for research, certification, monitoring and surveillance, verification and enforcement. Report of Test is one of the requirements or attachments for issuance of local transport permit, health certificates for local and international transport, HACCP certification, Aquaculture Farm Registration under NRCP, and other permits as it may required. It is also part of BFAR's Disease Surveillance and Monitoring, National Residue Control Program (NRCP), Toxin and Noxious monitoring and Inspector's verification and in support to the Law Enforcement Activity of the bureau. The said programs supports long term sustainability and food security, food safety for local, imported and exported fish and fishery products to be globally competitive.

Office or Division	National Fisheries Laboratory Division (NFLD)
Classification	Complex



Type of Transaction	G2C (Government to Citizen), G2G (Government to Government) and G2B (Government to Businesses)			
Who may avail:	BFAR Regional Office, BFAR-FIQD (Verification), 1st and 2nd Border Inspection, Local Government Office, Exporter, Academe, Law Enforcement and Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. The Samples for Analysis in accordance with the set requirements of sample per analysis in terms of volume, weight, quantity and condition of sample.		1. The samples are from Client/Customer 2. Sample requirements are posted in BFAR Website and can be secure at the NFLD Receiving Area.		
2. Information of the sample to be submitted		Client/Customer or Law Enforcement for CYANIDE		
3. Local Transport Permit (LTP) or Auxilliary Invoice		Client/Customer, BFAR FIQD, BFAR RegionaI Offices, LGU or Municipal		
4. Request for Laboratory Analysis (RLA)		BFAR-National Fisheries Laboratory Division (NFLD) Receiving Area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the RLA (QF 7.1-01) Form and submit once it was accomplished with the sample	1. Receive accomplished RLA form from clients with the sample and assess its completeness and sample requirements	None	20 Minutes	<i>Client/Customer and Customer Service Officer NFLD Office-Ground Flr.</i>
2. Secure Order of Payment and pay the necessary fee and duplicate copy of the RLA and claim stub	2. Issue of Order of Payment and duplicate copy of the RLA and claim stub.	None	10 Minutes	<i>Client/Customer and Customer Service Officer NFLD Office-Ground Flr.</i>
3. Pay appropriate fee and secure Official Receipt	3. Accept payment and issue Official Receipt (original and duplicate copy)	None	10 Minutes	<i>Cashier Personnel FIQD-BFAR New Building, Brgy. Vasra, BPI Compd., Brgy. Vazra, Visayas Ave., Quezon City</i>



None	<p>3.1. Conduct of Analysis as per request</p> <p>3.1.1. Brevetoxin</p> <p>3.1.2. Ciguatera</p> <p>3.1.3. Antibiotic Residues a. CAP (except shells) b. AOZ (except feeds) c. AMOZ (except feeds) d. Aflatoxin (for feeds)</p> <p>3.1.4. Histamine</p>	<p>per sample</p> <p>3.2.1. PHP 4,500.00</p> <p>3.2.2. PHP 4,500.00</p> <p>3.2.3. a. PHP 1,000.00 b. PHP 1,000.00 c. PPHP 1,000.00 d. PHP 1,000.00</p>		
None	<p>3.1.5. Heavy Metals a. Lead b. Cadmium c. Mercury</p> <p>3.1.6. HISTOPATHOLOGICAL EXAMINATION (Fixation-Trimming-Tissue Processing-Embedding-Sectioning-Staining-Mounting- Microscopic examination)</p>	<p>3.2.4. PHP 450.00</p> <p>3.2.5. a. PHP 1,200.00 b. PHP 1,200.00 c. PHP 1,200.00</p> <p>3.2.6. PHP 500.00</p>	<p>13 Days and 4 hours upon completion of the required number of samples per filter plate for Brevetoxin and Ciguatera;</p> <p>13 Days and 4 hours after sample receipt</p>	<p><i>Laboratory Analyst/s and Technical Manager</i></p>
None	3.2 Calculate and record result of analysis		3 Hours	<p><i>Laboratory Analysis / Technical Manager</i></p>
None	3.3 Verify results, prepare, review and approval of Test Report		1 Day	<p><i>Laboratory Analysis / Technical Manager / Customer Service Officer / Section Chief / Laboratory Manager</i></p>

4. Present Claim Stub and duplicate copy of Official Receipt to claim test report(s)/result(s). Note that the availability of approved Laboratory Report is indicated in the RLA.	4. Release the original Report of Test, collect the claim stub and duplicate copy of OR then ask the client to signed the receiving copy of the report of test	None	20 Minutes	<i>Client/Customer and Customer Service Officer NFLD Office or through email upon receipt of the copy official receipt and claim stub.</i>
Total:		None	15 (fifteen) days after after completion of the required number of samples per filter plate for Brevetoxin and Ciguatera; 15 (fifteen) days after sample receipt for Antibiotic Residues, Histopathology, Histamine and Heavy Metals.	

CERTIFICATE OF COMPLIANCE



Republic of the Philippines
 Department of Agriculture
BUREAU OF FISHERIES and AQUATIC RESOURCES
 Fisheries Building Complex, Bureau of Plant Industry Compound,
 Visayas Avenue, Diliman, Quezon City

CERTIFICATE OF COMPLIANCE

Year: 2023

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, amending for the purpose of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for other Purposes:

I, **ZALDY P. PEREZ**, Filipino, of legal age, holding the position of **Assistant Director for Administrative Services** of the Bureau of Fisheries and Aquatic Resources (BFAR), the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The **Bureau of Fisheries and Aquatic Resources (BFAR), Central Office**, including its **seven (7) National Centers, and fifteen (15) Regional Offices** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its implementing Rules and Regulations, and the relevant ARTA Issuances.

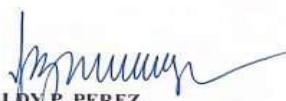
BFAR Citizen's Charter Manual Edition: cy-2023, 3rd Edition

- 2) The BFAR Citizen's Charter latest edition are presented:
 - € Citizen's Charter Manual: cy-2023, 3rd Edition
(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002).
 - € Official website: **bfar.da.gov.ph** is uploaded on the agency's website and accessible to the general public
- 3) The BFAR Citizen's Charter Information Billboard through TV monitor enumerates the following information:
 - a. External/ Priority Services;
 - b. Checklist of requirements for each type of application or request;
 - c. Name of the person responsible for each step;
 - d. Fee/s to be paid, if necessary; and
 - e. Procedure for filing complaints and feedback.
- 4) The BFAR Citizen's Charter Manual enumerates the following information:
 - a. Mandate, vision, mission and service pledge of the agency
 - b. Government Services offers (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency action to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid and total, if necessary
 - c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the Complaints mechanism; and
 - e. List of Offices

- 5) The BFAR Citizen's Charter Information Billboard is posted in the most conspicuous place of the Bureau's frontline offices specifically at the main entrance lobby of the building located at Ground Floor, Fisheries Building, BPI Compound, Visayas Avenue, Q.C. with the following frontline offices:
 - Fisheries Regulatory and Licensing Division (FRLD)
 - Fisheries Inspection and Quarantine Division (FIQD)
 - Anti-Red Tape Unit (ARTU) or Public Assistance and Complaint Desk (PACD)
 - Fisheries Resource Management Division (FRMD)-Coastal Resource Management Section (CRMS) at the 3rd Floor, Fisheries Building Complex, BPI Compound
 - National Fisheries Laboratory Division (NFLD) Ground Floor and 3rd Floor, 860 ARCADIA Bldg., Quezon Avenue, Quezon City
- 6) The BFAR Citizen's Charter Manual is posted at the bulletin board or window counter of each frontline service office to complement the information on the services indicated in the Electronic Billboard.
- 7) The BFAR Citizen's Charter Manual edition was uploaded on the BFAR official website and was posted in an Electronic Billboard using the TV monitor located at the main entrance lobby Ground Floor of the main building.
- 8) The BFAR Citizen's Charter is written in English, printed out in A4 bond paper, and ring-bound and published as an information material.
- 9) There is an established Client Satisfaction Measurements for the whole bureau using the required format and must be accomplished by the Client, to monitor the feedback on every concluded transaction provided by the frontline service offices by placing or dropping in the suggestion box provided through the encouragement of the assigned personnel at the Public Assistance and Complaint Desk (PACD) to give feedback on the services received and availed.
- 10) The BFAR Director, the head of the office or agency, shall be primarily responsible for the implementation of this act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service, pursuant to Sec. 8 of R.A. 11032.

This certification is being issued to attest to the compliance of the agency with the foregoing statement that can be validated by the Authority.

IN WITNESS WHEREOF, I have hereunto set my hands this 18th day of December 2023, in Quezon City, Philippines.

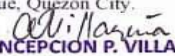


ZALDY P. PEREZ
BFAR Assistant Director for Admin Services
Chairperson, BFAR CART

29 DEC 2023

SUBSCRIBED AND SWORN to before me this _____ of _____ 2023 in Quezon City Philippines, with affiant exhibiting to me his BFAR Government-issued Identification ID, issued on March 17, 2008 at BFAR, Fisheries Complex Bldg., BPI Compound, Barangay Vasra, Visayas Avenue, Quezon City.

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SERIES OF 2023


ATTY. CONCEPCION P. VILLAREÑA
Notary Public for Quezon City
Until December 31, 2023
PTR No. 3716371 / January 2, 2023 Q.C.
ID No. 167803 / November 15, 2021 Q.C.
Roll No. 30457 / 05-03-1980
MCLE VII-0006994 / 09-21-2021
ADM. MATTER NO. NP-005 (2022-2023)



BUREAU OF FISHERIES AND AQUATIC RESOURCES

INTERNAL SERVICES

(TECHNICAL AND ADMINISTRATIVE)

PART II

CY-2023 (3rd Edition)

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TECHNICAL SERVICES

Capture Fisheries Division (CFD)


1. Request for Technical Assistance for Site Survey, Orientation and Construction, Installation of Lambaklad (Set Net) and Trial Fishing Operation

The BFAR-Capture Fisheries Division promotes the use of sustainable fishing technologies to enhance the fisheries production while minding resource sustainability. Set net or lambaklad is considered as an eco-friendly fishing gear that is being promoted as project of the government and private sector. It provides livelihood and regular source of extra income for the communities, and additional employment opportunities to the fisherfolks. With this fishing gear, better quality of fish supply will increase with lesser lives risk considering that it is a coastal type of fishing. Also, it increases trade with other communities and the other economic activities will generate more revenue to the community and the government.

Office or Division	BFAR-Capture Fisheries Division (CFD)-Commercial and Distant Fishing and Technical Support and Advisory Service Section
Classification	Highly Technical
Type of Transaction	G2G-Government to Government ; G2C-Government to Citizen; G2B-Government to Business Entity
Who may avail:	Cooperatives or Fisherfolk Association registered with the Local Government Unit (LGU)


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (1 original copy)	Registered Fisherfolk Association
2. Endorsement Letter from LGU/Regional Fishery Offices (RFO) certifying that the applicant is a registered fisherfolk	Fisherfolk Registration (FishR) Concerned Local Government Unit (LGU) /Regional Fishery Office (RFO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement letter with attached request letter to Director's Office	1. Receive and forward the request to BFAR-Capture Fisheries Division for appropriate action	None	5 minutes	<i>Administrative Staff, Office of the Director, 3rd Flr., Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	1.1 Receive the request and evaluate the following: -budget allocation -conduct table study of the site design -technical considerations	None	2 hours	 Concerned Staff/Lambaklad Focal Person; BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	1.2 Prepare initial evaluation report and draft response to Regional Fishery Office (RFO) / Local Government Unit (LGU) on the actions to be taken	None	2 hours	Concerned Staff/Lambaklad Focal Person, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	1.3 Review and recommend initial evaluation report and response letter to RFO / LGU	None	30 minutes	Division Chief, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	1.4 Endorse the initialed evaluation report and response letter to the Assistant Director for Technical Services (ADoTech) for review and initial	None	15 minutes	Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City

None	1.5 Receive and review the endorsed evaluation report and sign/initial the response letter	None	3 days	 <i>Assistant Director for Technical Services, 3rd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.6 Endorse the same to the Director's Office for approval	None	15 minutes	<i>Administrative Staff, ADoTech, 3rd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.7 Approve/sign the evaluation report and response letter from ADoTech	None	3 days	<i>National Director, Office of the Director, 3rd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.8 Return to CFD for appropriate action	None	15 minutes	<i>Administrative Staff, Office of the Director, 3rd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	1.9 Forward the approved response letter to Records Section for transmittal to Regional Focals	None	15 minutes	 Administrative Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
2. Receive the letter response and confirm on the scheduled site validation survey	2. Coordinate with the concerned RFO / LGU and confirm with the client on the scheduled site validation survey	None	30 minutes	Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	2.1 Prepare and facilitate approval of Travel Order (TO) for the conduct of site validation survey	None	15 minutes	Administrative Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
3. Accompany the CFD Technical Staff during the site validation survey	3. Actual conduct of site validation survey to determine the following: -determine/plot project deployment location -design using standard protocols and criterias	None	4 hours	Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City

None	3.1 Prepare site validation survey report and endorse to RFO / LGU	None	1 day	 <i>Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	3.2 Coordinate with the RFO / LGU for the schedule of orientation and construction and installation of Lambaklad unit	None	30 minutes	 <i>Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	3.3 Prepare and facilitate approval of TO for the conduct of orientation and construction, installation of Lambaklad unit and trial fishing operation	None	15 minutes	 <i>Administrative Staff, BFAR- Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

4. Attend the orientation and participate in the construction and installation the Lambaklad (Set Net) and conduct of trial fishing operation	4. Assist/supervise during the construction and orientation, installation of the Lambaklad (Set Net) and trial fishing operation	None	30 days*	 <i>Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City & Provincial Fisheries Office/Regional Office (Production Division)</i>
5. Receive the constructed Lambaklad (Set Net) unit	5. Turn-over/Launching of the Lambaklad (Set-net) project	None	1 day	<i>Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City & Provincial Fisheries Office/Regional Office (Production Division)</i>
TOTAL:		None	39 days, 3 hours, 5 minutes	

*30 days is inclusive for the construction and orientation, installation of the Lambaklad unit, and trial fishing operation (17 days for orientation and construction, 10 days for installation, and 3 days trial fishing operation)





2. Request for Technical Assistance (Data Provision)

One of the function of the Capture Fisheries Division is to provide technical assistance and capacity building to Regional Fishery Offices and other agencies/institutions in the implementation of capture fisheries/fishing technology projects and activities. As a technical division, CFD also provides data and information related to its programs and projects including media and student/academe, other NGAs request for inputs.

Office or Division	BFAR-Capture Fisheries Division (CFD)-Capture Fisheries Policies, Programs, and Operations Monitoring Section
Classification	Complex
Type of Transaction	G2G-Government to Government / G2C-Government to Citizen / G2B-Government to Business Entity
Who may avail:	Internal: BFAR Regional Offices External: Stakeholders within Fisheries Management Areas (including Local Government Office, Fisherfolks, Academe, Non-Governmental Organizations (NGOs), Indigenous People (IPs), Person With Disabilities (PWDs), National Government Agencies (NGAs), and Local Government Unit (LGU)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request for Technical Assistance (Data provision)		Client/ Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for Technical Assistance (data provision) to Director's Office	1. Receive Letter Request and forward to Capture Fisheries Division (CFD)	None	5 minutes	<i>Administrative Staff, Office of the Director, 3rd Flr., Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.1 Forward to Division Chief for delegation of task to the concerned focal	None	15 minutes	<i>Administrative Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	1.2 Receive and review letter request	None	30 minutes	 Division Chief, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	1.3 Provide the technical assistance needed -Data provision (data processing and consolidation)	None	1 day	Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	1.4 Submit draft response letter for review and initial of Division Chief	None	15 minutes	Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	1.5 Review and sign/initial the response letter	None	1 hour	Division Chief, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City

None	1.6 Endorse to Assistant Director for Technical Services (ADoTech) the draft response letter for review and initial	None	15 minutes	 <i>Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.7 Receive, review and sign/initial the response letter	None	3 days	<i>Assistant Director for Technical Services, ADoTech, 3rd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.8 Endorse response letter for approval of the Director	None	15 minutes	<i>Administrative Staff, ADoTech, 3rd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
2. Receive approved response letter with the requested data thru online	2. Send thru email approved response letter to client with the requested data	None	10 minutes	<i>Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
TOTAL:		None	4 days, 2 hours, 45 minutes	


3. Request for Technical Assistance for Fisheries Management Areas (FMA)




One of the function of the Capture Fisheries Division is to provide technical assistance and capacity building to Regional Fishery Offices and other agencies/institutions in the implementation of capture fisheries/fishing technology projects and activities. The Capture Fisheries Division serves as the National focal/coordinator for the implementation of the Fisheries Management Areas (FMA). In accordance with the Fisheries Administrative Order 263, series of 2019 or the Establishment of Fisheries Management Area (FMA) for the conservation and management of fisheries in the Philippine waters, the BFAR thru the CFD provides technical assistance, supervise, and capacitate the Regional Fishery Offices, Local Government Units (LGUs) and other NGAs on Fisheries Management Areas related activities.

Office or Division	BFAR-Capture Fisheries Division (CFD)-Capture Fisheries Policies, Programs, and Operations Monitoring Section
Classification	Simple
Type of Transaction	G2G-Government to Government; G2C-Government to Citizen
Who may avail:	<p>Internal: BFAR- Regional Offices</p> <p>External: Stakeholders within Fisheries Management Areas (including Local Government Office, Fisherfolks, Academe, Non-Governmental Organizations (NGOs), Indigenous People (IPs), Person With Disabilities (PWDs), National Government Agencies (NGAs), and Local Government Unit (LGU)</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request for Technical Assistance		Client/ Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for Technical Assistance	1. Receive Letter Request and forward to concerned Regional Fishery Office (RFO)	None	5 minutes	<i>BFAR-Provincial Fisheries Office (PFO)</i>
None	1.1 Receive transmitted letter request from concerned PFOs and forward/endorse Letter Request thru email to the Office of the BFAR National Director (Central Office) for appropriate action	None	1 hour	<i>BFAR-Regional Fishery Office/s</i>

None	1.2 Receive letter request / endorsement letter from concerned Regional Fishery Office and forward to BFAR-CFD for appropriate action	None	15 minutes	 <i>Administrative Staff, Office of the Director, 3rd Flr., Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.3 Receive letter request/endorsement letter from the Office of the Director	None	10 minutes	<i>Administrative Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.4 Forward to CFD Chief for appropriate action	None	15 minutes	<i>Division Chief, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.5 Receive letter request and assign to concern Technical Staff/Focal Person for appropriate action	None	5 minutes	<i>Division Chief, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.6 Review/evaluate the letter request and prepare/facilitate the approval of letter response	None	2 hours	<i>Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

2. Receive notification on the approved letter response	2. Coordinate/notify client on the approved letter request thru phone call/e-mail on the scheduled date of activity/lecture/orientation	None	15 minutes	 <i>Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	2.1 Prepare and facilitated approval of Travel Order (TO) for the provision of technical assistance	None	15 minutes	 <i>Administrative Staff, BFAR- Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
3. Confirm attendance and attend appropriate orientation/lecture schedule	3. Render/provide the Technical Assistance requested/needed: - Acts as Resource Person - Provide lectures, orientation, etc.	None	2 days	 <i>Technical Staff, BFAR-Capture Fisheries Division (CFD), 2nd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
TOTAL:		None	2 days, 4 hours, 20 minutes	

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**Fisheries Inspection and Quarantine Division (FIQD)
FISHERIES AUDIT SECTION (FAS)**


1. Conduct System and Performance Audit


Conduct system and performance audit of FIQD and RFIQU in compliance to the requirement of ISO/IEC 17020:2012 and ISO 9001:2015 standards

Office or Division	BFAR-Fisheries Inspection Quarantine Division (FIQD) - Fisheries Audit Section (FAS)
Classification	Highly Technical
Type of Transaction	G2G- Government to Government
Who may avail:	FIQD- Fisheries Certification Section, Fisheries Inspection Section, Fisheries Quarantine Section/Regional Fisheries Inspection and Quarantine Unit (RFIQU) (Internal)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Audit Program		BFAR-Fisheries Inspection Quarantine Division (FIQD) - Fisheries Audit Section (FAS)- Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive notification and schedule of the conduct of system and performance audit thru email/phone call	1. Communicate/ coordinate with the FIQD/RFIQU and Quarantine Units to confirm the audit schedule specified in the audit Program.	None	1 hour	<i>Section Chief BFAR FIQD-FAS</i> <i>FAS Auditors</i> <i>BFAR- FIQD- FAS, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	1.1 Prepare and sign memorandum/audit plan/travel order/pass slip regarding the set schedule of audit	None	1 hour	<i>Section Chief BFAR FIQD-FAS</i> <i>FAS Auditors</i> <i>BFAR- FIQD- FAS, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>

None	1.2 Approve and sign memorandum/audit plan/travel order/pass slip regarding the set schedule of audit	None	2 hours	 <p>Division Chief BFAR FIQD Fisheries Inspection and Quarantine Division BFAR- FIQD, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</p>
None	1.3 Process the memorandum/travel order for approval of the Bureau Director and concerned offices.	None	3 days	<p>BFAR Fisheries Planning and Economic Division, Finance Management Division 4/Floor , Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</p> <p>Asst. Director for Technical Services Office, Bureau Director's Office, BFAR Administrative Division 3/Floor , Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</p>
2. Receive the approved memorandum and audit plan thru email	2. Send the approved memorandum and audit plan to RFIQU/FIQD thru email	None	1 hour	<p>Section Chief BFAR FIQD-FAS</p> <p>FAS Auditors</p> <p>BFAR- FIQD- FAS, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</p>


3. Allow/assist in the conduct of on-site system and performance audit	3. Conduct on- site system and performance audit with the following order of activities: a. Opening meeting with FIQD/ RFIQU head and staff b. Desk review c. Performance evaluation (observation of activities conducted) d. Close-door meeting e. Exit meeting	None	5 days	 Section Chief BFAR FIQD-FAS <i>FAS Auditors</i> <i>BFAR- FIQD-FAS, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	3.1 Prepare audit report, corrective action reports, result of performance evaluation, and memorandum regarding audit findings	None	4 days	<i>Section Chief</i> BFAR FIQD-FAS <i>FAS Auditors</i> <i>BFAR- FIQD-FAS, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	3.2 Endorse the corrective action report and memorandum for review and initial/signature of the Section Chief	None	2 hours	<i>Section Chief</i> BFAR FIQD-FAS <i>BFAR- FIQD, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	3.3 Endorse the corrective action report and memorandum for review and initial/signature of the Division Chief	None	6 hours	<i>Division Chief</i> BFAR FIQD <i>Fisheries Inspection and Quarantine Division</i> BFAR- FIQD, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.


None	3.4 Receive and review the initially signed memorandum with attached corrective action reports for endorsement of Assistant Director for Technical Services (ADOTECH) to Director's Office (DO)	None	3 days	 <i>Asst. Director for Technical Services Office (ADOTECH)</i> 3/Floor, <i>Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	3.5 Approve and sign the received memorandum regarding audit findings	None	3 days	<i>Bureau Director Director's Office</i> 3/Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Q.C.
4. Receive the approved memorandum and corrective action reports thru e-mail and hard copy (courier)	4. Send the corrective action reports and approved memorandum to FIQD/RFIQU thru e-mail and hard copy (courier)	None	3 hours	<i>Section Chief BFAR FIQD-FAS</i> <i>FAS Auditors</i> <i>BFAR- Fisheries audit Section (FAS) G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
TOTAL:		None	20 days	





2. Conduct of Investigative Audit

Conduct investigation/verification of establishment with import refusal abroad.				
Office or Division	BFAR-Fisheries Inspection Quarantine Division (FIQD) - Fisheries Audit Section (FAS)			
Classification	Highly Technical			
Type of Transaction	G2B-Government to Business Entity; G2G-Government to Government			
Who may avail:	BFAR Registered Exporter with Import Refusal Abroad (External)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Import refusal notification (1 Eletrconic Copy)			Thru website (e.g US- Food and Drug Administration (US-FDA), etc.,)/ Department of Foreign Affairs - Organization for International Economic Relations (DFA-OIER)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Initial Steps/Process:				
None	a. Monitor and print import refusal notification from OIER/DA-IAD/importing country website (e.g., US FDA) for initial action of section chief	None	30 minutes	<i>Section Chief BFAR FIQD-FAS BFAR- Fisheries audit Section (FAS) G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	b. Review of received import refusal notification and endorsement to section chief for action.	None	1 hour	<i>Division Chief BFAR FIQD Fisheries Inspection and Quarantine Division BFAR- FIQD, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>

None	c. Instruct the FAS auditors to communicate with the Fishery Establishment/Regional Fisheries Inspection and Quarantine Unit regarding the import refusal notification	None	30 minutes	 <i>Section Chief BFAR FIQD-FAS</i> <i>BFAR- Fisheries audit Section (FAS) G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	d. Review and prepare the necessary details and documents regarding the import refusal received	None	1 day	 <i>Section Chief BFAR FIQD-FAS</i> <i>FAS Auditors</i> <i>BFAR- Fisheries audit Section (FAS) G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</i>
1. Receive notification and schedule of conduct of investigative audit thru email/phone call on the import refusal notification	1. Communicate and coordinate with Fishery Establishment/Regional Fisheries Inspection and Quarantine Unit regarding the import refusal notification and schedule the conduct of investigative audit thru email/phone call	None	3 hours	 <i>Section Chief BFAR FIQD-FAS</i> <i>FAS Auditors</i> <i>BFAR- Fisheries audit Section (FAS) G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.1 Prepare and sign memorandum/audit plan/travel order/pass slip regarding the set schedule of audit	None	4 hours	 <i>Section Chief BFAR FIQD-FAS</i> <i>FAS Auditors</i> <i>BFAR- FIQD- FAS, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>

None	1.2 Approve and sign memorandum/audit plan/travel order/pass slip regarding the set schedule of audit	None	4 hours	 <p><i>Division Chief BFAR FIQU</i></p> <p><i>Fisheries Inspection and Quarantine Division BFAR- FIQU, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i></p>
None	1.3 Process and approval of the memorandum/letter/travel order/pass slip for approval of Bureau Director and other concerned offices.	None	3 days	<p><i>BFAR Fisheries Planning and Economic Division, Finance Management Division 4/Floor , Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i></p> <p><i>Asst. Director for Technical Services Office, Bureau Director's Office, BFAR Administrative Division 3/Floor , Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i></p>
2. Receive approved memorandum/letter thru e-mail	2. Send the approved memorandum/letter to the FABO/RFIQU thru email	None	1 hour	<p><i>Section Chief BFAR FIQD-FAS</i></p> <p><i>FAS Auditors</i></p> <p><i>BFAR- FIQD- FAS, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i></p>

3. Allow and assist in the conduct of on-site investigative audit	3. Conduct on- site investigative audit with the following order of activities: a. opening meeting with the plant representative b. walk through in plant premises c. Desk review d. Closed door meeting e. Exit meeting with the plant management	None	3 days	 <i>Section Chief</i> BFAR FIQD-FAS <i>FAS Auditors</i> <i>BFAR- FIQD-FAS, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	3.1 Prepare, review, and endorse of investigative audit report to the Division Chief	None	4 days	<i>Section Chief</i> BFAR FIQD-FAS <i>FAS Auditors</i> <i>FIQD Section Chiefs</i> <i>BFAR- FIQD-FAS, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	3.2 Approve, sign and endorse the investigative audit report and forward to ADOTECH	None	1 day	<i>Division Chief</i> BFAR FIQD <i>Fisheries Inspection and Quarantine Division</i> <i>BFAR- FIQD, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	3.3 Review, initial and endorsement of the investigative audit report to the Bureau Director	None	3 days	<i>Asst. Director for Technical Services Office (ADOTECH)</i> <i>3/Floor , Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>

None	3.4 Review, approve, and sign the investigative audit report	None	3 days	 <i>BFAR Director's Office</i> 3/Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Q.C.
4. Receive the approved investigative audit report thru e-mail and courier (for hard copy)	4. Send the approved Investigative Audit Report to RFIQU/FABO and OIER thru e-mail and courier	None	2 hours	<i>Section Chief BFAR FIQD-FAS</i> <i>FAS Auditors</i> <i>BFAR- FIQD-FAS, G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
TOTAL:		None	18 days, 6 hours	

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**Fisheries Resource Management Division (FRMD)
COASTAL RESOURCE MANAGEMENT SECTION (CRMS)**

1. Technical Assistance on the Conduct of Rapid Resource Assessment

Render technical assistance to Client/s in the Rapid Resource Assessment of Marine Habitat

Office or Division	BFAR- Fisheries Resources Management Division (FRMD) - Coastal Resources Management Section (CRMS)
Classification	Highly Technical
Type of Transaction	G2G- Government to Government
Who may avail:	(Internal) Regional Fisheries Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (Email and/or Walk-in)		Client/Requesting Party/ies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or thru email	1. Receive request letter and forward letter request to the Division Chief for instructions to CRM Section Chief	None	30 minutes	<i>Administrative Staff, FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Diliman, Quezon City</i>
None	1.1 Review and refer the letter request to CRMS to render the assistance needed	None	1 day	<i>Division Chief FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>

2. Receive needed requirement schedule of Technical Assistance	2. Coordinate with the client on the details of activity (i.e. schedule , requirements, etc.)	None	20 minutes	 <i>Aquaculturist II</i> <i>Technical Staff</i> <i>Coastal Resources Management Section (CRMS)</i> <i>FRMD Office</i> <i>3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>
None	2.1 Prepare/ Process the approval of travel order by the Division Chief	None	1 hour	 <i>Administrative Staff, FRMD Office</i> <i>3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>
None	2.2 Process the approval of the necessary travel documents	None	5 days	 <i>HRMS, FPED, FMD, ADAS, 3rd and 4th flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Diliman, Quezon City</i>
3. Accompany the technical staff on the conduct of on-site assessment	3. Conduct of On-site assessment	None	5 days	 <i>Aquaculturist II</i> <i>Technical Staff</i> <i>Coastal Resources Management Section (CRMS)</i> <i>FRMD Office</i> <i>3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>

None	3.1 Analyze the data gathered during the actual assessment for the drafting of the Technical Report	None	10 days	 Aquaculturist II Technical Staff FRMD Office 3rd fl., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City
4. Receive notification on the release of Technical Assistance	4. Notify the client on the scheduled release of Technical Report thru email.	None	10 minutes	Aquaculturist II Technical Staff Coastal Resources Management Section (CRMS) FRMD Office 3rd fl., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City
5. Receive copy of approved Technical Report	5. Release of the approved Technical Report to the client,	None	10 minutes	Administrative Staff Coastal Resources Managemnet Section (CRMS) FRMD Office 3rd fl., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City
TOTAL:		None	21 days, 2 hours 10 minutes	



2. Technical Assistance for Walk-in Clients

Renders advisory services and technical assistance to walk-in clients on the Fisheries Resource Management and Coastal Resource Management matters/concerns.

Office or Division	BFAR- Fisheries Resources Management Division (FRMD) - Coastal Resource Management Section (CRMS)
Classification	Simple
Type of Transaction	G2B - Government to Business Entity; G2G- Government to Government; G2C- Government to Citizen
Who may avail:	(External and Internal) Local Government Unit (LGU)/Other Stakeholders and Regional Fisheries Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request /Inquiry		Client/Requesting Party/ies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request/make an inquiry	1. Receive letter request or attend to the client/s inquiry and refer to concerned technical staff	None	20 Minutes	<i>Administrative Staff, FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Quezon City</i>
2. Discuss the inquiry with the technical personnel/ staff	2. Render technical assistance to the client and/or reply /answer to the inquiry through letter	None	40 minutes	<i>Aquaculturist II/ Biologist II/ Technical Staff/ Administrative Staff FRMD Office 3rd flr., Fisheries Building Complex, Bureau of Plant Industry Compound, Visayas Ave., Diliman, Quezon City</i>
TOTAL:		None	1 Hour	

**Fisheries Resources Management Division (FRMD)
CONSERVATION AND ENVIRONMENTAL PROTECTION SECTION (CEPS)**


1. Technical Assistance for Fisheries Administrative Cases with Probable Cause (Settlement case)


Investigation proceeding and issuance of Notice of Violations received from other Law Enforcement Agencies in relation to Fisheries Code	
Office or Division	Fisheries Resources Management Division - Conservation and Environmental Protection Section (FRMD-CEPS)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail:	Government Law Enforcement Agencies/Other Government agencies (including LGUs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transmittal/Letter Request - Original	Client/Requesting party
2. Notice of Violation (with proof of receipt) / Verified Complaint-Affidavit (1 photocopy)	
3. Spot/Apprehension Report/ Investigation Report (1 photocopy)	
4. Attachment (if applicable)	
a. Inventory of Items/Articles onboard the impounded fishing boat/ vessel (1 original)	
b. Inventory of Crew/Fishworkers (1 original)	
c. Photos and Documentation (1 original/authenticated copy by the photo documenter)	
d. Commercial Fishing Vessel License (CFVL) (1 certified photocopy)	
e. Gear License (1 certified photocopy)	
f. CTC- Certificate of Philippine Registry (MARINA-1 certified photocopy)	
g. CTC - Certificate of Ownership (1 certified photocopy)	
h. Fisherman's License (1 photocopy)	
i. Boat Admeasurement (1 photocopy)	



5. Additional Attachment if Apprehended by Third Party;
a. Endorsement Letter
b. Boarding Certificate (1 original)
c. Photo documentor Affidavit (1 original)
d. City/Municipal Ordinance (place of apprehension/1 photocopy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request/Transmittal and other supporting documents	1. Receive the Letter Request/supporting documents and record in logbook then forward to FRMD for appropriate action.	None	15 minutes	<i>Administrative Staff Director's Office 3rd Flr., Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.1 Receive the Letter Request and supporting documents from the Director's Office and forward to the concerned section head for appropriate action.	None	15 minutes	<i>Administrative Staff, Division Chief, FRMD 3rd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.2. Receive the Letter Request from the Division Head for appropriate action	None	5 minutes	<i>Section Head BFAR-FRMD-CEPS/ 2nd Flr. Annex, Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	1.3. Screen the submitted documents (If complete /sufficient documents, proceed to investigation)	None	1 day	 <p>Section Head Investigation Team BFAR-FRMD-CEPS/ 2nd Flr. Annex, Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>
None	1.4. Prepare evaluation report detailing the result of investigation findings and affix initials	None	1 day	<p>Investigation Team, Section Head BFAR-FRMD-CEPS- 2nd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>
None	1.5. Prepare Remand Letter and affix initial for endorsement to the Division Chief	None	15 minutes	<p>Investigation Team, Section Head BFAR-FRMD-CEPS 2nd/Flr. Annex, Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>
2. Receive Notice of Violations	2. Serve Notice of Violation/s to respondent, copy furnished the complainant/s thru courier.	None	5 days	<p>Admin Staff BFAR-FRMD-CEPS- 2nd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>

3. Accomplish the Offer of Settlement Letter. Note: Submit Special Power of Attorney of the authorized representative.	3. Prepare the Offer of Settlement letter if the respondent manifests the willingness to settle.	None	1 day	 Admin Staff BFAR-FRMD- CEPS- 2nd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	3.1.Proceed to settlement trial	None	5 days	 Technical Staff BFAR-FRMD- CEPS- 2nd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	3.2. Transmit the case folder to the Adjudication Committee Secretariat for availing of the remedy of settlement.	None	20 minutes	 Admin Staff BFAR-FRMD- CEPS- 2nd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
4. Receive the notification on the status of the case	4. Notify the respondent thru phone call the transmission of the case to Adjudication Committee.	None	5 minutes	 Admin Staff BFAR-FRMD- CEPS- 2nd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
TOTAL:		None	13 days, 1 hour, 15 minutes	





2. Technical Assistance for Fisheries Administrative Cases with Probable Cause (Full-blown trial case)

Investigation proceeding and issuance of Notice of Violations received from other Law Enforcement Agencies in relation to Fisheries Code	
Office or Division	Fisheries Resources Management Division - Conservation and Environmental Protection Section (FRMD-CEPS)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail:	Government Law Enforcement Agencies/Other Government agencies (including LGUs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transmittal/Letter Request - Original	Client/Requesting party
2. Notice of Violation (with proof of receipt) / Verified Complaint-Affidavit (1 photocopy)	
3. Spot/Apprehension Report/ Investigation Report (1 photocopy)	
4. Attachment (if applicable)	
a. Inventory of Items/ Articles onboard the impounded fishing boat/ vessel (1 original)	
b. Inventory of Crew/Fishworkers (1 original)	
c. Photos and Documentation (1 original/ authenticated copy by the photo documenter)	
d. Commercial Fishing Vessel License (CFVL) (1 certified photocopy)	
e. Gear License (1 certified photocopy)	
f. CTC- Certificate of Philippine Registry (MARINA-1 certified photocopy)	
g. CTC - Certificate of Ownership (1 certified photocopy)	
h. Fisherman's License (1 photocopy)	
i. Boat Admeasurement (1 photocopy)	
5. Additional Attachment if Apprehended by Third Party;	
a. Endorsement Letter	
b. Boarding Certificate (1 original)	



c. Photo documentor Affidavit (1 original)				
d. City/Municipal Ordinance (place of apprehension/1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request/Transmittal and other supporting documents	1. Receive the Letter Request/supporting documents and record in logbook then forward to FRMD for appropriate action.	None	15 minutes	<i>Administrative Staff Director's Office 3rd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.1 Receive the Letter Request and supporting documents from the Director's Office and forward to the concerned Section Head for appropriate action.	None	15 minutes	<i>Administrative Staff Division Head BFAR-FRMD 3rd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.2. Receive the Letter Request from the Division Head.	None	5 minutes	<i>Section Head BFAR-FRMD- CEPS/ 2nd Flr. Annex, Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.3. Screen the submitted documents (If complete /sufficient documents, proceed to investigation).	None	1 day	<i>Section Head, Investigation Team BFAR-FRMD- CEPS/ 2nd Flr. Annex, Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	1.4. Prepare Notice of Violation/s and forward to Authorized Representative for signature.	None	1 day	 Administrative Staff BFAR-FRMD-CEPS- 2nd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	1.5. Review and sign the Notice of Violation/s.	None	15 minutes	Section Head BFAR-FRMD-CEPS 2nd/Flr. Annex, Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
2. Receive Notice of Violations	2. Serve Notice of Violation/s to respondent, copy furnished the complainant/s thru courier.	None	5 days	Administrative Staff BFAR-FRMD-CEPS- 2nd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	2.1.Proceed to full-blown trial case and make a complaint affidavit if the respondent did not manifest to settle.	None	5 days	Technical Staff BFAR-FRMD-CEPS- 2nd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	2.2. Transmit the case folder to the Adjudication Committee Secretariat for availing of the remedy of settlement.	None	20 minutes	Administrative Staff BFAR-FRMD-CEPS- 2nd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City

3. Receive the notification on the status of the case	3. Notify the respondent thru phone call the transmission of the case to Adjudication Committee.	None	5 minutes	 Administrative Staff BFAR-FRMD CEPS- 2nd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
TOTAL:		None	12 days, 1 hour, 15 minutes	


3. Technical Assistance for Fisheries Administrative Cases without Probable Cause


Investigation proceeding and issuance of Notice of Violations received from other Law Enforcement Agencies in relation to Fisheries Code	
Office or Division	Fisheries Resources Management Division - Conservation and Environmental Protection Section (FRMD-CEPS)
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may avail:	Government Law Enforcement Agencies/Other Government agencies (including LGUs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transmittal/Letter Request - Original	Client/Requesting party
2. Notice of Violation (with proof of receipt) / Verified Complaint-Affidavit (1 photocopy)	
3. Spot/Apprehension Report/ Investigation Report (1 photocopy)	
4. Attachment (if applicable)	
a. Inventory of Items/ Articles onboard the impounded fishing boat/ vessel (1 original)	
b. Inventory of Crew/Fishworkers (1 original)	



c. Photos and Documentation (1 original/ authenticated copy by the photo documenter)	Client/Requesting party
d Commercial Fishing Vessel License (CFVL) (1 certified photocopy)	
e. Gear License (1 certified photocopy)	
f. CTC- Certificate of Philippine Registry (MARINA-1 certified photocopy)	
g. CTC - Certificate of Ownership (1 certified photocopy)	
h. Fisherman's License (1 photocopy)	
i. Boat Admeasurement (1 photocopy)	
5. Additional Attachment if Apprehended by Third Party;	
a. Endorsement Letter	
b. Boarding Certificate (1 original)	
c. Photo documentor Affidavit (1 original)	
d. City/Municipal Ordinance (place of apprehension/1 photocopy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request/Transmittal and other supporting documents	1. Receive the Letter Request/supporting documents and record in logbook then forward to FRMD for appropriate action.	None	15 minutes	<i>Administrative Staff Director's Office 3rd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.1 Receive the Letter Request and supporting documents from the Director's Office and forward to the concerned section head for appropriate action.	None	15 minutes	<i>Division Head BFAR-FRMD 3rd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	1.2. Receive the Letter Request from the Division Head for appropriate action	None	5 minutes	 <p>Section Head BFAR-FRMD- CEPS/ 2nd Flr. Annex, Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>
None	1.3. Screen the submitted documents (If complete /sufficient documents, proceed to investigation)	None	1 day	<p>Section Head, Investigation Team BFAR-FRMD- CEPS/ 2nd Flr. Annex, Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>
None	1.4. Prepare evaluation/ investigation report detailing the result of investigation/ findings for signature by the immediate supervisor (Head, CEPS)	None	3 days	<p>Section Head, Investigation Team BFAR-FRMD- CEPS/ 2nd Flr. Annex, Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>
None	1.5 Review and sign the evaluation report with detailed results of findings	None		<p>Section Head BFAR-FRMD- CEPS/ 2nd Flr. Annex, Fisheries Bldg. Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</p>

None	1.6. Prepare Remand Letter for initial of Section Head and affix initial for endorsement to the Division Chief	None	1 day	 Investigation Team Section Head BFAR-FRMD 3rd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	1.7 Review and sign the remand letter and return to the FRMD-CEPS for releasing	None		Division Head BFAR-FRMD 3rd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
2. Receive Remand Letter	2. Release the Remand Letter	None	15 minutes	Administrative Staff BFAR-FRMD-CEPS- 3rd floor Anex, Fisheries Bldg., Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
TOTAL:		None	5 days, 50 minutes	


Inland Fisheries and Aquaculture Division (IFAD)


1a. Technical Assistance thru Letter Request/ Memorandum (Technical Inputs/ Comments)

IFAD renders technical assistance to its clients through the provision of technical inputs/comments to pertinent documents pertaining to fisheries (e.g. technical assistance request on freshwater, brackishwater and marine water species); request for Resource Person, Project Proposal with incomplete attachments/no attachments.

Office or Division	BFAR- Inland Fisheries and Aquaculture Division (IFAD)
Classification	Highly Technical (8 days, 1 hour, 45 minutes)
Type of Transaction	G2C - Government to Citizen; G2B- Government to Business Entity; G2G Government to Government
Who may avail:	<p>Internal: Provincial Fishery Offices (PFOs), BFAR-National Centers, Regional Offices, and Central Office Personnel</p> <p>External: Academe (students, professors, researchers) Operators and potential operators (fishpond/fish cage) Fisherfolk organizations/associations people's organizations/cooperatives Other government agencies (National Government Agencies (NGAs) and Local Government Units (LGU) Senior Citizens Indigenous People OFWs</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Memorandum		Client's/Requesting Party		
2. Supporting documents		Client's/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or memorandum to Director's Office.	1. Receive the letter request and forward to IFAD for appropriate action.	None	5 minutes	<i>Administrative Assistant, Director's Office 3rd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>

None	1.1. Receive and record the letter requests	None	5 minutes	 <i>Administrative Assistant, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.2. Review the request and prepare reply.	None	2 days	<i>Aquaculturist I/ Aquaculturist II/ Senior Aquaculturist/ Supervising Aquaculturist/ Engineer III IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.3. Review and initial on the letter reply by Division Chief	None	20 minutes	<i>Division Chief, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.4. Endorse the letter reply for final review and recommending approval of Asst. Director for Technical Services (ADOTECH)	None	10 minutes	<i>Administrative Assistant, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>

None	1.5. Receive, review, and forward to the Director's Office for the approval of the Bureau Director	None	3 days	 <i>Administrative Assistant, Asst. Director for Technical Services, Office of the Assistant Director for Technical Services 3rd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.6. Receive, review and approve letter reply and release to IFAD	None	3 days	 <i>Administrative Assistant, BFAR Director Director's Office 3rd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.7. Receive the approved reply letter and forward to Records Section for release to client	None	5 minutes	 <i>Administrative Assistant, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
2. Receive the approved reply letter and claim	2. Notify client on the approved request and release the approved reply letter to client	None	1 hour	 <i>Administrative Assistant, Records Section Ground Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>

1b. Technical Assistance thru Letter Request/ Memorandum (Technical Inputs Comments)




IFAD renders technical assistance to its clients through the provision of technical inputs/ comments to pertinent documents pertaining to fisheries (e.g. Request for technical evaluation of projects requesting for funding with complete attachment; Request for inputs/comments; Request for aquaculture data referred proposal for TER under guarantee fund, no field validation required.

Office or Division	BFAR- Inland Fisheries and Aquaculture Division (IFAD)
Classification	Highly Technical (12 days, 1 hour, 45 minutes)
Type of Transaction	G2C - Government to Citizen; G2B- Government to Business Entity; G2G Government to Government
Who may avail:	<p>Internal: Provincial Fishery Offices (PFOs), BFAR-National Centers, Regional Offices, and Central Office Personnel</p> <p>External: Academe (students, professors, researchers) Operators and potential operators (fishpond/fish cage) Fisherfolk organizations/associations people's organizations/cooperatives Other government agencies (National Government Agencies (NGAs) and Local Government Units (LGU) Senior Citizens Indigenous People OFWs</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Memorandum		Client's/Requesting Party		
2.Supporting documents		Client's/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or memorandum to Director's Office.	1. Receive the letter request and forward to IFAD for appropriate action.	None	5 minutes	<i>Administrative Assistant, Director's Office 3rd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>

None	1.1. Receive and record the letter requests	None	5 minutes	 <i>Administrative Assistant, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.2. Review the request and prepare reply.	None	6 days	 <i>Aquaculturist I/ Aquaculturist II/ Senior Aquaculturist/ Supervising Aquaculturist/ Engineer III IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.3. Review and initial on the letter reply by Division Chief	None	20 minutes	 <i>Division Chief, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.4. Endorse the letter reply for final review and recommending approval of Asst. Director for Technical Services (ADOTECH)	None	10 minutes	 <i>Administrative Assistant, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>

None	1.5. Receive, review, and forward to Director's Office for approval	None	3 days	 Administrative Assistant, Asst. Director for Technical Services, Office of the Assistant Director for Technical Services 3rd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C
None	1.6. Receive, review, approve letter reply and release to IFAD	None	3 days	Administrative Assistant, BFAR Director Director's Office 3rd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C
None	1.7. Receive the approved reply letter and forward to Records Section for release to client	None	5 minutes	Administrative Assistant, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C
2. Receive the approved reply letter and claim	2. Notify client on the approved request and release the approved reply letter to client	None	1 hour	Administrative Assistant, Records Section Ground Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C
TOTAL:		None	12 days, 1 hour, 45 minutes	

1c. Technical Assistance thru Letter Request/ Memorandum (Technical Inputs/Comments)




IFAD renders technical assistance to its clients through the provision of technical inputs/ comments to pertinent documents pertaining to fisheries (e.g. Evaluation of Feasibility Studies; Referred proposal for TER with field validation request

Office or Division	BFAR- Inland Fisheries and Aquaculture Division (IFAD)
Classification	Highly Technical (25 days, 1 hour, 45 minutes)
Type of Transaction	G2C - Government to Citizen; G2B- Government to Business Entity; G2G Government to Government
Who may avail:	<p>Internal: Provincial Fishery Offices (PFOs), BFAR-National Centers, Regional Offices, and Central Office Personnel</p> <p>External: Academe (students, professors, researchers) Operators and potential operators (fishpond/fish cage) Fisherfolk organizations/associations people's organizations/cooperatives Other government agencies (National Government Agencies (NGAs) and Local Government Units (LGU) Senior Citizens Indigenous People OFWs</p>


CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Memorandum		Client's/Requesting Party		
2. Supporting documents		Client's/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or memorandum to Director's Office.	1. Receive the letter request and forward to IFAD for appropriate action.	None	5 minutes	<i>Administrative Assistant, Director's Office 3rd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>

None	1.1. Receive and record the letter requests	None	5 minutes	 <i>Administrative Assistant, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.2. Review the request and prepare reply (with field validation)	None	19 days	 <i>Aquaculturist I/ Aquaculturist II/ Senior Aquaculturist/ Supervising Aquaculturist/ Engineer III IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.3. Review and initial on the letter reply by Division Chief	None	20 minutes	 <i>Division Chief, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.4. Endorse the letter reply for final review and recommending approval of Asst. Director for Technical Services (ADOTECH)	None	10 minutes	 <i>Administrative Assistant, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>

None	1.5. Receive, review, and forward to Director's Office for approval	None	3 days	 <i>Administrative Assistant, Asst. Director for Technical Services, Office of the Assistant Director for Technical Services 3rd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.6. Receive, review, approve letter reply and release to IFAD	None	3 days	<i>Administrative Assistant, BFAR Director Director's Office 3rd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
None	1.7. Receive the approved reply letter and forward to Records Section for release to client	None	5 minutes	<i>Administrative Assistant, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
2. Receive the approved reply letter and claim	2. Notify client on the approved request and release the approved reply letter to client	None	1 hour	<i>Administrative Assistant, Records Section Ground Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
TOTAL:		None	25 days, 1 hour, 45 minutes	

2. Technical Assistance thru Telephone Inquiry


Inland Fisheries and Aquaculture Division (IFAD) provides technical assistance on culture of freshwater, brackishwater and marine water to its clients via telephone inquiry.				
Office or Division	BFAR- Inland Fisheries and Aquaculture Division (IFAD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government; G2B-Government to Business Entity; G2C - Government to Citizen			
Who may avail:	<p>Internal: Provincial Fishery Offices, National Centers, Regional Offices, Central Office Personnel</p> <p>External: Academe (students, professors, On-the-Job Trainees, researchers) Operators and potential operators (fishpond/fish cage) Fisherfolk organizations/associations people's organizations/cooperatives Other government agencies (National Government Agencies and Local Government Units) Senior Citizens Indigenous People OFWs</p>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Client's information thru telephone			Inland Fisheries and Aquaculture Division, 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C. Mobile number 0998 556 1836 Telephone number 8539 5665	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a phone call and provide the required information	1. Answer telephone inquiry and fill-out the service delivery tracking sheet	None	3 Minutes	<i>Administrative Assistant, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>

2. Discuss inquiry and needed information.	2. Respond to inquiry and provide the needed information including the official email address for other concerns.	None	10 Minutes	 Senior Aquaculturist/ Supervising Aquaculturist/ Engineer III IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C
TOTAL:		None	13 Minutes	

3. Technical Assistance to Walk-in Clients

One of the Inland Fisheries and Aquaculture Division (IFAD) functions is to provide technical assistance on culture of freshwater, brackishwater and marine water species to walk-in clients.	
Office or Division	BFAR- Inland Fisheries and Aquaculture Division (IFAD)
Classification	Simple
Type of Transaction	G2G - Government to Government G2B-Government to Business Entity G2C - Government to Citizen
Who may avail:	Internal: Provincial Fishery Offices, National Centers, Regional Offices, Central Office Personnel External: Academe (students, professors, On-the-Job Trainees, researchers) Operators and potential operators (fishpond/fish cage) Fisherfolk organizations/associations people's organizations/cooperatives Other government agencies (National Government Agencies and Local Government Units) Senior Citizens Indigenous People OFWs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Delivery Tracking Form (for Walk-In)		IFAD's Office, 2nd Floor, Fisheries Building, BPI Compound, Visayas Avenue, Quezon City		
2. Citizen/Client Satisfaction Survey Form		IFAD's Office, 2nd Floor, Fisheries Building, BPI Compound, Visayas Avenue, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the Service Delivery Tracking Form and submit to IFAD's office	1. Provide the Service Delivery Tracking Form to the client and receive the accomplished/filled-out sheet 1.1. Endorse the client to the technical staff for assistance.	None	3 Minutes	<i>Administrative Assistant, IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>
2. Discuss inquiries/needed requirements	2. Render technical assistance on the requested topic: a. Brackishwater (milkfish, mangrove crab, siganid, grouper, etc) and aquafarm in brackishwater areas (fish pond, fish cages, pen, etc). b. Freshwater (tilapia, carp, catfish, gourami, mudfish, freshwater prawn, etc.) and aquafarm in freshwater areas (fishpond, cage in lakes, small farm reservoir, dams, etc) c. Marinewater (milkfish, grouper, siganids, lobster, oyster, mussel, etc) and aquafarm in marine water areas (pen, cage, etc).	None	25 Minutes	<i>Aquaculturist I/ Aquaculturist II/ Senior Aquaculturist/ Supervising Aquaculturist/ Engineer III IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i>


<p>3. Secure and filled-out Citizen/Client Satisfaction Survey Form and drop to the client's suggestion box located at Ground Floor Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</p>	<p>3. Receive the filled-out citizen/client satisfaction survey form provided and accomplish the agency portion on the Client Feedback Form by affixing signature on the form</p>	<p>None</p>	<p>2 Minutes</p>	 <p><i>Aquaculturist I/ Aquaculturist II/ Senior Aquaculturist/ Supervising Aquaculturist/ Engineer III IFAD Office 2nd Floor, Fisheries Complex Bldg., BPI Compound, Visayas Ave., Q.C</i></p>
<p style="text-align: right;">TOTAL:</p>		<p>None</p>	<p>30 minutes</p>	


Fisheries Post-Harvest Technology Division (FPHTD)

1. Letter Request for Technical Assistance Related to Fisheries Post-Harvest Facilities (Fish Processing Plants, CFLCs, etc.)

<p>The FPHTD shall be responsible for (i) providing support to the fisheries post harvest sector through promotion of appropriate and verified post-harvest technologies and provision of small post-harvest equipment; (ii) providing appropriate guidance on the operation of post-harvest facilities, equipment and machineries; (iii) providing technical assistance to stakeholders to comply with national and international food safety regulations; (iv) providing capability building assistance to the regional focal person on post harvest on matters pertaining to fish processing, food safety programs, and operations of CFLC and other post harvest facilities and equipment; and (v) formulating and promoting policies related to fisheries post harvest.</p>					
Office or Division	BFAR- Fisheries Post-Harvest Technology Division (FPHTD)				
Classification	Highly Technical				
Type of Transaction	G2C - Government to Citizen; G2B- Government to Business Entity; G2G - Government to Government				
Who may avail:	Internal: Provincial Fishery Offices, BFAR Regional Fishery Officers, BFAR and Central Office Personnel				
	External: MSMEs, Exporters/Fish Processors, Potential Fish Processors, Academe (Students, Professors, On-the-Job Trainee, Research), Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's associations, Housewives, Senior Citizens, Indigenous People, Other government agencies (National Government Agencies (NGAs), Local Government Unit (LGU), House of Representatives) and Non-Government Organizations (NGOs)				
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Letter request	Client/Requesting Party				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Director's Office	1. Receive, record and endorse letter request to the Fisheries Post-Harvest Technology Division (FPHTD) for action	None	15 minutes	<i>Administrative Assistant BFAR-Director's Office 3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.1. Endorse letter request to the concerned section	None	5 Minutes	<i>Office of the Chief, BFAR-FPHTD Office 2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.2. Prepare reply letter with proposed activity details and necessary travel documents.	None	3 hours	<i>Section, Officer-In-Charge/Section Chief BFAR-FPHTD Office 2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.3. Endorse letter reply to Division Chief for review and initial.	None	5 minutes	<i>Administrative Staff/ BFAR-FPHTD Office 2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>

None	1.4. Review and initial the reply letter	None	1 hour	 <p>Chief Office FPHTD BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.5. Endorse to Assistant Director for Technical Services (ADOTECH) for review and initial	None	5 minutes	<p>Administrative Staff, BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.6. Receive, review and initial the reply letter, then endorse to the Director's Office for final review and approval	None	3 days	<p>Administrative Assistant, Assistant Director for Technical Services (ADOTECH), Office of the Assistant Director for Technical Services</p> <p>3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>


None	1.7. Receive, review, sign, and approve the reply letter and return to FPHTD office	None	3 days	 <i>BFAR Director, Director's Office</i> <i>3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
2. Receive notification of approved request for site validation thru email/telephone/ social media platform	2. Receive the signed letter reply. Notify and confirm client on the schedule thru email/telephone/ social media platform of site validation.	None	30 minutes	<i>Administrative Staff, BFAR-FPHTD</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
3. Participate in the actual site validation as scheduled.	3. Conduct actual site validation of Post-Harvest Facilities	None	3 days	<i>BFAR-FPHTD Technical staff</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
TOTAL:		None	9 days, 5 hours	


2. Letter Request for Technical Assistance/Conduct of Technology Demonstration


The FPHTD shall be responsible for (i) providing support to the fisheries post harvest sector through promotion of appropriate and verified post-harvest technologies and provision of small post-harvest equipment; (ii) providing appropriate guidance on the operation of post-harvest facilities, equipment and machineries; (iii) providing technical assistance to stakeholders to comply with national and international food safety regulations; (iv) providing capability building assistance to the regional focal person on post harvest on matters pertaining to fish processing, food safety programs, and operations of CFLC and other post harvest facilities and equipment; and (v) formulating and promoting policies related to fisheries post harvest.

Office or Division	BFAR- Fisheries Post-Harvest Technology Division (FPHTD)
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen; G2B- Government to Business Entity; G2G Government to Government
Who may avail:	Internal:) Provincial Fishery Offices, BFAR Regional Fishery Officers, BFAR and Central Office Personnel
	External:) MSMEs, Exporters, Fish Processors, Potential Fish Processors, Academe (Students, Professors, On-the-Job Trainee, Research), Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's Associations, Housewives, Senior Citizens, Indigenous People, Other government agencies (National Government Agencies (NGAs), Local Government Unit (LGU), House of Representatives) and Non-Government Organizations (NGOs)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Director's Office	1. Receive, record and endorse letter request to the Fisheries Post-Harvest Technology Division (FPHTD) for action	None	15 minutes	<i>Administrative Assistant BFAR-Director's Office 3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>

None	1.1. Endorse letter to Fish Processing Section	None	5 Minutes	 <p>Office of the Chief, BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.2. Prepare reply letter with proposed activity details and other necessary documents	None	3 Hours	<p>Officer-In- Charge/ Section Chief, Fish Processing Section BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.3. Endorse letter reply to Division Chief for review and initial.	None	5 minutes	<p>Administrative Staff/ BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.4. Review and initial the reply letter	None	1 hour	<p>Chief/OIC, FPHTD BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>

None	1.5. Endorse to Assistant Director for Technical Services (ADOTECH) for review and initial	None	5 minutes	 <p>Administrative Staff BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.6. Receive, review and initial the reply letter, then endorse to the Director's Office for final review and approval	None	3 days	<p>Administrative Assistant, Assistant Director for Technical Services (ADOTECH), Office of the Assistant Director for Technical Services</p> <p>3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.7. Receive, review, sign, and approve the reply letter and return to FPHTD office	None	3 days	<p>Staff, BFAR Director, Director's Office</p> <p>3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>

2. Receive notification of approved request for technology demonstration thru email/telephone/ social media platform	2. Receive the signed letter reply and notify and confirm client on the schedule of the technology demonstration thru email/telephone/ social media platform	None	30 minutes	 <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
3. Attend the scheduled technology demonstration	3. Conduct Technology Demonstration	None	3 days	<i>BFAR-FPHTD Technical staff</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
TOTAL:		None	9 days, 5 hours	

3. Technical Assistance thru Provision of Inputs/Comments Related to FPH Memorandum/Documents

The FPHTD shall be responsible for (i) providing support to the fisheries post harvest sector through promotion of appropriate and verified post-harvest technologies and provision of small post-harvest equipment; (ii) providing appropriate guidance on the operation of post-harvest facilities, equipment and machineries; (iii) providing technical assistance to stakeholders to comply with national and international food safety regulations; (iv) providing capability building assistance to the regional focal person on post harvest on matters pertaining to fish processing, food safety programs, and operations of CFLC and other post harvest facilities and equipment; and (v) formulating and promoting policies related to fisheries post harvest.

Office or Division	BFAR- Fisheries Post-Harvest Technology Division (FPHTD)
Classification	Complex
Type of Transaction	G2C - Government to Citizen; G2B- Government to Business Entity; G2G Government to Government





Who may avail:	Internal:) Provincial Fishery Offices, BFAR Regional Fishery Officers and Central Office Personnel
	External:) MSMEs, Exporters/Fish Processors, Potential Fish Processors, Academe (Students, Professors, On-the-Job Trainee, Research), Fisherfolk Organizations, Associations, People’s Organizations, Cooperatives, Women’s associations, Housewives, Senior Citizens, Indigenous People, Other government agencies (National Government Agencies (NGAs), Local Government Unit (LGU), House of Representatives) and Non-Government Organizations (NGOs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Letter Request (1 electronic copy)	Client's/Requesting Party
2. Document for technical inputs/ comments (1 Hard Copy/ Soft Copy)	Client's/Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request Letter and/or Memorandum with attached pertinent documents to Director's Office,	1. Receive, record and forward letter request ad /or merandum to the FPHTD for action	None	15 minutes	<i>Administrative Assistant BFAR-Director's Office 2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.1. Endorse letter request to the concerned section	None	5 minutes	<i>Office of the Chief, BFAR-FPHTD Office 2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>


None	1.2. Prepare reply letter, review and conduct of data gathering and technical inputs	None	3 days	 <i>Technical Staff, BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.3. Endorse letter reply and technical inputs to Division Chief for review and approval	None	5 minutes	<i>Administrative Staff/ BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.4. Review and approve the letter reply and technical inputs	None	1 hour	<i>Chief/OIC, FPHTD BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.5. Receive the approved reply letter, comments and input to the documents	None	10 minutes	<i>Administrative Staff/ BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>

2. Receive document with technical input and comments	2. Release the documents with technical input and comment and notify the client thru e-mail/phone call	None	1 hour	 <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
TOTAL:		None	3 days, 2 hours, 35 minutes	

4. Technical Assistance thru Letter Request (Information Education and Communication (IEC) Materials, Available Data/ References)

<p>The FPHTD shall be responsible for (i) providing support to the fisheries post harvest sector through promotion of appropriate and verified post-harvest technologies and provision of small post-harvest equipment; (ii) providing appropriate guidance on the operation of post-harvest facilities, equipment and machineries; (iii) providing technical assistance to stakeholders to comply with national and international food safety regulations; (iv) providing capability building assistance to the regional focal person on post harvest on matters pertaining to fish processing, food safety programs, and operations of CFLC and other post harvest facilities and equipment; and (v) formulating and promoting policies related to fisheries post harvest.</p>	
Office or Division	BFAR- Fisheries Post-Harvest Technology Division (FPHTD)
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B- Government to Business Entity; G2G Government to Government
Who may avail:	Internal:) Provincial Fishery Offices, BFAR Regional Fishery Officers, BFAR and Central Office Personnel
	External:) MSMEs, Exporters/Fish Processors, Potential Fish Processors, Academe (Students, Professors, On-the-Job Trainee, Research), Fisherfolk Organizations, Associations, People’s Organizations, Cooperatives, Women’s associations, Housewives, Senior Citizens, Indigenous People, Other government agencies (National Government Agencies (NGAs), Local Government Unit (LGU), House of Representatives) and Non-Government Organizations (NGOs)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 electronic copy)		Client's/Requesting Party		
2. Document for technical inputs/ comments (1 Hard Copy/Soft Copy)		Client's/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Director's Office	1. Receive, record and endorse letter request to the Fisheries Post-Harvest Technology Division (FPHTD) for action	None	15 minutes	<i>Administrative Assistant BFAR-Director's Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.1. Endorse letter request to the concerned section	None	5 minutes	<i>Administrative Staff/ BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.2. Review and refer to technical staff for appropriate action	None	1 hour	<i>Technical Staff, BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>

None	1.3. Review and conduct data gathering, if needed.	None	4 hours	 <i>Technical Staff, BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.4. Endorse to Division Chief for review and approval.	None	5 minutes	<i>Technical Staff, BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.5. Review and approve the IEC materials before releasing to the requesting party/ies	None	1 hour	<i>Chief/OIC, FPHTD BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
2.Receive IEC materials/data requested thru e-mail or registered mail	2. Release/sent the IEC materials / data requested to the client thru e-mail or registered mail	None	5 minutes	<i>Administrative Staff/ BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
TOTAL:		None	6 hours, 30 minutes	





5. Technical Assistance thru Letter Request as Resource Person

The FPHTD shall be responsible for (i) providing support to the fisheries post harvest sector through promotion of appropriate and verified post-harvest technologies and provision of small post-harvest equipment; (ii) providing appropriate guidance on the operation of post-harvest facilities, equipment and machineries; (iii) providing technical assistance to stakeholders to comply with national and international food safety regulations; (iv) providing capability building assistance to the regional focal person on post harvest on matters pertaining to fish processing, food safety programs, and operations of CFLC and other post harvest facilities and equipment; and (v) formulating and promoting policies related to fisheries post harvest.

Office or Division	BFAR- Fisheries Post-Harvest Technology Division (FPHTD)
Classification	Complex
Type of Transaction	G2C - Government to Citizen; G2B- Government to Business Entity; G2G Government to Government
Who may avail:	Internal:) Provincial Fishery Offices, BFAR Regional Fishery Officers, BFAR and Central Office Personnel
	External:) MSMEs, Exporters/Fish Processors, Potential Fish Processors, Academe (Students, Professors, On-the-Job Trainee, Research), Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's associations, Housewives, Senior Citizens, Indigenous People, Other government agencies (National Government Agencies (NGAs), Local Government Unit (LGU), House of Representatives) and Non-Government Organizations (NGOs)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client's/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Director's Office	1. Receive, record and endorse letter request to the Fisheries Post-Harvest Technology Division (FPHTD) for action	None	15 minutes	<i>Administrative Assistant, BFAR-Director's Office 3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>

None	1.1 Endorse letter request to the concerned section	None	5 minutes	 <p>Office of the Chief, BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.2 Prepare reply letter, review and refer to technical staff/requested resource person for appropriate action, then forward to the Chief for review and initial	None	1 hour	<p>Officer-In-Charge/ Section Chief, BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.3 Review and scheduled the available date of the concerned resource speaker and for initial	None	1 hour	<p>Chief/OIC, FPHTD BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.4 Endorse to Assistant Director for Technical Services (ADOTECH) for review and initial	None	5 minutes	<p>Administrative Staff, BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>


None	1.5. Receive, review and initial the letter reply and endorse to the Director's Office for signature and approval	None	3 days	 Administrative Assistant, Assistant Director for Technical Services (ADOTECH), Office of the Assistant Director for Technical Services 3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City
None	1.6. Receive, review, approve and sign the letter reply and return to the FPHTD Office for action	None	3 days	Staff, BFAR Director, Director's Office 3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City
2. Receive signed/ approved reply letter thru e-mail or registered mail	2. Receive, record and send notification on the approved reply letter and release signed and approved document to the client thru e-mail or via phone call/social media platform	None	1 hour	Technical Staff, BFAR-FPHTD Office 2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City
TOTAL:		None	6 days, 3 hours, 25 minutes	





6. Technical Assistance thru Letter Request (On-the-Job Training)

The FPHTD shall be responsible for (i) providing support to the fisheries post harvest sector through promotion of appropriate and verified post-harvest technologies and provision of small post-harvest equipment; (ii) providing appropriate guidance on the operation of post-harvest facilities, equipment and machineries; (iii) providing technical assistance to stakeholders to comply with national and international food safety regulations; (iv) providing capability building assistance to the regional focal person on post harvest on matters pertaining to fish processing, food safety programs, and operations of CFLC and other post harvest facilities and equipment; and (v) formulating and promoting policies related to fisheries post harvest.

Office or Division	BFAR- Fisheries Post-Harvest Technology Division (FPHTD)			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen; G2B- Government to Business Entity; G2G Government to Government			
Who may avail:	Internal:) Provincial Fishery Offices, BFAR Regional Fishery Officers, BFAR and Central Office Personnel			
	External:) MSMEs, Exporters/Fish Processors, Potential Fish Processors, Academe (Students, Professors, On-the-Job Trainee, Research), Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's associations, Housewives, Senior Citizens, Indigenous People, Other government agencies (National Government Agencies (NGAs), Local Government Unit (LGU), House of Representatives) and Non-Government Organizations (NGOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client's/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Director's Office	1. Receive, record and endorse letter request to the Fisheries Post-Harvest Technology Division (FPHTD) for action	None	15 minutes	<i>Administrative Assistant BFAR-Director's Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>

None	1.1 Endorse letter request to the concerned section for scheduling	None	5 minutes	 <p>Administrative Staff BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.2 Review and schedule the date of the OJT	None	2 hours	<p>Technical Staff, BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.3 Prepare reply letter and refer to Division Chief for initial	None	1 hour	<p>Technical Staff, BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.4. Review and initial the reply letter	None	1 hour	<p>Chief/OIC, FPHTD BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>

None	1.4 Endorse to Assistant Director for Technical Services (ADOTECH) for review and initial	None	5 minutes	 <p>Administrative Staff, BFAR-FPHTD Office</p> <p>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.5 Receive, review and initial the letter reply and endorse to the Director's Office for signature and approval	None	3 days	<p>Administrative Assistant, Assistant Director for Technical Services (ADOTECH), Office of the Assistant Director for Technical Services</p> <p>3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>
None	1.6. Receive, review, approve and sign the letter reply and return to the FPHTD Office for action	None	3 days	<p>Staff, BFAR Director, Director's Office</p> <p>3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</p>

2. Receive signed/ approved document thru e-mail or registered mail	2. Receive, record, send notification on the approved reply letter and release signed/ approved document to the client thru email or via phone call/ social media platform	None	5 Minutes	 Administrative Staff BFAR-FPHTD Office 2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City
TOTAL:		None	6 days, 4 hours, 30 minutes	

7. Technical Assistance thru Telephone Inquiry

<p>The Fisheries Post Harvest Technology Division renders advisory services and technical inputs thru telephone inquiry to provide support to the fisheries post harvest sector through promotion of appropriate and verified post harvest technologies; provide appropriate guidelines on the operation of post harvest facilities, equipment and machineries; provide technical assistance to comply with national and international food safety regulations and other fisheries post harvest related matters.</p>					
Office or Division	BFAR- Fisheries Post-Harvest Technology Division (FPHTD)				
Classification	Simple				
Type of Transaction	G2C - Government to Citizen; G2B- Government to Business Entity; G2G Government to Government				
Who may avail:	Internal:) Provincial Fishery Offices, BFAR Regional Fishery Officers, BFAR and Central Office Personnel				
	External:) MSMEs, Exporters, Fish Processors, Potential Fish Processors, Academe (Students, Professors, On-the-Job Trainee, Research), Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's associations, Housewives, Senior Citizens, Indigenous People, Other government agencies (National Government Agencies (NGAs), Local Government Unit (LGU), House of Representatives) and Non-Government Organizations (NGOs)				
<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">CHECKLIST OF REQUIREMENTS</td> <td style="width: 50%;">WHERE TO SECURE</td> </tr> <tr> <td>1.Client Information to be filled out in Telephone Inquiry Form (FPHTD-F-06)</td> <td>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</td> </tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1.Client Information to be filled out in Telephone Inquiry Form (FPHTD-F-06)	2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1.Client Information to be filled out in Telephone Inquiry Form (FPHTD-F-06)	2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a phone call to BFAR- FPHTD	1. Answer the call on or before five (5) rings and discuss necessary information to be written in the phone inquiry form	None	5 minutes	<i>Administrative Staff, BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.1 Refer the client's inquiry to the concerned section	None	2 minutes	<i>Administrative Staff, BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
2. Discuss needed information/concerns/ inquiry	2. Render the required technical assistance and/or provide the needed information by the appropriate Division staff or technical personnel	None	5 minutes	<i>Technical Staff, BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
TOTAL:		None	12 minutes	




8. Technical Assistance to Walk-in Clients

The Fisheries Post Harvest Technology Division renders advisory services and technical inputs to walk-in clients to provide support to the fisheries post harvest sector through promotion of appropriate and verified post harvest technologies; provide appropriate guidelines on the operation of post harvest facilities, equipment and machineries; provide technical assistance to comply with national and international food safety regulations and other fisheries post harvest related matters.

Office or Division	BFAR- Fisheries Post-Harvest Technology Division (FPHTD)
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B- Government to Business Entity; G2G Government to Government
Who may avail:	Internal:) Provincial Fishery Offices, BFAR Regional Fishery Officers, BFAR and Central Office Personnel
	External:) MSMEs, Exporters, Fish Processors, Potential Fish Processors, Academe (Students, Professors, On-the-Job Trainee, Research), Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's associations, Housewives, Senior Citizens, Indigenous People, Other government agencies (National Government Agencies (NGAs), Local Government Unit (LGU), House of Representatives) and Non-Government Organizations (NGOs)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Information to be filled out in Walk-in Inquiry Form (FPHTD-F-07)/ Logbook		2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out walk-in inquiry form and submit to FPHTD for the neede info/ concerns	1. Receive and review accomplished walk-in inquiry form	None	5 minutes	<i>Administrative Staff, BFAR-FPHTD Office 2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>

2. Discuss inquiry/concerns	2. Render the required technical assistance and/or provide the needed information by the appropriate Division staff or technical staff	None	5 minutes	 <i>Technical Staff, BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
3. Accomplish client feedback form	3. Advice client to submit the accomplished client satisfaction form to the guard lobby	None	5 minutes	<i>Technical Staff, BFAR-FPHTD Office</i> <i>2nd Floor, Fisheries Bldg., BPI Compound Visayas Ave., Brgy. Vasra, Quezon City</i>
TOTAL:		None	15 minutes	

Fisheries Industry Development Support and Services Division (FIDSSD)

1. Technical Assistance to Walk-in Clients

Render technical assistance to fisheries stakeholders relevant to regular inquiries on marketing, credit facilitation, enterprise development, and other support services on-site.

Office or Division	BFAR-Fisheries Industry Development Support and Services Division (FIDSSD)
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may avail:	<p>Internal: BFAR Central Office, Regional Offices, and Centers.</p> <p>External: Fishery-based MSMEs, Exporters, Fisherfolk, Organizations, Associations, Cooperatives, Academe, Other government agencies (National Government Agencies (NGAs), Local Government Unit (LGU), and Non-Government Organizations (NGOs), General Public</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in Client Inquiry and Feedback Form (<i>FIDSSD-F-05 Rev. No. 01</i>)		FIDSSD Office, 3F Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City		
2. Client Information in the Visitor's Logbook				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit the accomplished Walk-in Client Inquiry and Feedback Form and provide the Client Information in Visitor's Logbook	1. Receive the accomplished Walk-in Client Inquiry and Feedback Form and the Client Information	None	5 minutes	<i>Administrative Assistant FIDSSD Office 3F Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>

None	1.1 Assign to the concerned section	None	10 minutes	 Administrative Assistant FIDSSD Office 3F Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
2. Discuss inquiry/concerns	2. Respond and render the appropriate technical assistance. - Price Monitoring Data - Seafood Kadiwa Data - Credit Loan Assistance - Other data relevant to trade, credit, and marketing	None	2 hours*	Senior Admin Asst. I Marketing Assistance Section (MAS) Senior Admin Asst. I Enterprise Development Section (EDS) Senior Admin Asst. I Credit and Investment Facilitation Section (CIFs) FIDSSD Office 3F Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City
3. Fill-out the Citizen Client Satisfaction Survey and submit	3. Advise the client to accomplish the Client Satisfaction Survey and submit the same	None	5 minutes	Administrative Assistant FIDSSD Office 3F Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
TOTAL:		None	2 hours, 20 minutes	
Note: TA request may vary depending on the nature of TA requested				
*Time duration (maximum of 2 hours) may vary depending on the nature of the inquiry				


2. Technical Assistance thru Telephone, and SMS Inquiry



Render technical assistance to fisheries stakeholders relevant to regular inquiries on marketing, credit facilitation, enterprise development, and other support services thru telephone calls, text or FB messenger.

Office or Division	BFAR-Fisheries Industry Development Support and Services Division (FIDSSD)
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may avail:	Internal: BFAR Central Office, Regional Offices, and Centers. External: Fishery-based MSMEs, Exporters, Fisherfolk, Organizations, Associations, Cooperatives, Academe, Other government agencies (National Government Agencies (NGAs), Local Government Unit (LGU), and Non-Government Organizations (NGOs), General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Phone Inquiry Form (FIDSSD-F-06 Rev. No. 00)		FIDSSD Office, 3F Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call, send SMS/ FB Messenger to BFAR-FIDSSD telephone and mobile number.	1. Respond to telephone inquiry and ask for the necessary information to be written in the Client Phone Inquiry Form.	None	5 minutes	FIDSSD Staff* FIDSSD Office 3F Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
None	1.1 Transfer Client's Inquiry through SMS into the Inquiry Form	None		
None	1.2 Assign to the concerned section	None		


2. Discuss inquiry/concerns	2. Respond and render the appropriate technical assistance. - Price Monitoring Data - Seafood Kadiwa Data - Credit Loan Assistance - Other data relevant to trade, credit, and marketing	None	1 hour	 Senior Admin Asst. I Marketing Assistance Section (MAS) Senior Admin Asst. I Enterprise Development Section (EDS) Senior Admin Asst. I Credit and Investment Facilitation Section (CIFs) FIDSSD Office 3F Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City
TOTAL:		None	1 hour, 5 minutes	
Note: Request may vary depending on the nature of TA requested				
*TA requests/ inquires via telephone and SMS maybe received by any FIDSSD staff				




3. Technical Assistance thru Letter Request/ Email

Render technical assistance to fisheries stakeholders relevant to inquiries on marketing, credit facilitation, enterprise development and other support services thru letters / email.				
Office or Division	BFAR-Fisheries Industry Development Support and Services Division (FIDSSD)			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may avail:	Internal: BFAR Central Office, Regional Offices, and Centers External: Fishery-based MSMEs, Exporters, Fisherfolk, Organizations, Associations, Cooperatives, Academe, Other government agencies (National Government Agencies (NGAs), Local Government Unit (LGU), and Non-Government Organizations (NGOs), General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter / email		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter and/or thru email	1. Receive and record the request letter/email request	None	30 minutes	<i>Administrative Assistant FIDSSD Office 3F Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City</i>
None	1.1 Review and forward to the concerned section/personnel for appropriate action	None		<i>Division Chief Section Chief FIDSSD Office 3F Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City</i>

None	1.2 Provide the appropriate technical assistance - Price Monitoring Data - Seafood Kadiwa Data - Credit Loan Assistance - Other data relevant to trade, credit, and marketing	None	3 days*	 Division Chief Section Chief Senior Admin. Asst. I Marketing Assistance Section (MAS) Senior Admin. Asst. I Enterprise Development Section (EDS) Senior Admin. Asst. I Credit and Investment Facilitation Section (CIFs) FIDSSD Office 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Visayas Ave, QC
None	1.3 Review and secure the initial of the letter reply.	None	4 hours	Division Chief 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City
None	1.4 Endorse to the Office of the Assistant Director for Technical Services for review and initial	None	15 minutes	Administrative Assistant FIDSSD Office 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City

None	1.5 Review and affix initial of the Assistant Director for Technical Services	None		 Assistant Director for Technical Services 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City
None	1.6 Endorse to the Office of the Director for final review and approval	None	3 days	Admin Assistant Assistant Director for Technical Services 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City
None	1.7 Review and sign the letter reply	None		Director 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City
None	1.8 Endorse the signed reply letter to FIDSSD	None	3 days	Administrative Assistant Director's Office 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City

2. Receive response letter with attached pertinent documents	2. Receive, record and release the approved letter reply to the client thru email or registered mail	None	15 minutes	 Administrative Assistant FIDSSD Office 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City
TOTAL:		None	9 days, 5 hours	
Note: *Time may vary due to technical nature of inquiry and data/ inputs required				
**Division Chief may also directly respond to email inquiries if addressed to her				

4. Technical Assistance - Fisheries Market Matching (Reactionary)


Provides and facilitates market linkage between fish suppliers & buyers.

Office or Division	BFAR-Fisheries Industry Development Support and Services Division (FIDSSD)
Classification	Highly-Technical
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may avail:	External: Fishery-based MSMEs, Exporters, Potential Buyers and Suppliers, Fisherfolk Cooperatives, Organizations, and Associations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Market Request Form (MRF) <i>FIDSSDMAS-F-01 (1 original copy or scanned copy thru email)</i>	FIDSSD Office, 3F Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave., Quezon City fidssd.mas@bfar.da.gov.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Market Request Form (MRF) to FIDSSD office or thru email	1. Receive and record accomplished Market Request Form (MRF)	None	5 minutes	<i>Administrative Assistant FIDSSD Office 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City</i>
None	1.1 Verify the authenticity and background profile of the client thru interview, client's website, and/or phone call	None	1 day	<i>Senior Admin Asst. I Marketing Assistance Section 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City</i>
None	1.2 Find potential matches with thorough analysis and assessment based on commodity/ area/ requirements.	None	10 days*	<i>Section Chief Technical Staff FIDSSD Office 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City</i>

None	1.3 Prepare a response letter and schedule an exploratory meeting (physical/virtual)	None	1 day	 Section Chief Technical Staff FIDSSD Office 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City
None	1.4 Approval of the proposed schedule of the meeting and response letter	None		Division Chief FIDSSD Office 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City
2. Receive the response letter and concur with the proposed meeting schedule	2. Forward response letter to client and get concurrence on the proposed meeting schedule	None	2 days	Technical Staff FIDSSD Office 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City
3. Attend and discuss specific requirements	3. Conduct of exploratory meeting (physical/virtual)	None	4 hours	Division Chief Section Chief Technical Staff FIDSSD Office 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City

None	3.1 Profiling of possible match with the client based on the provided requirements	None	7 days	 Section Chief Technical Staff FIDSSD Office 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City
4. Receive notification and concur with the market matching schedule meeting	4. Notify the requesting client via email on the schedule of the "market matching" meeting (physical/virtual)	None	2 days	Section Chief Technical Staff FIDSSD Office 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City
5. Attend and discuss the specific requirements with the party being matched	5. Conduct and facilitate the "market matching" activity (physical/virtual)	None	4 hours	Division Chief Section Chief Technical Staff FIDSSD Office 3F FIDSSD Office, Fisheries Building Complex, BPI Compound, Brgy. Vasra, Visayas Ave, Quezon City
6. Fill-out the Evaluation Form	6. Provide and advise the client to accomplish the Evaluation Form	None		
TOTAL:		None	1 month, 2 days, 5 minutes	

Note: *Time may vary due to highly technical and intricate verification process of buyer/supplier

ADMINISTRATIVE SERVICES

OFFICE OF THE DIRECTOR AND OFFICES OF THE ASSISTANT DIRECTORS

1. Signing of Licenses, Permits, Clearances, Registration, Accreditations and Certificates


The Bureau is mandated to manage, regulate and conserve the fisheries resources pursuant to the relevant provisions of Republic Act No. 8550 as amended by Republic Act No. 10654, through the issuances of appropriate licenses, certificates, permits, and clearances as measure in monitoring and controlling the fishery activity within and outside the country.

Office or Division	BFAR Director's Office BFAR Office of the Assistant Director for Administrative Services BFAR Office of the Assistant Director for Technical Services
Classification	Complex
Type of Transaction	G2B - Government to Business Entity; G2G - Government to Government
Who may avail:	EXTERNAL : Relevant Frontline Services of Concerned Divisions
	INTERNAL : Relevant Technical Divisions, Sections, Center of BFAR, NFRDI (Research arm of BFAR)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Office Briefer	Concerned Office
2. Endorsement Letter and/or memorandum	Concerned Office
3. Permit, License, Certificate, Clearance	Concerned Office/Applicant/Client
4. Supporting documents, application letter, letter of intent, MOA	BFAR Technical Divisions, Applicant/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit permit, certificate, clearance, registration, accreditation and license for signature and approval	1. Receive the submitted documents	None	5 minutes	<i>Administrative Assistant (Receiving Personnel of ADAS/ ADOTECH) ; Located at 3rd or 4th Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.1 Review the submitted documents and affix initials on the submitted documents	None	3 days	<i>Assistant Director for Admin Services or Technical Services (ADAS/ ADOTECH), 3rd/4th Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.2 Endorse to the Office of the Director for signature and approval of the Bureau Director	None	5 minutes	<i>Administrative Assistant, (ADAS/ ADOTECH), 3rd/4th Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>


None	1.3 Receive and forward the submitted documents and action taken to the Chief of Staff for review	None	5 minutes	 Administrative Assistant, Office of the Director, 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City
None	1.4 Receive and review the submitted documents and action taken then forward to the Bureau Director for final review and approval	None	1 day	Chief of Staff, Office of the Director 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City
None	1.5 Conduct final review and approve and sign the Licenses, Permits, Clearances, Registration, Accreditations and Certificates	None	2 days * (provided that the signatory is available)	Bureau Director (Office of the Director); Located at 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City
None	1.6 Forward to the Records Section or to the concerned technical division for appropriate action	None	5 minutes	Administrative Assistant (Office of the Director) ; Located at 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City


2. Receive the signed and approved documents	2. Receive from the Director's Office and Release to the applicant/client/office the approved and signed document/s	None	5 minutes	 BFAR Records Section / Technical Division concerned
TOTAL:		None	6 days, 25 minutes	

2.a. Signing of General Communications (Director's Office)

General communications are documents coming from the technical and administrative office concerns that needs review and evaluation as part of the day to day operation of the BFAR.	
Office or Division	BFAR Director's Office
Classification	Highly Technical
Type of Transaction	Government to Government
Who may avail:	INTERNAL: Administrative and Technical Divisions, National Centers, and Regional Offices of the Bureau
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Office Briefer	Concerned Office
2. Endorsement and/or memorandum	Concerned Office
3. General Communications	Concerned Office
4. Supporting documents, if any	BFAR Technical and Administrative Divisions

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official Communications request for comments/review/ response to concerned Technical and Administrative concerns/issues	1. Receive the submitted documents and transmit to the concerned technical and administrative office for review and/or comments	None	5 minutes	<i>Administrative Assistant (Receiving Personnel of the Office of the Director) 3rd Floor, Fisheries Main Bldg., BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.1. Receive official communications or request for initial assessment, review, comments and response/reply on the submitted request and/or inquiry if necessary	None	1 day	<i>Technical/ Administrative Staff, Concerned Technical and/or Administrative Office</i>
None	1.2. Review the submitted documents from the concerned technical and administrative offices after the assessment/review on the request	None	3 days * time for each Office (ADAS/ADOTECH) is 3 days each	<i>Assistant Director ADAS/ADOTECH Office, 3rd/4th Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.3 Endorse to the Director's Office for signature and approval of the request	None	5 minutes	<i>Administrative Assistant, (ADAS/ADOTECH), 3rd/4th Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>

None	1.3 Endorse to the Director's Office for signature and approval of the request	None	5 minutes	 Administrative Assistant (ADAS/ADOTECH), 3rd/4th Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City
None	1.4. Receive and forward the submitted documents to the chief of staff for review	None	5 minutes	Administrative Assistant (Office of the Director), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City
None	1.5 Receive and review the submitted documents and action taken	None	1 day	Chief of Staff (Office of the Director), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City
None	1.6 Forward to the Bureau Director for his final review and approval	None	3 mins	Administrative Staff, Office of the Director, 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City

None	1.7 Conduct final review and approval on the communication received for action	None	2 days (provided that the signatory is available)	 Bureau Director (Office of the Director), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City
None	1.8 Release to the Records Section or to the concerned division/office/ center for appropriate action	None	5 minutes	Admin Staff of the Office of the Director, 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City
TOTAL:		None	7 days, 23 minutes	


2.b. Signing the General Communications (ADOTECH)

General communications are documents coming from technical concerns in nature as part of the day to day operation ensuring to attend different issues and concerns within the mandate of the BFAR.

Office or Division	BFAR Office of the Assistant Director for Technical Services (ADOTECH)	
Classification	Highly Technical	
Type of Transaction	Government to Government	
Who may avail:	INTERNAL: Technical Divisions of the Bureau	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Office Briefer		Concerned Office
2. Endorsement and/or memorandum		Concerned Office



3. General Communications		Concerned Office		
4. Supporting documents, if any		BFAR Technical Divisions		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receive various official communications or request from the Director's Office for initial assessment/review, comments. Prepare response/reply on the submitted request and/or inquiry, if necessary. Then endorse to the Assistant Director for Technical Service or Administrative Service for necessary review and affix initial on the prepared communications prior to the approval of the Bureau Director	None	1 day	<i>Technical/ Administrative Staff of the concerned Technical and/or Administrative Office</i>
None	1.1 Review the submitted documents/ communications for further review and place initial, if approved, prior to the approval of the Bureau Director	None	3 days	<i>Assistant Director for Technical Service (ADOTECH), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.2 Endorse to the Director's Office for signature and approval	None	5 minutes	<i>Administrative Assistant (ADOTECH), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>


None	1.3 Receive and forward the submitted documents to the chief of staff for review	None	5 minutes	 <i>Administrative Assistant (Office of the Director); 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.4. Review the submitted documents then forward to the Bureau Director for his final review and approval	None	1 day	<i>Chief of Staff (Office of the Director), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.5 Conduct final review and approval on the communication received for action	None	2 days (provided that the signatory is available)	<i>Bureau Director (Office of the Director), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.6 Release to the Records Section or to the concerned technical division	None	5 minutes	<i>Administrative Assistant (Office of the Director), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>
TOTAL:		None	7 days, 15 minutes	


2.c. Signing of General Communications (ADAS)



General communications are documents coming from administrative issues/concerns in nature as part of the day to day operation ensuring to attend different issues and concerns within the mandate of the BFAR.

Office or Division	BFAR Office of the Assistant Director for Administrative Services (ADAS)			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail:	INTERNAL: Administrative Divisions of the Bureau			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Briefer		Concerned Office		
2. Endorsement and/or memorandum		Concerned Office		
3. General Communications		Concerned Office		
4. Supporting documents, if any		BFAR Administrative Divisions		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receive from the Director's Office various official communications or request for initial assessment/review, comments and prepare response/reply on the submitted request and/or inquiry if necessary, endorse to the Assistant Director for Technical Service or Administrative Service for necessary review and affix initial on the prepared communications prior to the approval of the Bureau Director	None	1 day	<i>Technical/Admin Staff concerned Technical and/or Administrative Office</i>


None	1.1 Review the submitted documents/ communications for further review and place initial, if approved, prior to the approval of the Bureau Director	None	3 days	 <i>Assistant Director for Administrative Services (ADAS) 4th Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.2 Endorse to the Director's Office for signature and approval	None	5 minutes	<i>Administrative Assistant (ADAS), 4th Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.3 Receive and forward the submitted documents and action taken to the chief of staff for review	None	5 minutes	<i>Administrative Assistant (Office of the Director), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.4. Review the submitted documents then forward to the Bureau Director for his final review and approval	None	1 day	<i>Chief of Staff (Office of the Director), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>

None	1.5 Conduct final review and approval of the communication received for action	None	2 days (provided that the signatory is available)	 Bureau Director (Office of the Director), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City
None	1.6 Release to the Records Section or to the concerned administrative division	None	5 minutes	Administrative Assistant (Office of the Director), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City
TOTAL:		None	7 days, 15 minutes	

3. Signing of Financial Documents

Signing of Financial Documents are part of the inherent functions of the Bureau being a government agency.	
Office or Division	BFAR Director's Office BFAR Office of the Assistant Director for Administrative Services (ADAS) BFAR Office of the Assistant Director for Technical Services (ADOTECH)
Classification	Complex
Type of Transaction	G2G- Government to Government
Who may avail:	INTERNAL: Administrative and Technical Divisions of the Bureau
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Official Briefer	Concerned Office
2. Financial Document	Concerned Office
3. Supporting documents, if any	Concerned Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Financial Documents	1. Receive the submitted financial documents	None	5 minutes	<i>Administrative Assistant; Receiving Personnel, ADAS/ADOTEC H Office, 3rd/4th Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Quezon City</i>
None	1.1 Review and conduct initial assessment on the submitted documents then affix initial prior to the Director's approval	None	3 days	<i>Assistant Director (ADAS/ADOTEC H); 3rd/4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Vasra, Quezon, City</i>
None	1.2 Endorse to the Director's Office for signature and approval	None	5 minutes	<i>Admin Assistant, (ADAS/ADOTEC H); 3rd/4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Vasra, Quezon City</i>
None	1.3 Receive and forward the submitted documents and action taken to the chief of staff for review	None	5 minutes	<i>Administrative Assistant (Office of the Director) 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Vasra, Quezon City</i>


None	1.4 Receive and review the submitted documents and forward to the Bureau Director for final review and approval/signature	None	1 day	 <i>Chief of Staff (Office of the Director), 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Vasra, Quezon City</i>
None	1.5 Conduct final review and approve the documents submitted	None	2 days* (provided that the signatory is available)	<i>Bureau Director (Office of the Director) 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vasra, Quezon City</i>
None	1.6 Release to the Records Section or to the concerned technical or administrative division	None	5 minutes	<i>Administrative Assistant, Office of the Director, 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Vasra, Quezon City</i>
TOTAL:		None	6 days, 20 minutes	


4. Signing of Legal Documents and International Agreements



Pursuant to the Amended Fisheries Code and international agreements, the Bureau is mandated to issue certain legal documents and bilateral agreements.

Office or Division	BFAR Director's Office BFAR Office of the Assistant Director for Administrative Services (ADAS) BFAR Office of the Assistant Director for Technical Services (ADOTECH)			
Classification	Complex			
Type of Transaction	G2G-Government to Government			
Who may avail:	INTERNAL: Administrative and Technical Divisions of the Bureau			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Briefer		Concerned Office		
2. Endorsement and/or memorandum		Concerned Office		
3. Legal Document and bilateral agreement		Concerned Office		
4. Supporting documents, if any		BFAR Technical Divisions		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Legal Documents and International Agreements	1. Receive the submitted legal documents	None	5 minutes	<i>Administrative Assistant; Receiving Personnel, ADAS/ADOTEC H Office, 3rd/4th Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Vasra, Quezon City</i>


None	1.1 Review the submitted legal documents and affix initial	None	3 days	 Assistant Director (ADAS/ADOTECH), 3rd/4th Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vasra, Quezon City
None	1.2 Endorse to the Director's Office for signature and approval	None	5 minutes	Administrative Assistant, Office of the Assistant Director (ADAS/ADOTECH), 3rd/4th Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vasra, Quezon City
None	1.3 Receive and forward the submitted documents and action taken to the chief of staff for review	None	5 minutes	Administrative Assistant (Office of the Director), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vasra, Quezon City
None	1.4 Receive and review the submitted documents and action taken then forward to the Bureau Director for his final review and approval	None	1 day	Chief of Staff (Office of the Director); 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vasra, Quezon City

None	1.5 Conduct final review and approval and signing of legal documents and bilateral agreements	None	2 days* (provided that the signatory is available)	 Bureau Director (Office of the Director); 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vasra, Quezon City
None	1.6 Release to the Records Section or to the concerned division/office	None	5 minutes	Administrative Assistant (Office of the Director), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vasra, Quezon City
TOTAL:		None	6 days, 20 minutes	

5.a. Routing of Incoming General Communications

Letters and general communications are usual documents received by the Bureau in line with its mandate to conserve and manage the fisheries resources	
Office or Division	BFAR Director's Office
Classification	Simple
Type of Transaction	G2C-Government to Citizen; G2B-Government to Business Entity; G2G-Government to Government
Who may avail:	EXTERNAL: Other government agencies/offices, Private Individuals or the General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter or general communications	Other government offices, private individuals or the general public
2. Supporting documents, if any	


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letters and/or incoming general communications	1. Receive the submitted documents	None	5 minutes	<i>Administrative Assistant; Receiving Personnel (Office of the Director) 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vrasa, Quezon City</i>
None	1.1 Forward the submitted documents to the Chief of Staff or the Bureau Director for review/ approval for routing	None	5 minutes	<i>Administrative Assistant (Office of the Director); 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vrasa, Quezon City</i>
None	1.2 Review and approve the General Communication for routing	None	2 days* (provided that	<i>Chief of Staff or the Bureau Director (Office of the Director); 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vrasa, Quezon City</i>

None	1.3 Route the document to the ADAS/ADOTECH or relevant technical divisions of BFAR	None	the Director is available)	 Administrative Staff (Office of the Director); 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vasra, Quezon City
None	1.4 Record the routed document and release to the appropriate office	None	10 minutes	Administrative Assistant (Office of the Director); Located at 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vasra, Quezon City
TOTAL:		None	2 days, 20 minutes	

5.b. Routing of Incoming General Communications (ADOTECH)

Letters and general communications are usual documents received by the Bureau in line with its mandate to conserve and manage the fisheries resources.	
Office or Division	BFAR Office of the Assistant Director for Technical Services (ADOTECH)
Classification	Complex
Type of Transaction	G2C-Government to Citizen; G2B-Government to Business Entity; G2G-Government to Government
Who may avail:	EXTERNAL: Other government agencies/offices, Private Individuals or the General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter or general communications	Other government offices, private individuals or the general public
2. Supporting documents, if any	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letters and/or incoming general communications	1. Receive and record the submitted documents and forward to Technical Staff/ Action Officer/ Alternate Action Officer for review and action	None	5 minutes	<i>Administrative Assistant; Receiving Personnel (Assistant Director for Technical Services), 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</i>
None	1.1 Review the submitted documents and/or communications and approve for routing	None	3 days	<i>Technical Staff/ Action Officer/ Alternate Action Officer (Assistant Director for Technical Services); 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</i>
None	1.2 Route the document to the concerned offices with attached action slip from the Assistant Director for Technical Services	None	5 minutes	<i>Administrative Assistant (Assistant Director for Technical Services); Located at 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</i>

TOTAL:	None	3 days, 10 minutes	
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5.c. Routing of Incoming General Communications (ADAS)

Letters and general communications are usual documents received by the Bureau in line with its mandate to conserve and manage the fisheries resources

Office or Division	BFAR Office of the Assistant Director for Administrative Services (ADAS)
Classification	Simple
Type of Transaction	G2C-Government to Citizen; G2B-Government to Business Entity; G2G-Government to Government
Who may avail:	EXTERNAL: Other government agencies/offices, Private Individuals or the General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter or general communications	Other government offices, private individuals or the general public
2. Supporting documents, if any	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letters and/or incoming general communications	1. Receive and record the submitted documents and forward to Administrative Staff/ Action Officer/ Alternate Action Officer for review and action	None	5 minutes	<i>Administrative Assistant; Receiving Personnel (Assistant Director for Administrative Services), 4th Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vasra, Quezon City</i>

None	1.1 Review the submitted documents and/or communications and approve for routing	None	3 days	 <i>Administrative Staff/ Action Officer/ Alternate Action Officer (Assistant Director for Administrative Services), 4th Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vasra, Quezon City</i>
None	1.2 Route the document to the concerned offices with attached action slip from the Assistant Director for Administrative Services	None	5 minutes	<i>Administrative Assistant (Assistant Director for Administrative Services), 4th Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Vasra, Quezon City</i>
TOTAL:		None	3 days, 10 minutes	

**Office of the Director
VESSEL MONITORING SECTION**

1. Data Access thru Telephone Inquiry on Data Pertaining to the Entry/Exit of all Philippine Flagged Fishing Vessels and Foreign Fishing Vessels within Philippine Waters

Base on Fisheries Administrative Order 266 -RULES AND REGULATIONS ON THE IMPLEMENTATION OF VESSEL MONITORING MEASURES (VMM) AND ELECTRONIC REPORTING SYSTEM (ERS) FOR COMMERCIAL PHILIPPINE FLAGGED FISHING VESSELS and Fisheries Administrative Order 245 - Regulation and Implementing Guidelines on Group Tina Purse Seine Operations in High Seas Pocket Number-1 as a Special Management Area: the DA-BFAR shall grant access of the VMS data to the fishing vessel owners/operators in accordance with the provisions of section 127 of the Fisheries Code as amended by R.A 10654.

Office or Division	Office of the Director - VESSEL MONITORING SECTION (VMS)
Classification	Simple
Type of Transaction	G2B - Government to Business Entity, G2G - Government to Government
Who may avail:	Regional Monitoring Center, Fishing Companies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Phone Call		VMS Operators		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a call to inquire on the data access on fishing vessel.	1. Answer to telephone call and ask for the inquiry and its purpose	None	5 minutes	VMS Operators On-duty, 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Diliman, Quezon City
2. Discuss the inquiry	2. Provide the needed information	None	30 minutes	
TOTAL:		None	35 minutes	


BFAR Fisheries Regulatory Information Management Center

1. Technical Assistance for Clients (Internal)

To provide technical assistance such as troubleshooting internet connection, computer hardware, installation of software application, orientation on the operation of the systems.

Office or Division	Director's Office - Fisheries Regulatory Information Management Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail:	INTERNAL : BFAR Office (All Divisions, Sections, Centers, Regional Offices)


CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Ticketing System/Service Request Form		FRIMC, 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit OTS/Service Request Form	1. Receive request for technical assistance and initial assessment on the said request	None	10 minutes	<i>Admin Assistant, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC</i>
None	1.1 Assign task to the concerned section	None	5 minutes	<i>FRIMC Head, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC</i>


2. Receive the technical assistance requested	2. Provide the technical assistance requested	None	1 hour	 <i>Technica Staff, System Administration, Admin Assitant, Web Development Unit, System Development FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC</i>
TOTAL:		None	1 hour, 15 minutes	

2. Render System Development, Implementation, and Deployment

It is the process of defining, designing, testing, and implementing a new software application or program.				
Office or Division	Director's Office - Fisheries Regulatory Information Management Center			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail:	INTERNAL : (BFAR Central Office and Regional Offices) EXTERNAL : (Other Government Agencies)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request			Clients/Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request.	1. Receive and endorse the letter request to FRIMC	None	15 minutes	<i>Admin Assistant Director's Office 3rd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC</i>

2. Confirm attendance on the schedule of the consultation meeting	2. Receive confirmation and schedule the consultation meeting with the requesting party	None	5 minutes	 Computer Programmer/Unit Head FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
None	2.1 Conduct of the consultation meeting with the requesting party for data gathering	None	1 hour	Computer Programmer/Unit Head FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
None	2.2 Conduct System analysis and requirement determination	None	5 days	System Analyst, Computer Programmer FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
None	2.3 Conduct design and development of web application	None	4 months	Computer Programmers FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
None	2.4 Conduct system simulation	None	5 days	Computer Programmer, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC

None	2.5 Conduct initial software testing	None	7 days	 <i>Assurance Team Leader and members FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC</i>
None	2.6 Conduct system modification if any	None	7 days	<i>Computer Programmer, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC</i>
None	2.7 Conduct final software testing and debugging	None	7 days	<i>Computer Programmer, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC</i>
None	2.8 Conduct system clearance to determine its deployment	None	1 day	<i>Computer Programmer and Quality Assurance Team Leader FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC</i>
3. Attend the user acceptance training	3. Implement the web or mobile application and conduct user acceptance training	None	7 days	<i>Computer Programmers and System Administrator FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC</i>

4. Accept the software application or program	4. Turnover of the software application/program to the requesting office	None	1 day	 Computer Programmers and System Administrator FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
TOTAL:		None	5 months, 18 days, 1 hour, 20 minutes	

3. Submission of the Updated Content/Articles for Posting and Uploading to BFAR Website and Transparency Seal

Posting and uploading of documents and articles for website content in compliance to Interagency Task force Requirement on the Harmonization of National Government Performance Monitoring and Reporting System of AO 25, as well as the updating and maintenance of the Bureau's Transparency Seal.

Office or Division	Director's Office - Fisheries Regulatory Information Management Center			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	INTERNAL : BFAR Central Office and Regional Offices EXTERNAL : Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Clients/Requesting Party		
2. Documents, Articles, Images proposed to be uploaded		Clients/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receive the letter request and endorse to the concerned office	None	5 minutes	<i>Admin Assistant</i> <i>Director's Office</i> <i>3rd Floor,</i> <i>Fisheries Bldg.</i> <i>BPI Compound,</i> <i>Visayas Ave., QC</i>

None	1.1 Review and approve the documents/articles/images proposed for posting then assign to the concerned section for action	None	5 minutes	 FRIMC Head FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
None	1.2 Receive the approved documents/articles/ images	None	5 minutes	Web Development, Head FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
2. Fill out the BFAR Website Request Form	2. Provide and receive the filled out BFAR Website Request Form	None	5 minutes	Web Development Team, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
None	2.1 Upload the approved documents/articles/images to the BFAR Website	None	3 hours	Web Development Team, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
3. Acknowledge the notification	3. Notify the requesting party that the documents/articles/images are already posted in the BFAR website	None	5 minutes	Web Development Team, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
TOTAL:		None	3 hours, 25 minutes	


4. Render Technical Assistance on Drone Survey of any BFAR Fisheries Resources



This technology is employed to collect fisheries resources data of BFAR and Geographic Information System mapping.

Office or Division	Director's Office - Fisheries Regulatory Information Management Center
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail:	INTERNAL : BFAR Central Office and Regional Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mapping request form		Clients/Requesting Party		
2. Letter Request (ordinary area survey - division chief), (mapping request of conflict areas - BFAR director)		Clients/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit mapping request form and letter request	1. Receive the letter request and forward to the Geographic Information System (GIS)/Remote Sensing Section Head	None	10 minutes	<i>FRIMC Head, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC</i>
None	1.1 Determine and assign the Mapping Request Form and Letter Request to the Geographic Information System/Remote Sensing Section staff	None	5 minutes	<i>GIS Technical Officer, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC</i>
None	1.2 Prepare the necessary Travel Order to conduct site visit of the area to be obtained	None	2 days	<i>GIS Staff, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC</i>

2. Attend the meeting	2. Conduct meeting with the requesting party to discuss the objective of the data to be gathered and itinerary of the travel	None	1 hour	 GIS Technical Officer and Staff, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
None	2.1 Coordinate and conduct actual site visit of the area to be surveyed.	None	3 days	GIS Technical Officer and Staff, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
None	2.2 Conduct Map processing of the surveyed area and endorse to GIS Technical Officer for his initial review	None	5 days	GIS Staff, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
None	2.3 Receive, review and sign the processed map and endorse to FRIMC Head for his conforme	None	10 minutes	GIS Technical Officer, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
None	2.4 Sign the processed map and forward to the Geographic Information System staff for release	None	10 minutes	FRIMC Head, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
3. Receive the processed map	3. Release the processed map to the requesting party	None	10 minutes	GIS Staff, FRIMC Office 2nd Floor, Fisheries Bldg. BPI Compound, Visayas Ave., QC
TOTAL:		None	10 days, 1 hour, 45 minutes	

Legal Division


1. Fact-finding Investigation

This service is rendered to comply with the 2017 Rules on Administrative Cases in the Civil Service to determine whether a prima facie case exists to warrant the issuance of a formal charge/notice of charge.


Office or Division	BFAR- Legal Division
Classification	Highly Technical
Type of Transaction	G2G- Government to Government; G2C- Government to Citizen
Who may avail:	Internal and External Clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Complaint (1 original)		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File witten complaint against personnel of the Bureau with attached documents, if any, to the receiving personnel of the Legal Division	1. Receive the witten complaint and the attachments thereto, if any, and endorse to the concerned section	None	5 minutes	<i>Administrative Assistant; Receiving Personnel BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>
None	1.1 Forward to the assigned lawyer for evaluation	None	5 minutes	<i>Head of Litigation Section BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>

None	1.2. Draft Notice to Answer addressed to the respondent	None	1 hour	 Attorney BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City
None	1.3 Forward Notice to Answer to Division Chief for review and signature	None	5 minutes	Attorney BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City
None	1.4 Review and signature of the Notice to Answer	None	3 hours	Division Chief BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City
None	1.5 Forward Notice to Answer to the records section for mailing to the respondent, copy furnish the complainant	None	5 minutes	Administrative Assistant; BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City

None	1.6 Send/mail Notice to answer to respondent	None	10 minutes	 <i>BFA Records Section Ground Floor Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>
None	1.7 Wait for the answer of the respondent	None	5 days	 <i>Attorney BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>
None	1.8 Receive the answer, if any, and forward it to assigned Lawyer	None	5 minutes	 <i>Administrative Assistant; Receiving Personnel BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>
None	1.9 Draft Notice of Clarificatory Hearing, if necessary	None	1 hour	 <i>Attorney BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>

None	1.10 Forward Notice of Hearing to Division Chief for review and signature	None	5 minutes	 Attorney BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City
None	1.11 Review and sign the Notice of Clarificatory Hearing	None	3 Hours	Division Chief BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City
None	1.12 Forward Notice of Clarificatory Hearing to the records section for mailing to the complainant and respondent.	None	5 minutes	Administrative Assistant BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City
2. Receive Notice of Clarificatory Hearing	2. Send/mail Notice of Clarificatory Hearing to the complainant and respondent	None	10 minutes	BFAR-Records Section Ground Floor Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City
3. Attend clarificatory hearing	3. Conduct Preliminary Investigation	None		Investigation Team BFAR-Legal Division

None	3.1 Conduct clarificatory hearing, if necessary	None	*20 days	 2nd Floor Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City
None	3.2 Prepare Investigation Report and forward it to the Division Chief for review	None	4 days	<i>Attorney BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>
None	3.3 Review Investigation Report	None	1 day	<i>Division Chief BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>
None	3.4 Review Investigation Report and affix signature	None	1 day	<i>Investigation Team BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>

None	3.5 Forward Investigation Report to the Office of the Director	None	5 minutes	 <i>Administrative Assistant BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>
None	3.6 Receive the Investigation Report	None	5 Minutes	<i>Bureau Director BFAR-Director's Office 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>
4. Receive Investigation Report	4. Forward Investigation Report to Records Section for mailing to complainant and respondent	None	5 minutes	<i>Administrative Assistant BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>
TOTAL:		None	32 days, 1 hour, 10 minutes	

This service is rendered to comply with the 2017 Rules on Administrative Cases in the Civil Service

**In accordance with the 2017 Rules on Administrative Cases in the Civil Service*



2. Review of Contracts and Rendering of Legal Opinion

This service is part of the Legal and Advisory Services of the Legal Division and is being rendered to ensure that all contracts entered into by the Bureau, all policies formulated and all actions are in accordance with existing laws and regulations.

Office or Division	BFAR- Legal Division
Classification	Highly Technical
Type of Transaction	G2G- Government to Government; G2C- Government to Citizen
Who may avail:	Internal and External Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Endorsement letter of the document (1 original copy)	Client/Requesting Party
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2. Draft Contracts (ex. MOA/MOU), if applicable	Client/Requesting Party
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or endorsement letter with attached documents	1. Receive the request/endorsement letter and the attachments thereto, if any	None	5 minutes	<i>Administrative Assistant; Receiving Personnel BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>
None	1.1 Forward to Division Chief for routing	None	5 minutes	<i>Administrative Assistant; Receiving Personnel BFAR-Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City</i>

None	1.2 Forward to the Policy Section or personnel assigned	None	5 minutes	 Division Chief BFAR- Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City
None	1.3 Research and coordinate with technical divisions	None	7 days	Attorney/Law Reform Specialists - Legal BFAR- Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City
None	1.4 Prepare draft legal review of contract/legal opinion	None	2 days	Attorney/Law Reform Specialists - Legal BFAR- Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City
None	1.5 Forward draft legal review of contract/legal opinion to Division Chief	None	5 minutes	Attorney/Law Reform Specialists - Legal BFAR- Legal Division 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Quezon City

None	1.6 Approve and sign the legal review of contract/legal opinion	None	1 day	 <i>Division Chief</i> <i>BFAR-Legal</i> <i>Division</i> <i>2nd Floor,</i> <i>Fisheries</i> <i>Building</i> <i>Complex, BPI</i> <i>Compound,</i> <i>Visayas Ave.,</i> <i>Quezon City</i>
2. Receive legal review of contract/legal opinion	2. Forward the legal review of contract/legal opinion to Records Section/requesting Division (electronically, through email)	None	5 minutes	<i>Administrative</i> <i>Assistant;</i> <i>BFAR-Legal</i> <i>Division</i> <i>2nd Floor,</i> <i>Fisheries</i> <i>Building</i> <i>Complex, BPI</i> <i>Compound,</i> <i>Visayas Ave.,</i> <i>Quezon City</i>
None	8.1. Review the case records and draft the Decision for the approval of the Adjudication Committee	None	60 days*	<i>Hearing Officer</i> <i>Adjudication</i> <i>Committee</i> <i>Secretariat</i> <i>3rd Floor,</i> <i>Fisheries</i> <i>Building</i> <i>Complex, BPI</i> <i>Compound,</i> <i>Vasra, Quezon</i> <i>City</i>
None	8.2. Conduct of Adjudication Committee meeting for the approval of the draft and issue final Decision	None	1 day	<i>Adjudication</i> <i>Committee</i> <i>BFAR</i> <i>3rd Floor,</i> <i>Fisheries</i> <i>Building</i> <i>Complex, BPI</i> <i>Compound,</i> <i>Vasra, Quezon</i> <i>City</i>

9. Receive copy of the Decision	9. Send copy of the Decision to the parties	None	1 day	 Sheriff Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
10. File Motion for Reconsideration (MR), if adverse Decision	10. Receive the Motion for Reconsideration	None	5 minutes	Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
11. Receive the Order to comment	11. Issue Order to Comment and copy furnish other party	None	10 minutes	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
12. File Comment/ Opposition, if ordered	12. Receive the Comment/ Opposition	None	5 minutes	Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City

None	12.1. Review the MR and Comment / Opposition	None	30 days**	 Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
None	12.2. Draft Resolution for approval of the Adjudication Committee	None		
None	12.3. Conduct of the Adjudication Committee meeting for approval of the draft Resolution and issue final Resolution	None	1 day	Adjudication Committee BFAR Fisheries Building Complex, BPI Compound, Vasra, Quezon City
13. Receive copy of Resolution	13. Send copies of Resolution to parties	None	1 day	Sheriff Adjudication Committee 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
TOTAL:		PHP 300	4 months, 15 days, 3 hours, 25 minutes	

*This service is covered under Rule 21 of the RPAC

**This service is covered under Rule 23 of the RPAC

**Legal Division
ADJUDICATION COMMITTEE**


1. Resolution of Fisheries Administrative Cases

The Adjudication Committee renders judgement on cases involving the determination of violations of Fisheries Laws filed by Fisheries Resources Protection Group and/ or any law enforcement group deputized by law and impose administrative fines and penalties provided in the Philippine Fisheries Code, as amended.

Office or Division	BFAR - Adjudication Committee
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail:	BFAR and/or any law enforcement group deputized by law to enforce the Fisheries Laws

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verified Complaint (1 Original copy and 1 Photocopy for each respondent)		BFAR and/or any law enforcement group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Verified Complaint	1. Receive and endorse to the Hearing Officer (HO) the complaint	None	10 minutes	<i>Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City</i>
None	1.1. Review the Complaint	None	5 days	<i>Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City</i>

2. Receive a copy of the Summons or Order of dismissal	2. Issue Summons to the respondent to file a Verified Answer or Issue an Order of dismissal for insufficiency in form and/or substance of the complaint Copy furnish the complainants of the Summons or Order of dismissal	None	1 day	 Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
3. Receive a copy of Verified Answer from respondents	3. Receive the Verified Answer from the respondent	None	5 minutes	Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
None	3.1. Review the Verified Answer and Order the filing of supplemental pleading, if needed	None	3 days	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
None	3.2. Receive the Supplemental Pleading from respondent	None	5 minutes	Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City

None	3.3. Schedule clarificatory conference	None	5 minutes	 Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
4. Receive notice of conference	4. Notify parties of the scheduled clarificatory conference	None	10 minutes	Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
5. Attend clarificatory conference (on-site or virtual)	5. Conduct clarificatory conference	None	2 hours	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
None	5.1. Review the case records and draft the decision for approval of the Adjudication Committee	None	60 days*	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City

None	5.2. Conduct of the Adjudication Committee meeting for the approval of the draft decision and issue final Decision	None	1 day	 Adjudication Committee 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
6. Receive copy of the Decision	6. Send copy of the Decision to the parties	None	1 day	Sheriff Adjudication Committee 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
7. File Motion for Reconsideration (MR), if adverse Decision	7. Receive the MR	None	5 minutes	Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
8. Receive the Order to comment	8. Issue Order to Comment and copy furnish other party	None	10 minutes	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City

9. File Comment/ Opposition, if ordered	9. Receive the Comment/ Opposition	None	5 minutes	 Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
None	9.1. Review the MR and Comment/ Opposition	None	30 Days**	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
None	9.2. Draft Resolution for approval of the Adjudication Committee	None		
None	9.3. Conduct of the Adjudication Committee meeting for approval of the draft Resolution and issue final Resolution	None	1 Day	Adjudication Committee 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
10. Receive copy of the Resolution	10. Send copy of the Resolution to the parties	None	1 Day	Sheriff Adjudication Committee 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
TOTAL:		None	4 months, 15 days, 2 hours, 55 minutes	


*This service is covered under Rule 10 of the RPAC


**This service is covered under Rule 23 of the RPAC




2. Resolution of Fisheries Adjudicative Cases


The Adjudication Committee renders judgment on cases filed involving the determination of rights and privileges and/ or the grant of reliefs under fisheries laws.				
Office or Division	BFAR- Adjudication Committee			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen G2B - Government to Business entity			
Who may avail:	Any citizen whose rights and privileges under the fisheries laws were violated.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Verified Complaint / Petition / Protest (1 Original copy and 1 Photocopy for each respondent)			Complainant / Petitioner / Protestee	
2. Filing Fee of PHP 300				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay Filing Fee and Secure Official Receipt (O.R.)	1. Receive payment and issue Official Receipt	Filing Fee - PHP 300	5 minutes	<i>BFAR-Cashier Fourth Floor Fisheries Building Complex, BPI Compound, Vasra, Quezon City</i>
2. File Verified Complaint / Petition / Protest and Submit Official Receipt	2. Receive and endorse Complaint / Petition / Protest to the BFAR Head Office	None	10 minutes	<i>Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City</i>

None	2.1. Review the Complaint / Petition / Protest	None	5 days	 Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
3. Receive copy of Summons or Order of dismissal	3. Issue Summons to the respondent to file a Verified Answer or issue an Order of dismissal for lack of jurisdiction or insufficiency of evidence Copy furnish the complainants of a copy of the Summons or Order of dismissal	None	1 day	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
4. Receive copy of the Verified Answer from the respondent	4. Receive the Verified Answer from the respondent	None	5 minutes	Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
None	4.1. Review the Verified Answer and Order the filing of supplemental pleading, if needed	None	3 days	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City

None	4.2. Receive and review the Supplemental Pleading from respondent	None	15 minutes	 Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
None	4.3. Schedule preliminary conference	None	5 minutes	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
5. Receive Notice of preliminary conference	5. Notify parties to attend preliminary conference	None	10 minutes	Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
6. Attend preliminary conference (on-site or virtual)	6. Conduct preliminary conference	None	2 hours	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City

7. Receive the Order	7. Issue preliminary conference Order with order to file Position Papers	None	10 minutes	 Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
8. File Verified Position Papers	8. Receive the Verified Position Papers	None	5 minutes	Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
None	8.1. Review the case records and draft the Decision for the approval of the Adjudication Committee	None	60 days*	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
None	8.2. Conduct of Adjudication Committee meeting for the approval of the draft and issue final Decision	None	1 day	Adjudication Committee BFAR 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City

9. Receive copy of the Decision	9. Send copy of the Decision to the parties	None	1 day	 Sheriff Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
10. File Motion for Reconsideration (MR), if adverse Decision	10. Receive the Motion for Reconsideration	None	5 minutes	Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
11. Receive the Order to comment	11. Issue Order to Comment and copy furnish other party	None	10 minutes	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
12. File Comment/ Opposition, if ordered	12. Receive the Comment/ Opposition	None	5 minutes	Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City

None	12.1. Review the MR and Comment / Opposition	None	30 days**	 Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
None	12.2. Draft Resolution for approval of the Adjudication Committee	None		
None	12.3. Conduct of the Adjudication Committee meeting for approval of the draft Resolution and issue final Resolution	None	1 day	Adjudication Committee BFAR Fisheries Building Complex, BPI Compound, Vasra, Quezon City
13. Receive copy of Resolution	13. Send copies of Resolution to parties	None	1 day	Sheriff Adjudication Committee 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
TOTAL:		PHP 300	4 months, 15 days, 3 hours, 25 minutes	

*This service is covered under Rule 21 of the RPAC


**This service is covered under Rule 23 of the RPAC



3. Approval of Settlement Offers

Persons accused of violating the fisheries laws may avail of settlement penalty prescribed by law.				
Office or Division	BFAR- Adjudication Committee			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen G2B - Government to Business Entity			
Who may avail:	Alleged Violators			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Verified Complaint (1 Original copy and 1 Photocopy for each respondent)			FRMD-CEPS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written manifestation to settle	1. Receive the manifestation to settle	None	5 minutes	<i>Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City</i>
None	1.1. Review the manifestation to settle	None	3 days	<i>Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City</i>

None	1.2. Schedule clarificatory / settlement conference	None	5 minutes	 Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
2. Receive Notice of clarificatory / settlement conference	2. Notify parties to attend clarificatory / settlement conference	None	5 minutes	Administrative Assistant Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
3. Attend clarificatory / settlement conference (on-site or virtual)	3. Conduct clarificatory / settlement conference	None	2 hours	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
	3.1. Review the complaint and the manifestation to settle	None	10 days	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City

4. Receive notification on the approval or denial of the offer to settle	4. Notify client on the approval or denial of the offer to settle	None	10 minutes	 Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
5. Pay settlement penalty as ordered and secure Official Receipt	5. Issue Order of Payment form	Amount of settlement penalty	15 minutes	BFAR-Cashier Fourth Floor Fisheries Building Complex, BPI Compound, Vasra, Quezon City
6. Submit the Official Receipt	6. Issue Order of Settlement to the respondents	None	1 day	Hearing Officer Adjudication Committee Secretariat 3rd Floor, Fisheries Building Complex, BPI Compound, Vasra, Quezon City
TOTAL:		None	14 days, 2 hours, 40 minutes	

*The manifestation to settle should be acted upon within 15 days from receipt under Rule 12 of the Rules of Procedure on Adjudication of Fisheries Law Cases (RPAC).




**Information and Fisherfolk Coordination Unit (IFCU)
(Information and Public Relations Group)**

1. Provision of Information, Education and Communication (IEC) Materials

The Information and Fisherfolk Coordination Unit (Information and Public Relations Office) produces various information, education and communication (IEC) materials such as brochures, magazines, flyers and posters which are available for distribution. These IEC materials feature the various programs and projects of the BFAR, as well as other fisheries-related information.

Office or Division	Information and Fisherfolk Coordination Unit (Information and Public Relations Office)
Classification	Simple
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IEC Materials Distribution Form (DOIFCU-F-07)		Information and Fisherfolk Coordination Unit Office 4th Flr., BFAR Fisheries Building Complex, BPI Compound, Visayas Ave, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Information, Education and Communication (IEC) materials.	1. Discuss with the client the needed IEC materials.	None	5 minutes	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>

None	1. 1 Check the availability of the requested IEC materials. Prepare, if available. (*Refer to appropriate division if the requested IEC materials are currently not available.)	None	15 minutes	 IFCU/IPRO Staff IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City *Appropriate Division
2. Receive the Information, Education and Communication (IEC) materials.	2. Provide the IEC materials and request to accomplish the IEC Materials Distribution Form	None	5 minutes	IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City
3. Submit the accomplished IEC Materials Distribution Form	3. Receive the accomplished IEC Materials Distribution Form	None	5 minutes	IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City
TOTAL:		None	30 Minutes	

2. Responding to Inquiries (Walk-in)

IFCU, as the Bureau's information hub, ensures that clients who walk in for information are well attended to. IFCU either directly responds to inquiries or immediately refers the client to the appropriate division or focal person.

Office or Division	Information and Fisherfolk Coordination Unit (Information and Public Relations Office)
Classification	Simple
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign on the Visitor's Log.	1. Let the client log in to the Visitor's Log book.	None	5 minutes	IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City
2. Discuss the inquiry.	2. Respond to the client's inquiry. <i>(*Refer to the appropriate division(s), if necessary.)</i>	None	25 minutes	IFCU/IPRO Staff IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City *Appropriate Division
TOTAL:		None	30 minutes	

3. Responding to Inquiries through Internet

IFCU, as the Bureau's information hub, ensures that clients who inquire for information online are well attended to. IFCU either directly responds to the online inquiries or immediately refers the client to the appropriate division or focal person.


Office or Division	Information and Fisherfolk Coordination Unit (Information and Public Relations Office)
Classification	Simple
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the inquiry through email or social media inbox.	1. Acknowledge the inquiry.	None	5 minutes	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
2. Acknowledge the response.	2. Assess the nature of the inquiry. 2.1 Respond to the inquiry via email or social media inbox. <i>(*Refer to the appropriate division(s), if applicable.)</i>	None	15 minutes	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
TOTAL:		None	20 minutes	

4. Facilitating Interview Request through Internet

The IFCU ensures and maintains good relations with the public and the press. Among the office's services is the facilitation of requests for interviews with the Head of the Agency or appropriate resource persons on specific topics relevant to the agency's mandates.	
Office or Division	Information and Fisherfolk Coordination Unit - Information and Public Relations Office
Classification	Complex
Type of Transaction	G2B – Government to Business Entity; G2C – Government to Citizen
Who may avail:	Media (TV, Radio, Print and Social media correspondents and reporters); Academe (Students, Researchers)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-mail Request		Client/Requesting Party/ies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the email request.	1. Receive and record the email request.	None	5 minutes	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.1 Forward the email request to the Director's Office.	None	10 minutes	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.2 Approve the request. (Authorize and notify appropriate resource person if the Director is not available.)	None	3 hours	<i>Director's Office 3rd Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
2. Acknowledge the notification.	2. Notify the client if the request is approved or disapproved.	None	5 minutes	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
3. Confirm the details or coverage of the interview.	3. Coordinate with the client about the details or coverage of the interview.	None	2 hours	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>


None	<p>3.1 Gather relevant and accurate information.</p> <p>3.2 Coordinate with the appropriate division(s) for technical inputs.</p> <p>3.3 Prepare talkpoints and reference materials.</p>	None	5 days	 <p>IFCU/IPRO Staff IFCU Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</p> <p>Technical Division(s)</p>
4. Conduct the interview	4. Attend the interview	None	1 hour	<p>BFAR Director Office of the Director 3rd Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</p> <p>Authorized BFAR personnel</p>
TOTAL:		None	5 Days, 6 Hours, 20 Minutes	

5. Facilitating Interview Request (Walk-in)

The IFCU ensures and maintains good relations with the public and the press. Among the office's services is the facilitation of requests for interviews with the Head of the Agency or appropriate resource persons on specific topics relevant to the agency's mandates.

Office or Division	Information and Fisherfolk Coordination Unit - Information and Public Relations Office
Classification	Simple
Type of Transaction	G2B – Government to Business Entity; G2C – Government to Citizen
Who may avail:	Media (TV, Radio, Print and Social media correspondents and reporters); Academe (Students, Researchers)


CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (to be coded)		IFCU (4th Flr., BFAR Fisheries Building Complex, BPI Compound, Visayas Ave, Quezon City)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Request Form	1. Receive and record the request.	None	5 minutes	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.1 Forward the request to the Director's Office.	None	10 minutes	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.2 Approve or disapprove the request. (Authorize and notify appropriate resource person if the Director is not available)	None	20 minutes	<i>Office of the Director 3rd Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
2. Acknowledge the notification.	2. Notify the client if the request is approved or disapproved.	None	5 minutes	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
3. Confirm the details or coverage of the interview	3. Coordinate with the client about the details or coverage of the interview.	None	30 minutes	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>

None	<p>3.1 Gather relevant and accurate information.</p> <p>3.2 Coordinate with the appropriate division(s) for technical inputs.</p> <p>3.3 Prepare talkpoints and reference materials.</p>	None	1 hour	 <p>IFCU/IPRO Staff IFCU Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</p> <p>Technical Division(s)</p>
4. Conduct the interview	4. Attend the interview.	None	1 hour	<p>BFAR Director, Office of the Director 3rd Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</p> <p>Authorized BFAR personnel</p>
TOTAL:		None	3 hours, 10 minutes	

6. Provision of Message/Speech/Presentation of BFAR Key Official(s)

<p>IFCU sees to it that BFAR key officials, especially the Bureau Director, are provided with well-researched messages, speeches, and presentations. Through these, BFAR's mandate and programs are communicated to the gathered audience.</p>	
Office or Division	Information and Fisherfolk Coordination Unit (Information and Public Relations Office)
Classification	Complex
Type of Transaction	G2G – Government to Government
Who may avail:	BFAR Key Officials; BFAR Divisions/Units/Sections

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request or Request in Memo format		Client/Requesting Party/ies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter of request or memo	1. Receive and record the letter of request.	None	5 minutes	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.1 Forward the request letter to the Director's Office.	None	10 minutes	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.2 Approve or disapprove the letter of request or request in memo format.	None	3 hours	<i>Director's Office 3rd Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
2. Confirm the details.	2. Coordinate the specific details with the requesting party.	None	4 hours	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	2.1 Gather relevant and accurate information. 2.2 Coordinate with the appropriate division(s) for technical inputs.	None	2 days	<i>IFCU/IPRO Staff, IFCU Office, 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>

None	2.3 Prepare the draft message/speech/presentation.	None	1 day	 <i>IFCU/IPRO Staff,</i> <i>IFCU Office,</i> <i>4th Flr., Fisheries</i> <i>Main Bldg., BPI</i> <i>Compound,</i> <i>Visayas Ave.,</i> <i>Quezon City</i>
None	2.4 Coordinate with Technical Office to assess the content and finalize the message/speech/presentation.	None	4 hours	<i>IFCU/IPRO Staff</i> <i>IFCU Office,</i> <i>4th Flr., Fisheries</i> <i>Main Bldg., BPI</i> <i>Compound,</i> <i>Visayas Ave.,</i> <i>Quezon City</i> <i>Technical</i> <i>Division(s)</i>
None	2.5 Approve the message/speech/presentation.	None	2 hours	<i>Director's Office</i> <i>3rd Flr., Fisheries</i> <i>Main Bldg., BPI</i> <i>Compound,</i> <i>Visayas Ave.,</i> <i>Quezon City</i>
3. Receive the requested message/speech/presentation	3. Send the approved message/speech/presentation to the requesting party.	None	5 minutes	<i>IFCU/IPRO Staff,</i> <i>IFCU Office,</i> <i>4th Flr., Fisheries</i> <i>Main Bldg., BPI</i> <i>Compound,</i> <i>Visayas Ave.,</i> <i>Quezon City</i>
TOTAL:		None	4 days, 5 hours, 20 minutes	

BFAR-Information and Fisherfolk Coordination Unit (IFCU) Library


1. Borrowing of Books and other Reference Materials

The **BFAR Library** provides the users the right information at the right time. The charging and discharging transaction involve routines which must be systematically followed. Discharging removes the charged status for reference materials that are charged to client's record when they return the books and other reference materials.

Office or Division	BFAR-Information and Fisherfolk Coordination Unit (IFCU) / Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity; G2G- Government to Government
Who may avail:	BFAR Employees, Fishery Extension Workers, Different organization, Local Government Units(LGUs), Student and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID (not expired)	Client / Requesting Party/ies
2. Clientele Register Form (IFCULIB-F-09)	BFAR- Library Section , Ground Floor, Fisheries Building Complex, BPI Compound, Barangay Vasra, Visayas Avenue, Quezon City


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Clientele Register form (IFCULIB-F-09)	1. Ask the client to log in the Clientele Register Form upon entering the library premises	None	1 minute	<i>Librarian/Library Assistant/Aide</i> BFAR-IFCU- Library Section <i>Ground Floor, Fisheries Building Complex, BPI Compound, Brgy. Vasra Avenue, Quezon City</i>
2. Request for reference materials	2. Assist the client in using the card catalogue for the desired books / materials needed	None	3 minutes	
	2.1. Locate and prepare the requested reference materials needed by the client	None	3 minutes	

3. Submit valid ID upon signing the borrowers card.	3. Secure valid ID upon borrowing the reference materials. Ask the client to accomplish the needed information on the borrowers card: a. Book Card for book (IFCULIB-F-03) or b. Book Card for Serial Collection such as magazine, journals, periodicals, etc. (IFCULIB-F-04)	None	2 minutes	 <i>Librarian/Library Assistant/Aide</i> <i>BFAR-IFCU-</i> <i>Library Section</i> <i>Ground Floor,</i> <i>Fisheries Building Complex, BPI Compound, Brgy. Vasra Avenue, Quezon City</i>
4. Return the borrowed reference materials after use and claim the valid ID submitted	4. Secure the returned reference materials from the client and returned the valid ID submitted	None	1 minute	<i>Librarian/Library Assistant/Aide</i> <i>BFAR-IFCU-</i> <i>Library Section</i> <i>Ground Floor,</i> <i>Fisheries Building Complex, BPI Compound, Brgy. Vasra Avenue, Quezon City</i>
TOTAL:		None	10 Minutes	

2. Inter-Library Loan Services

<p>Inter-Library is the cooperative arrangement among libraries that allows books and other reference materials from one library to another. Documents delivery in the provision of published and unpublished documents. Generally electronically and sometimes for free. The BFAR Library extend assistance to the requesting clients from different private and government agencies to access our library collection in conducting their research work.</p>	
Office or Division	BFAR-Information and Fisherfolk Coordination Unit (IFCU) / Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity; G2G- Government to Government
Who may avail:	BFAR Employees, Fishery Extension Workers, Different organization, Local Government Units(LGUs), Student and General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter Request / Endorsement Letter		Client / Requesting Parties		
2. Valid ID (not expired)				
3. School ID (for student)				
4. Client Register Form (IFCULIB-F-09)		BFAR- Library Section, Ground Floor, Fisheries Building Complex, BPI Compound, Barangay Vasra, Visayas Avenue, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Clientele Register Form (IFCULIB-F-09)	1. Ask the client to log in the Clientele Register Form upon entering the library premises	None	1 minute	<i>Librarian/Library Assistant/Aide BFAR-IFCU- Library Section Ground Floor, Fisheries Building Complex, BPI Compound, Brgy. Vasra Avenue, Quezon City</i>
2. Present Referral Letter Request / Endorsement Letter	2. Receive and record the Referral Letter Request / Endorsement Letter for record purposes	None	1 minute	
3. Access of library reference materials	3.1 Allow access on the books and other reference materials	None	3 minutes	
	3.2 Locate, prepare and lend books and other reference material relevant to the client's need in their research work			
4. Submit valid ID for borrowed reference materials and accomplished the needed information in the borrowers card provided	4. Ask the client to accomplish needed information in the borrowers card, a. Book Card for Books (IFCULIB-F-03) or b. Book Card for Serial Collection such as magazines, journals, newspapers, periodicals etc. (IFCULIB-F-04). Secure valid ID upon borrowing of books and other reference materials	None	1 minute	<i>Librarian/Library Assistant/Aide BFAR-IFCU- Library Section Ground Floor, Fisheries Building Complex, BPI Compound.</i>

5. Return library reference materials after use and claim submitted valid ID	5. Secure th returned Library references materials from the client	None	4 minutes	 Brgy. Vasra Avenue, Quezon City
	5.1 Return the valid ID submitted upon returning the books or other reference materials borrowed	None		
TOTAL:		None	10 Minutes	


3. Inquiry Assistance through Telephone Calls, E-mails & Registered Mail

The **BFAR Library** answered inquiries through telephone, e-mails and registered mails regarding reference materials on fisheries, aquaculture and related topics

Office or Division	BFAR-Information and Fisherfolk Coordination Unit (IFCU) / Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity; G2G- Government to Government
Who may avail:	BFAR Employees, Fishery Extention Workers, Different organization, Local Government Units(LGUs), Student and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Telephone calls / inquiry	Client / Requesting Parti/ies
2. E-mail	Client / Requesting Parti/ies
4. Client Register Form (IFCULIB-F-09)	Client / Requesting Parti/ies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of the reference materials thru e-mail / telephone calls / registered mails	1. Confirm on the availability of the reference materials. 1.2 Advise the client to visit the library to avail the reference matrials needed	None	5 minutes	<i>Librarian/Library Assistant/Aide BFAR-IFCU- Library Section Ground Floor, Fisheries Building Complex, BPI Compound, Brgy. Vasra Avenue, Quezon City</i>
2. Ask technical question on fisheries, Aquaculture and related subject	2. Refer the clients to the technical personnel who are expert and more knowledgeable on Fisheries, Aquaculture and related subject	None	10 minutes	

3. Request to be included in the listing of BFAR recipient of future publication	3. Notify the clients thru telephone call, e-mail, registered mail on the arrangement in the delivery of requested reading materials	None	10 minutes	 <i>Librarian/Library Assistant/Aide BFAR-IFCU- Library Section Ground Floor, Fisheries Building Complex, BPI Compound, Brgy. Vasra Avenue, Quezon City</i>
	3.1 Include client request as recipients of our publication for future reference	None	5 minutes	
4. Accomplish the needed information on the Acknowledgement Receipt / Returned Card (IFCULIB-F-07) as part of our publication	4. Remind / Advise the client to accomplished the needed information in the acknowledgement receipt / Return Card (IFCULIB-F-07) and return to the library upon receiving the copy of BFAR Publication for library record purposes	None	5 minutes	<i>Librarian/Library Assistant/Aide BFAR-IFCU- Library Section Ground Floor, Fisheries Building Complex, BPI Compound, Brgy. Vasra Avenue, Quezon City</i>
TOTAL:		None	35 minutes	

4. Provide Request of BFAR Technology Publication for Information Dissemination for Walk-in Client

The BFAR Library provides Technology Publication for Information Dissemination.	
Office or Division	BFAR-Information and Fisherfolk Coordination Unit (IFCU) / Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity; G2G- Government to Government
Who may avail:	BFAR Employees, Fishery Extension Workers, Different organization, Local Government Units(LGUs), Student and General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clientele Registry Form (IFCULIB-F-09)		BFAR- Library Section, Ground Floor, Fisheries Building Complex, BPI Compound, Barangay Vasra, Visayas Avenue, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Clientele Register Form (IFCULIB-F-09)	1. Ask the client to log in the Clientele Register Form upon entering the library premises	None	1 minute	<i>Librarian/Library Assistant/Aide BFAR-IFCU- Library Section Ground Floor, Fisheries Building Complex, BPI Compound, Brgy. Vasra Avenue, Quezon City</i>
2. Ask to avail for a free copy of BFAR Technology publication such as pamphlets, brochures, posters, and etc.	2. Provide available BFAR Technology publication for free distribution	None	7 minutes	
3. Sign in the receiving log book	3. Ask the client to sign in to the receiving log book for record purposes	None	2 minutes	
TOTAL:		None	10 Minutes	

5. Request for Photocopying / Reproduction of Reference Materials

The library client are allowed to photocopy the reference materials except Thesis and Dissertation. As stated in th **BFAR Library** policy, only 10 pages below of the needed information from the reference materials are allowed for photocopying for free inside the library with the assistance of the library staff. If photocopying of more that 10 pages the client is allowed to braing ouet the books and other reference materials and return within the day. Photo capturing from the reference materials is also allowed with the permission of the library staff.


Office or Division	BFAR-Information and Fisherfolk Coordination Unit (IFCU) / Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity; G2G- Government to Government
Who may avail:	BFAR Employees, Fishery Extention Workers, Different organization, Local Government Units(LGUs), Student and General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Valid ID's (not expired)		Client / Requesting Parties		
2. Client Register Form (IFCULIB-F-09)		BFAR- Library Section, Ground Floor, Fisheries Building Complex, BPI Compound, Barangay Vasra, Visayas Avenue, Quezon City		
3.Request Form for Borrowers Charge Slip (IFCULIB-F-08)		BFAR- Library Section, Ground Floor, Fisheries Building Complex, BPI Compound, Barangay Vasra, Visayas Avenue, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Clientele Register Form (IFCULIB-F-09)	1. Ask the client to log in the Clientele Register Form upon entering the library premises	None	1 minute	Librarian/Library Assistant/Aide BFAR-IFCU- Library Section Ground Floor, Fisheries Building Complex, BPI Compound, Brgy. Vasra Avenue, Quezon City
2. Submit valid ID a. Accomplished the borrower's Card. b. Book Card for Books (IFCULIB-F-03) or c. Book Card for Serial Collection such as magazines, journals, newspaper, periodicals, etc. (IFCULIB-F-04) d. Request Form for Slip (IFCULIB-F-08)	2. Secure valid ID and instruct the client to fill-out all the information of the borrower in the Slip	None	8 minutes	
None	2.1 Lend the books and other reference materials for reproduction and inform the client that for every 10 pages is free to reproduce inside the library. If more than 10 pages they are allowed to bring out the books and returned within the day	None	3 minutes	Librarian/Library Assistant/Aide BFAR-IFCU- Library Section Ground Floor, Fisheries Building Complex, BPI Compound, Brgy. Vasra Avenue, Quezon City
3. Return the reference materials after photocopying and secure ID submitted	3. Receive the returned reference materials from the client and check the pages of the photocopied books and other reference materials and return the valid ID submitted	None	1 minute	
TOTAL:		None	13 minutes	



6. Request for Signing of Clearance for Leave, Retirement, Transfer of Office / Work

The BFAR Library issues Clearance for all BFAR Regular Employees only to clear their accountabilities borrowed in the library for the purpose of applying their leave of absences, transfer of office / work, retirement.				
Office or Division	BFAR-Information and Fisherfolk Coordination Unit (IFCU) / Library			
Classification	Simple			
Type of Transaction	G2G Government to Government			
Who may avail:	All BFAR Regular Employees only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Client Register Form (IFCULIB-F-09)			BFAR- Admin -HRMS, 3rd Floor, Fisheries Building Complex, BPI Compound, Barangay Vasra, Visayas Avenue, Quezon City	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished Clearance Form (CS Form No.7) to the Librarian-In-Charge	1. Accept the accomplished Clearance Form (CS Form No.7). Check the borrowers profile for the books borrowed before signing of Clearance Form (CS Form No.7)	None	2 minutes	<i>Librarian/Library Assistant/Aide BFAR-IFCU- Library Section Ground Floor, Fisheries Building Complex, BPI Compound, Brgy. Vasra Avenue, Quezon</i>
None	1.1. Sign the clearance form if the employee has no accountabilities. Otherwise, signing of clearance is pending until the borrower return the books	None	2 minutes (for no accountabilities)	<i>Librarian/Library Assistant/Aide BFAR-IFCU- Library Section Ground Floor, Fisheries Building Complex, BPI Compound, Brgy. Vasra Avenue, Quezon City</i>
2. Receive the signed Clearance Form (CS Form No.7) if no accountabilities. Otherwise, settle accountabilities based on the agreement made with the Librarian-In-Charge	2. Return the signed Clearance Form (CS Form No.7)	None	8 minutes (for employees with accountabilities)	<i>Librarian/Library Assistant/Aide BFAR-IFCU- Library Section Ground Floor, Fisheries Building Complex, BPI Compound, Brgy. Vasra Avenue, Quezon City</i>

TOTAL:	None	4 minutes (for no accountabilities)	
		10 minutes (for employees with accountabilities)	

Note: (Please see Memorandum Circular No. 059 series of 2015 on the Guidelines for Clearance Library Book Accountability for Officials and Employees.)

**Information and Fisherfolk Coordination Unit (IFCU)
NATIONAL FISHERIES AND AQUATIC RESOURCES MANAGEMENT COUNCIL**

1. Deliberation of the Proposed Fisheries Administrative Orders (FAOs) and Other Fisheries Policies

To recommend the Fisheries Administrative Orders (FAOs) and other fisheries policies to ensure the proper implementation of the provisions of the Republic Act No. 8550 as amended by RA 10654 through the National Fisheries and Aquatic Resources Management Council (NFARMC)


Office or Division	IFCU-Fisherfolk-FARMC Coordination Office (FFCO)
Classification	Highly Technical
Type of Transaction	G2G- Government to Government; G2C- Government to Citizen; G2B- Government to Business Entity
Who may avail:	<p>INTERNAL: BFAR Central Office (Technical Divisions/Units/Sections), BFAR National Centers, and BFAR Regional Offices</p> <p>EXTERNAL: Department of the Interior and Local Government (DILG) and NFARMC Members/Stakeholders (Municipal Fisherfolks, Commercial Fisheries, Fish Processing Sector, Aquaculture Sector and Academe)</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request/endorsement letter	BFAR Technical Divisions
2. Draft/Proposed Fisheries Administrative Orders (FAOs) and other fisheries policies	BFAR Technical Divisions


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or endorsement letter with attached documents	1. Receive the letter request or endorsement letter and the attachments thereto, if any	None	5 minutes	<i>Administrative Assistant; Receiving Personnel, FFCO Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</i>
None	1.1 Forward to the Chief, IFCU for information and appropriate action	None	5 minutes	<i>FFCO-NFARMC SECRETARIAT Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</i>
None	1.2. Coordinate and confirm the schedule of NFARMC meeting with the Office of Undersecretary of Fisheries/Chairperson, NFARMC *(meeting will be conducted 13 days after confirmation of the Office of USec for Fisheries)	None	4 hours	<i>FFCO-NFARMC SECRETARIAT Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</i>
None	1.3 Prepare the memorandum, invitations, programs of the scheduled meetings and other preparatory documents (e.g. Activity Proposal, FOO and etc.)	None		<i>FFCO-NFARMC SECRETARIAT Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</i>


None	1.4 Forward the memorandum, invitations, programs and other preparatory documents (e.g. Activity Proposal, FOO and etc.) to Chief, IFCU for review and initial	None
None	1.5 Review the memorandum, invitations, programs and other preparatory documents (e.g. Activity Proposal, FOO and etc.)	None
None	1.6 Forward the documents to the concerned offices	None
None	1.6.1 Memorandum, invitations and program to Undersecretary of Fisheries/Chairman, NFARMC for review and signature/approval	
None	1.6.2 Activity Proposal, FOO and etc. to Office of the Director for review and signature/approval	
None	1.7 Review and approve the memorandum, invitations and program	None


13 days

 <p>FFCO-NFARMC SECRETARIAT Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</p>
<p>FFCO-NFARMC SECRETARIAT Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</p>
<p>FFCO-NFARMC SECRETARIAT Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</p>
<p><i>Undersecretary for Fisheries/Chairman, NFARMC Located at 4th Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</i></p>

None	1.8 Review and approve the Activity Proposal, FOO and etc.	None	 <p>Director, BFAAR Located at 3rd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</p>
None	1.9 Disseminate the approved memorandum, invitations and program to NFARMC Members and proponents (BFAR technical divisions)	None	<p>FFCO-NFARMC SECRETARIAT Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</p>
2. Confirm attendance of the proponent/s	2. Coordinate the confirmation of attendance of the proponent(s) including other participants/attendees	None	<p>FFCO-NFARMC SECRETARIAT Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</p>
3. Attend NFARMC Meeting	3. Conduct of NFARMC Meeting; Presentation and deliberation of the agenda (Proposed FAOs and other fisheries policies)	None	<p>Undersecretary for Fisheries/Chairman, NFARMC Members, Head NFARMC-PMC, FFCO-NFARMC SECRETARIAT and Proponent/s</p>

None	3.1 Prepare the draft NFARMC Resolution(s)	None	8 hours	 Attorney, Legal Division Located at 2nd Floor, Main, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City
None	3.2 Present the draft NFARMC Resolution(s) to the Council for comments	None		Attorney, Legal Division Located at 2nd Floor, Main, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City
None	3.3 Approval of the draft NFARMC Resolution(s)	None		NFARMC Members
4. Submit the final copy of FAO	4. Draft the endorsement letter of the FAO(s) with the attached final copy of FAO and signed NFARMC Resolution(s)	None	10 minutes	FFCO-NFARMC SECRETARIAT Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City
None	4.1 Forward the endorsement letter with the attached final copy of FAO and signed NFARMC Resolution(s) to Chief, IFCU for review	None	5 minutes	FFCO-NFARMC SECRETARIAT Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City

None	4.2 Review the endorsement letter with the attached final copy of FAO and signed NFARMC resolution(s)	None	10 minutes	 Chief, IFCTI Located at 4th Floor, Main, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City
None	4.3 Forward the endorsement letter with the attached final copy of FAO and signed NFARMC Resolution(s) to Office of the Director for review and initial.	None	5 minutes	FFCO-NFARMC SECRETARIAT Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City
None	4.4 Review and initial the endorsement letter with the attached final copy of FAO and signed NFARMC Resolution(s)	None	3 days	Director, BFAR Located at 3rd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City
None	4.5 Forward the endorsement letter with the attached final copy of FAO and signed NFARMC Resolution(s) to Undersecretary of Fisheries/Chairman, for review and approval	None	5 minutes	FFCO-NFARMC SECRETARIAT Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City

None	4.6 Review and approve the endorsement letter with the attached final copy of FAO and signed NFARMC Resolution(s)	None	3 days	 <i>Undersecretary for Fisheries/Chairman, Located at 4th Floor, Main, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</i>
None	4.7 Forward the endorsement letter with the attached final copy of FAO and signed NFARMC Resolution(s) to the concerned office to facilitate the releasing of the endorsement letter and to monitor the Approval and Signing of DA Secretary	None	5 minutes	<i>FFCO-NFARMC SECRETARIAT Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</i>
5. Receive the approved Endorsement Letter	5. Receive the endorsement letter with the attached final copy of FAO and signed NFARMC Resolution(s) to the concerned office to facilitate the releasing of the endorsement letter and to monitor the Approval and Signing of DA Secretary	None	5 minutes	<i>BFAR Divisions/Offices (Proponent)</i>
TOTAL:		None	20 days, 4 hours, 55 minutes	



2. Responding to Request / Inquiries

To ensure that that the walk-in clients are well attended. FFCO either directly responds to the online inquiries or immediately refers the client to the appropriate division or focal person.				
Office or Division	IFCU-Fisherfolk FARMC Coordination Office (FFCO)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may avail:	INTERNAL: BFAR Central Office (Technical Divisions/Units/Sections), BFAR National Centers, and BFAR Regional Offices EXTERNAL: Department of the Interior and Local Government (DILG) and NFARMC Members/Stakeholders (Municipal Fisherfolks, Commercial Fisheries, Fish Processing Sector, Aquaculture Sector and Academe)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign on the Visitor's Log / Email.	1. Let the client log in to the Visitor's Log book / received clients request.	None	5 minutes	<i>FFCO Staff Located at 2nd Floor, Annex, Fisheries Building Complex, BPI Compound, Visayas Ave., Diliman Quezon City</i>
2. Discuss the inquiry.	2. Respond to the client's inquiry. <i>(*Refer to the appropriate division(s), if necessary.)</i>	None	25 minutes	<i>FFCO Staff *Appropriate division(s)</i>
TOTAL:		None	30 Minutes	

Administrative Services
A. Human Resource Management Section (HRMS)

1. Processing of Scholarship Grants through BFAR Employees Scholarship Program


This program provides scholarship grants to BFAR Permanent Employees for Bachelor, Masteral, and Doctorate degree pursuant to CSC MC No. 20, s. 2011, which aims to equip government employees with competencies in advancing their personal and career growth as well as engaging themselves in pursuing national development goals.


Office or Division	BFAR- Administrative Division- Human Resource Management Section (HRMS)
Classification	Highly Technical
Type of Transaction	G2G- Government to Government
Who may avail:	BFAR Central and Regional Offices (Permanent Employee)


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter	Applicant
2. Recommendation Letter from the Immediate Supervisor / Division Chiefs / Regional Director	Applicant
3. Updated Personal Data Sheet (PDS)	Applicant
4. Transcript of Records (Photocopy)	Applicant
5. Diploma (Photocopy)	Applicant
6. Performance for the last 2 years (IPCR)	ADMIN - HRMS (Central / Regional Office)
7. Service record (minimum of two years in the service)	ADMIN - HRMS (Central / Regional Office)
8. Certificate of no administrative case	ADMIN - HRMS (Central / Regional Office)
9. Certificate of no nomination or pending application for other scholarship program or course	ADMIN - HRMS (Central / Regional Office)
10. Copy of the Individual Development Plan submitted to the Human Resource	ADMIN - HRMS (Central / Regional Office)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Scholarship Application with Complete Attachments	1. Receive and review the completeness of requirements (per applicant)	None	5 minutes	<i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.1 Conduct Pre-evaluation Assessment (per applicant)	None	20 minutes	<i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.2 Schedule meeting/deliberation on the Personal Development Committee (PDC) *(per committee member)	None	*3 minutes	<i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>


2. Acknowledge and confirm notice of scheduled exam and interview	2. Notify applicants for the scheduled of exam and interview through e-mail and notify all applicants who are not shortlisted for the program	None	5 minutes	 <i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
3. Attend examination	3. Conduct examination to all applicants	None	3 hours	 <i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
4. Attend interview	4. Conduct interview by all applicants *(maximum per applicant)	None	*30 minutes	 <i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	4.1 Conduct Comparative Assessment based on the results of Examination and interview	None	1 day	 <i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	4.2 Prepare and Forward Recommendation Letter to the Personnel Development Committee (PDC)	None	15 minutes	 <i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	4.3 Review and Sign the Recommendation Letter	None	3 days	 <i>PDC Members Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	4.4 Forward Recommendation Letter of the PDC for approval of the Director	None	5 minutes	 <i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	4.5. Review and approval of the recommended grantee *(minimum days)	None	*3 days	 <i>BFAR Director Office of the Director, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
5. Receive and acknowledge through email/text message the acceptance to the program	5. Notify applicant through letter/email/text message of his/her acceptance to the program	None	5 minutes	<i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	5.1 Prepare the scholarship contract	None	30 minutes	<i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
6. Receive Scholarship Contract and affix signature and guarantor	6. Furnish the scholarship contract to grantee for his/her signature	None	5 minutes	<i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

<p>7. Submit signed scholarship Contract to BFAR HRMS Office</p> <p>(within three days upon receipt of the Contract)</p>	<p>7. Receive and check signed scholarship contract</p>	<p>None</p>	<p>5 minutes</p>	 <p>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</p>
<p>None</p>	<p>7.1. Forward submitted signed contract of the grantee to PDC - Chairperson for signature</p>	<p>None</p>	<p>3 days</p>	<p>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</p>
<p>None</p>	<p>7.2 Review and sign the contract</p>	<p>None</p>		<p>Personnel Development Committee Chairperson Assistant Director for Administrative Services, 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</p>

None	7.3. Forward the submitted signed contract to the Director's Office for Signature/Approval	None		 Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	7.4 Review and sign the contract	None	3 days	BFAR Director Office of the Director 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	7.5 Release the signed contract to the HRMS Office	None		Admin Staff, Office of the Director 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
8. Coordinate with the HRMS Office for the notarization of the Scholarship Contract <i>*(grantee may opt to facilitate the notarization of the scholarship contract or may coordinate with the HRMS Office provided that the expenses for the notarization will be borne by the grantee)</i>	8. Inform the Grantee that signed scholarship contract is ready for notarization	None	3 minutes	Administrative Assistant V, Designated Personnel Development Committee (PDC) Secretariat BFAR- HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC

9. Submit Notarized Scholarship Contract to HRMS Office	9. Receive / file Notarized Contract for monitoring and evaluation of compliance to the Terms of Reference	None	5 minutes	 Administrative Assistant V, BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
9. Process enrollment to the desired State University	9. Receive copy of registration of enrollment for processing of transfer of funds to the concerned Regions	None	3 Days	Administrative Assistant V, Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office
TOTAL:		None	13 days, 5 hours, 16 minutes	


2. Processing of Local and International Scholarship / Training Grants from Partnered Agencies/Institutions (facilitated by BFAR)

<p>The Bureau supports and provide local and international scholarship / training grants offered by its recognized partners / agencies / institutions to its permanent employees that are aligned with its mandates through the Learning and Development Program as part of their personal advancement and career growth as well as engaging themselves in pursuing national development goals</p>					
Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)				
Classification	Highly Technical				
Type of Transaction	G2G- Government to Government				
Who may avail:	BFAR Central and Regional Offices (Permanent Employee)				
<table border="1" style="width: 100%;"> <tr> <th style="width: 50%;">CHECKLIST OF REQUIREMENTS</th> <th style="width: 50%;">WHERE TO SECURE</th> </tr> <tr> <td>1. Application Letter</td> <td>Applicant</td> </tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Application Letter	Applicant
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Application Letter	Applicant				





2. Recommendation Letter from the Immediate Supervisor / Division Chiefs / Regional Director		Applicant		
3. Updated Personal Data Sheet (PDS)		Applicant		
4. Transcript of Records (Photocopy)		Applicant		
5. Diploma (Photocopy)		Applicant		
6. Performance for the last 2 years (IPCR)		HRMS (Central / Regional Office)		
7. Service record (minimum of two years in the service)		HRMS (Central / Regional Office)		
8. Certificate of no administrative case		HRMS (Central / Regional Office)		
9. Certificate of no nomination or pending application for other scholarship program or course		HRMS (Central / Regional Office)		
10. Copy of the Individual Development Plan submitted to the Human Resource		HRMS (Central / Regional Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application with Complete Attachments	1. Receive and review the completeness of requirements (per applicant)	None	5 minutes	<i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.1 Conduct Pre-evaluation Assessment (per applicant)	None	20 minutes	<i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>


None	<p>1.2 Schedule meeting/deliberation on the Personal Development Committee (PDC)</p> <p><i>*(per committee member)</i></p>	None	*3 minutes	 <p>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</p>
2. Acknowledge and confirm notice of scheduled exam and interview	2. Notify applicants for the schedule of exam and interview through e-mail and notify all applicants who are not shortlisted for the program	None	5 minutes	<p>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</p>
3. Attend examination	3. Conduct examination to all applicants	None	3 hours	<p>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</p>
4. Attend interview	<p>4. Conduct interview by all applicants</p> <p><i>*(maximum minutes per applicant)</i></p>	None	*30 minutes	PDC Members

None	4.1 Conduct Comparative Assessment based on the results of Examination and interview	None	1 day	 <i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	4.2 Prepare and forward the Recommendation Letter of the Personnel Development Committee (PDC)	None	15 minutes	 <i>Administrative Assistant V, Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	4.3 Review and Sign the Recommendation Letter	None		<i>PDC Members</i>
None	4.4 Forward to the Director's Office for Approval/Signature	None	3 days	 <i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	4.5 Review and approval of the recommended grantee *(minimum days)	None	*3 days	 BFAR Director's Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	4.6 Submit Recommendation Letter to partnered agencies/institutions sponsoring the scholarship/training	None	5 minutes	Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
5. Receive/ Acknowledge through email/text message for the acceptance / non-selection to the program	5. Notify applicant through letter/email/text message of his/her nomination to the program and inform other shortlisted applicants of their non-selection to the program	None	10 minutes	Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	5.1. Prepare the Service Obligation contract	None	30 minutes	Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC

6. Receive Scholarship Contract and affix signature and guarantor	6. Furnish the Service Obligation contract to grantee for his/her signature	None	5 minutes	 <i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
7. Submit signed scholarship Contract to BFAR HRMS Office (within three days upon receipt of the Contract)	7. Receive and check signed service obligation contract	None	5 minutes	 <i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	7.1 Forward to PDC - Chairperson for signature	None		 <i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	7.2. Review and sign the service obligation contract then forward to the Director's Office for the Bureau Director's signature and approval	None	3 days	 Chairperson Assistant Director for Administrative Services, Administrative Assistant, Office of the Assistant Director for Administrative Services 4th Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Ave., QC
None	7.3 Review, sign and approve the service obligation contract		3 days	BFAR Director Director's Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
8. Coordinate with the HRMS Office for the notarization of the Scholarship Contract <i>*(grantee may opt to facilitate the notarization of the scholarship contract or may coordinate with the HRMS Office provided that the expenses for the notarization will be borne by the grantee)</i>	8. Inform the Grantee that signed scholarship contract is ready for notarization	None	3 minutes	Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC

9. Submit Notarized Scholarship Contract to HRMS Office	9. Receive and file Notarize Contract for monitoring and evaluation of compliance to the Terms of Reference	None	5 minutes	 <i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
10. Process enrollment to the desired State University and Submit to BFAR CO a copy of the registration of enrollment	10. Receive copy of registration of enrollment for processing Tuition fees and other allowances (for Central Office) or transfer of funds to the concerned Regions	None	3 days	<i>Administrative Assistant V, Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
TOTAL:		None	16 days, 5 hours, 21 minutes	




3. Processing of Local and International Scholarship / Training Grants from Partnered Agencies/Institutions (Initiated by Employee)

The Bureau supports and provide local and international scholarship / training grants offered by its recognized partners / agencies / institutions to its permanent employees that are aligned with its mandates through the Learning and Development Program as part of their personal advancement and career growth as well as engaging themselves in pursuing national development goals.

Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Highly Technical
Type of Transaction	G2G- Government to Government
Who may avail:	BFAR Central and Regional Offices (Permanent Employee)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (Permission to attend the program)	Applicant
2. Nomination/Acceptance Letter for the program	Applicant
3. Recommendation Letter from the Immediate Supervisor / Division Chiefs / Regional Director	Applicant
4. Updated Personal Data Sheet (PDS)	Applicant
5. Transcript of Records (Photocopy)	Applicant
6. Diploma (Photocopy)	Applicant
7. Performance for the last 2 years (IPCR)	HRMS (Central / Regional Office)
8. Service record (minimum of two years in the service)	HRMS (Central / Regional Office)
9. Certificate of no administrative case	HRMS (Central / Regional Office)
10. Certificate of no nomination or pending application for other scholarship program or course	HRMS (Central / Regional Office)
11. Copy of the Individual Development Plan submitted to the Human Resource	HRMS (Central / Regional Office)
12. Office Clearance (if applicable)	HRMS (Central / Regional Office)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request with complete attachments	1. Receive and review the completeness of requirements (per applicant)	None	5 minutes	<i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.1. Prepare the Service Obligation contract	None	30 minutes	<i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
2. Receive Scholarship Contract and affix signature and guarantor	2. Furnish the Service Obligation contract to grantee for his/her signature	None	5 minutes	<i>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

<p>3. Submit signed scholarship Contract to BFAR HRMS Office</p> <p>(within three days upon receipt of the Contract)</p>	<p>3. Receive and check signed service obligation contract</p>	<p>None</p>	<p>5 minutes</p>	 <p>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</p>
<p>None</p>	<p>3.1 Forward to PDC - Chairperson for signature</p>	<p>None</p>	<p>3 days</p>	<p>PDC Chairperson Assistant Director for Administrative Services (ADAS) 4th floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</p>
<p>None</p>	<p>3.2 Forward to the Director's Office for Signature/Approval</p>	<p>None</p>	<p>3 days</p>	<p>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</p>
<p>None</p>	<p>3.3 Review and sign the contract</p>	<p>None</p>		<p>BFAR Director, Director's Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Ave., QC</p>

<p>4. Coordinate with the HRMS Office for the notarization of the Scholarship Contract</p> <p><i>*(grantee may opt to facilitate the notarization of the scholarship contract or may coordinate with the HRMS Office provided that the expenses for the notarization will be borne by the grantee)</i></p>	<p>4. Inform the Grantee that signed scholarship contract is ready for notarization</p>	<p>None</p>	<p>3 minutes</p>	 <p>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</p>
<p>5. Submit Notarized Scholarship Contract to HRMS Office</p>	<p>5. Receive and file Notarize Contract for monitoring and evaluation of compliance to the Terms of Reference</p>	<p>None</p>	<p>5 minutes</p>	<p>Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</p>
<p>6. Process enrollment to the desired State University and Submit to BFAR CO a copy of the registration of enrollment</p>	<p>6. Receive copy of registration of enrollment for processing of transfer of funds to the concerned Regions</p>	<p>None</p>	<p>3 days</p>	<p>Administrative Assistant V, Designated Personnel Development Committee (PDC) Secretariat BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</p>
<p>TOTAL:</p>		<p>None</p>	<p>9 days, 53 minutes</p>	

4. Processing of Terminal Leave Benefits for Retirees in the Central Office (CO)



Review of the Leave Card Ledger to determine the total number of leave credits earned by the retiring employee to support the processing of terminal leave benefits


Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Complex
Type of Transaction	G2G-Government to Government
Who may avail:	BFAR Central Office Personnel and BFAR National Centers


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Note: One (1) Original and Two (2) Photocopies - required attachments

1. Office Clearance Form (CSC Form No. 7 Series of 2018) (duly approved)	BFAR- Administrative Division- Human Resource Management Section (HRMS), 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
2. Leave Application Form (CSC Form 6 Revised 2020) (duly accomplished and approved)	
3. GSIS Clearance (to process TLB)	GSIS c/o BFAR- HRMS
4. Ombudsman Clearance	Ombudsman c/o BFAR- HRMS
5. Notice of Salary Increment/Notice of Salary Adjustment	BFAR- Administrative Division- Human Resource Management Section (HRMS), 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
6. Service Record	
7. Certification of no pending administrative case (BFAR) and Certificate of Retirement Effectivity	
8. SALN	BFAR- Administrative Division- Human Resource Management Section (HRMS), 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
9. Appointment	BFAR- Finance Management Division, 4th Flr., Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
10. Landbank of the Philippines (LBP ATM Card) (Photocopy with specimen signature)	Clients
11. Subsidiary Ledger	BFAR- Finance Management Division, 4th Flr., Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly signed/approved leave application with the complete requirements attached herewith	1. Receive leave application with the complete attachments for Processing of Terminal Leave Benefits	None	5 minutes	<i>Administrative Officer II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.1 Forward to the Chief, Human Resource Management Section to certify the leave credits of the employee	None	5 minutes	<i>Administrative Officer II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.2 Affix signature on the certification of leave credits	None	5 minutes	<i>Chief, Human Resource Management Section BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.3. Forward to the Chief, Admin Division and Asst. Director for Admin Service for initial prior to the signature of the Director	None	5 minutes	<i>Administrative Officer II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	1.4 Affix initial on the certification of leave credits prior to the initial of ADAS and signature of the Bureau Director	None	15 minutes	 Administrative Division BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.5. Forward to the Asst. Director for Administrative Service (ADAS) for initial prior to the signature of the Director	None	5 minutes	Administrative Officer II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.6 Affix initial on the certification of leave credits prior to the signature of the Bureau Director	None	1 day	Assistant Director for Administrative Services, ADAS Office 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.7 Forward to the Bureau Director for signature	None	5 minutes	Admin Staff ADAS Office, 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.8. Affix signature on the Terminal Leave Benefits	None	3 days	Bureau Director Office of the Bureau Director 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC

None	1.9. Forward the approved/signed Leave Benefits to the Admin-HR for appropriate action	None	5 minutes	 <i>Admin Staff</i> <i>Office of the</i> <i>Bureau Director</i> <i>3rd Floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave., QC</i>
None	1.10. Receive and Release the Terminal Leave Benefits application with the complete attachment to the FMD, Budget Section for budget allocation	None	5 minutes	<i>Administrative</i> <i>Officer II</i> <i>BFAR-HRMS</i> <i>Office</i> <i>3rd floor,</i> <i>Fisheries Bldg.,</i> <i>BPI Compound,</i> <i>Visayas Ave., QC</i>
TOTAL:		None	4 days, 55 minutes	

5. Processing of Terminal Leave Benefits for Retirees in the Regional Offices

Preparation of Terminal Leave Application and Individual Leave of Retired personnel/employee for processing of Terminal Leave Benefits (TLB) Claim in the Regional Office/s	
Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail:	BFAR Regional Office Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement Letter from the Regional Director to process Terminal Leave Benefits of retired employee in the Regional Office	BFAR- Regional Office
2. Terminal Leave Computation Certified by the Accountant	BFAR- Regional Office
3. Notice of Salary Increment/Notice of Salary Adjustment	BFAR- Regional Office
4. GSIS Clearance to process Terminal Leave Benefits	GSIS c/o BFAR- Regional Office



5. Approved Leave Application	BFAR- Regional Office
6. Statement of Absences and Undertime	BFAR- Regional Office
7. Photocopy of Duly Approved GSIS Retirement Application	BFAR- Regional Office
8. Service Record	BFAR- Regional Office
9. Approved Office Clearance (CS Form No. 7 Series of 2018)	BFAR- Regional Office
10. Certification of no pending administrative case	BFAR- Regional Office and Central Office
11. Statement of Assets, Liabilities and Net Worth (SALN)	BFAR- Regional Office
12. Photocopy of Last Appointment	BFAR- Regional Office
13. LBP ATM Card (Photocopy with specimen signature)	BFAR- Regional Office
14. Subsidiary Ledger	BFAR- Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements in four (4) copies (folder)	1. Receive and review the completeness of the submitted requirements	None	4 hours	<i>Administrative Officer II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.1 Forward to the FMD Budget Section if all the requirements are complete	None	40 minutes	<i>Administrative Officer II, Supervising Administrative Officer, BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.2 Prepare memorandum to the Regional Office to comply submission if the documents are not complete.	None		
Total:		None	4 hours, 40 minutes	



6. Processing of Leave Application

Processing of permanent and casual employees individual leave application	
Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who may avail:	BFAR Central Official Personnel and BFAR National Centers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Leave Application Form (CSC Form 6 Revised 2020)	BFAR- Administrative Division- Human Resource Management Section (HRMS), 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
<p>2a. Vacation leave It shall be filed five (5) days in advance, whenever possible, of the effective date of such leave. Vacation leave within in the Philippines or abroad shall be indicated in the form for purposes of securing travel authority and completing clearance from money and work accountabilities.</p> <p>2b. Mandatory/Forced leave Annual five-day vacation leave shall be forfeited if not taken during the year. In case the scheduled leave has been cancelled in the exigency of the service by the head of agency, it shall no longer be deducted from the accumulated vacation leave. Availment of one (1) day or more Vacation Leave (VL) shall be considered for complying the mandatory/forced leave subject to the conditions under Section 25, Rule XVI of the Omnibus Rules Implementing E.O. No. 292.</p>	BFAR- Administrative Division- Human Resource Management Section (HRMS), 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City

2c. Sick leave*

- It shall be filed immediately upon employee's return from such leave.
- If filed in advance or exceeding five (5) days, application shall be accompanied by a medical certificate. In case medical consultation was not availed of, an affidavit should be executed by an applicant.

2d. Maternity leave* – 105 days

- Proof of pregnancy e.g. ultrasound, doctor's certificate on the expected date of delivery
- Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a), if needed
- Secoded female employees shall enjoy maternity leave with full pay in the recipient agency.

2e. Paternity leave – 7 days

Proof of child's delivery e.g. birth certificate, medical certificate and marriage contract

2f. Special Privilege leave – 3 days

It shall be filed/approved for at least one (1) week prior to availment, except on emergency cases. Special privilege leave within the Philippines or abroad shall be indicated in the form for purposes of securing travel authority and completing clearance from money and work accountabilities.

2g. Solo Parent leave – 7 days

It shall be filed in advance or whenever possible five (5) days before going on such leave with updated Solo Parent Identification Card.

2h. Study leave* – up to 6 months

- Shall meet the agency's internal requirements, if any;
- Contract between the agency head or authorized representative and the employee concerned.

2i. VAWC leave – 10 days

- It shall be filed in advance or immediately upon the woman employee's return from such leave.
- It shall be accompanied by any of the following supporting documents:
 - a. Barangay Protection Order (BPO) obtained from the barangay;
 - b. Temporary/Permanent Protection Order (TPO/PPO) obtained from the court;
 - c. If the protection order is not yet issued by the barangay or the court, a certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court that the application for the BPO, TPO or PPO has been filed with the said office shall be sufficient to support the application for the ten-day leave; or
 - d. In the absence of the BPO/TPO/PPO or the certification, a police report specifying the details of the occurrence of violence on the victim and a medical certificate may be considered, at the discretion of the immediate supervisor of the woman employee concerned.

2j. Rehabilitation leave* – up to 6 months

- Application shall be made within one (1) week from the time of the accident except when a longer period is warranted.
- Letter request supported by relevant reports such as the police report, if any,
- Medical certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be.
- Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation.

2k. Special leave benefits for women* – up to 2 months

- The application may be filed in advance, that is, at least five (5) days prior to the scheduled date of the gynecological surgery that will be undergone by the employee. In case of emergency, the application for special leave shall be filed immediately upon employee's return but during confinement the agency shall be notified of said surgery.
- The application shall be accompanied by a medical certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri-operative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same.

2l. Special Emergency (Calamity) leave – up to 5 days


- The special emergency leave can be applied for a maximum of five (5) straight working days or staggered basis within thirty (30) days from the actual occurrence of the natural calamity/disaster. Said privilege shall be enjoyed once a year, not in every instance of calamity or disaster.
- The head of office shall take full responsibility for the grant of special emergency leave and verification of the employee's eligibility to be granted thereof. Said verification shall include: validation of place of residence based on latest available records of the affected employee; verification that the place of residence is covered in the declaration of calamity area by the proper government agency; and such other proofs as may be necessary.


2m. Monetization of leave credits


Application for monetization of fifty percent (50%) or more of the accumulated leave credits shall be accompanied by letter request to the head of the agency stating the valid and justifiable reasons.



<p>2n. Terminal leave* Proof of employee's resignation or retirement or separation from the service.</p> <p>2o. Adoption Leave • Application for adoption leave shall be filed with an authenticated copy of the Pre-Adoptive Placement Authority issued by the Department of Social Welfare and Development (DSWD).</p>				
3. Written justification if beyond prescribed period		BFAR- Administrative Division- Human Resource Management Section (HRMS), 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Leave Application Form- CSC Form 6 Revised 2020 from the Admin-HRMS	1. Provide Leave Application Form with corresponding control number required	None	1 minute	<i>Administrative Officer II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
2. Accomplish Leave Application and submit to Admin-HRMS	2. Receive the accomplished Leave Application Form (duly signed by immediate supervisor)	None	5 minutes	<i>Administrative Officer II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	2.1 Encode leave application on the Time and Attendance, Monitoring System (TAMS)	None	15 minutes	<i>Administrative Officer II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

3. Submit written justification if leave application is beyond the prescribed period	3. Review the submitted written justification.	None	5 minutes	 <i>Administrative Officer II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	3.1 Process the leave application a. Update Leave Card Ledger b. Update Human Resource Management Information System (HRMIS)	None	15 minutes	 <i>Administrative Officer II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	3.2 Forward to the Chief, Human Resource Management Section to certify the leave credits of the employee	None	1 minute	 <i>Administrative Officer II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	3.3 Affix signature on the certification of leave credits after checking	None	5 minutes	 <i>Chief, Human Resource Management Section BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	3.4 Forward to the Chief, Administrative Division for initial prior to the signature of the Assistant Director for Administrative Services, if less than one month.	None	1 minute	 <i>Administrative Officer II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	3.5 Affix initial on the certification of leave credits prior to the signarture of Assistant Director for Admin Service	None	5 minutes	 Administrative Division BFAR-Admin Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	3.6 Forward to the Office of the Assistant Director for Administrative Services for approval	None	5 minutes	Administrative Officer II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	3.7 Affix initial on the certification of leave credits	None	1 day	Assistant Director for Administrative Services, 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	3.8 Forward to the Office of the Director for the Director's signature and approval	None		Admin Staff, Office of the Assistant Director for Administrative Services, 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	3.9 Receive, approve and sign the application for leave	None	1 day	BFAR Director, Office of the Director, 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC

None	3.10 Return the signed/approved application for leave to HRMS for record keeping	None	10 minutes	 <i>Admin Staff</i> <i>Director's Office</i> 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
4. Receive notification on the approved leave	4. Receive and notify the client for the release of the approved leave form to concerned employee	None	5 minutes	<i>Administrative Officer II</i> <i>BFAR-HRMS Office</i> 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
TOTAL:		None	2 days, 1 hour, 13 minutes	

7. Processing of Request for Official Travel Authority Abroad


The approved Travel Authority will be presented to the Bureau of Immigration and to validate that the employee is authorized to travel abroad with the approval of the Department Secretary.	
Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Highly Technical
Type of Transaction	G2G- Government to Government
Who may avail:	Nominated and Qualified Employee
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Updated Personal Data Sheet (PDS)	Client/Requesting Party
2. Service Record (Updated)	BFAR- Administrative Division- Human Resource Management Section (HRMS), 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
3. Certificate of No Pending Admin Case	
4. Certificate of No Unliquidated as prerequisite to support the travel per Section 22 of Executive Order No. 77	Finance Management Division, 4th Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City



5. List of Foreign Travel for the past 3 years	Client/Requesting Party
6. Latest Travel Report	
7. Certificate of No Travel for the past 3 years	BFAR- Administrative Division- Human Resource Management Section (HRMS), 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
8. Contract (if travel is for scholarship/ training)	
9. Justification Letter (for urgent request to process documents in less than 2 weeks as per DA instructions)	Client/Requesting Party
10. Exemption Letter (for individual with foreign travel for more than 2 times in a year as per DA Memorandum)	Client/Requesting Party


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit complete requirements in support to the approval of the travel authority	1. Receive and assess the submitted requirements for the preparation of request for Travel Authority (TA) for endorsement to the Office of Secretary	None	1 hour	Senior Administrative Assistant II BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.1. Prepare the Request for facilitating the Approval of Travel Authority and Travel Authority with the needed requirements.	None	1 hour	Senior Administrative Assistant II BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC

None	1.2. Forward the documents to the Human Resource Management Section Chief for review and initial	None	1 minute	 <i>Senior Administrative Assistant II</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.3. Review and affix initial on the Request for Approval of Travel Authority and return to the Admin HR for processing	None	5 minutes	 <i>Chief, HRMS BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.4. Forward the documents to the Office of the Assistant Director for Technical Services (ADOTECH) for initial	None	2 minutes	 <i>Senior Administrative Assistant II</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.5. Receive the documents for the initial in the Request for Approval of Travel Authority	None	2 minutes	 <i>Administrative Assistant</i> <i>Office of the Assistant Director for Technical Services (ADOTECH), 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	1.6. Review and affix initial on the Request for Approval of Travel Authority prior to the approval of the Director	None	3 days	 <i>Assistant Director for Technical Services (ADOTECH), 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.7. Forward to the Office of the Director for the Director's signature and approval in the Request for Approval of Travel Authority	None	5 minutes	 <i>Administrative Assistant Office of the Assistant Director for Technical Services (ADOTECH), 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.8. Receive documents for the Director's approval and signature	None	5 minutes	 <i>Administrative Assistant Office of the Director, 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.9. Sign the Request for Approval of Travel Authority and initial the Travel Authority	None	3 days	 <i>BFAR Director, Office of the Director, 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	1.10. Forward the documents to the HRMS Office for processing	None	5 minutes	 <i>Administrative Assistant</i> <i>Office of the Director, 3rd Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.11. Receive the documents and forward to the Office of the Undersecretary for Fisheries for review and initial in the Travel Authority	None	10 minutes	 <i>Senior Administrative Assistant II</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.12. Receive the documents for initial on the Travel Authority forward after	None	2 minutes	 <i>Administrative Assistant,</i> <i>Office of the Undersecretary for Fisheries, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.13. Review and affix initial on the Travel Authority	None	3 days	 <i>Undersecretary for Fisheries,</i> <i>Office of the Undersecretary for Fisheries, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.14. Forward the Travel Authority to the Department of Agriculture, Office of the Secretary for the Secretary's approval and signature	None	1 hour	 <i>Administrative Assistant,</i> <i>Office of the Undersecretary for Fisheries, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>


None	1.15. Receive the documents for signature and approval of the DA Secretary	None	2 minutes	 Administrative Assistant, Office of the Secretary, Department of Agriculture, Elliptical Road, Diliman, Quezon City
None	1.16. Sign and approve the Travel Authority	None	14 Days	DA Secretary, Office of the Secretary, Department of Agriculture, Elliptical Road, Diliman, Quezon City
None	1.17. Forward the Travel Authority to the DA-Records Section	None		Administrative Assistant, Office of the Secretary, Department of Agriculture, Elliptical Road, Diliman, Quezon City
None	1.18. Receive and forward the documents to BFAR Records Section	None	to be determined by the DA (currently updating their Citizen's Charter)	Administrative Assistant, DA-Records Section Department of Agriculture, Elliptical Road, Diliman, Quezon City
None	1.19. Receive and forward the documents to the HRMS-Office	None	to be determined by the DA (currently updating their Citizen's Charter)	Administrative Assistant, BFAR Admin-Records Section, Ground Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC

2. Receive the Certified True Copy of the Travel Authority	2. Receive the signed Request for Travel Authority and Travel Authority and release a certified true copy of the TA to the client	None	5 minutes	 Senior Administrative Assistant II BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
TOTAL:		None	1 month, 1 day, 3 hours and 44 minutes	


8. Processing of Request for Personal Travel Authority Abroad

The approved Travel Authority will be presented to the Bureau of Immigration to validate that the employee is authorized to travel abroad with the approval of the Department Secretary.	
Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Highly Technical
Type of Transaction	G2G- Government to Government employee/ official
Who may avail:	BFAR Employee
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request of Official/Employee noted by the Immediate Supervisor	Client/Requesting Party
2. Approved Leave of Absence	Client/Requesting Party
3. Office Clearance (in Case of one calendar month)	Client/Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit complete requirements in support to the approval of travel authority	1. Receive the submitted requirements	None	5 minutes	 <i>Senior Administrative Assistant II BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.1 Review the completeness of the submitted requirements	None	30 minutes	 <i>Senior Administrative Assistant II BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.2 Prepare Request for Approval of Travel Authority	None	30 minutes	 <i>Senior Administrative Assistant II BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.3 Forward to the HRMS Chief for review and initial to the Request for Approval of Travel Authority	None	1 minute	 <i>Senior Administrative Assistant II BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	1.4 Assess and affix initial in the Request for Approval of Travel Authority	None	5 minutes	 Chief, HRMS BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.5 Forward to the Administrative Division for initial of the Chief	None	2 minutes	Senior Administrative Assistant II BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.6 Review and affix initial on the Request for Approval of Travel Authority	None	5 minutes	Chief, Administrative Division BFAR-Admin Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.7. Forward to the Office of the Assistant Director for Administrative Services for review and initial	None	5 minutes	Administrative Assistant, BFAR-Admin Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.8 Review and affix initial on the Request for Approval of Travel Authority	None	3 days	Assistant Director for Administrative Services 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC

None	1.9 Forward to the Director's Office for signature and approval	None	5 minutes	 Admin Assistant, Office of the Assistant Director for Administrative Services 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.10. Review, approve and sign the Request for Approval of Travel Authority	None	3 days	Bureau Director, BFAR-Director's Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.11 Return to the HRMS Office for transmission to DA personnel for approval of the DA Secretary	None		Administrative Staff BFAR-Director's Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.12 Review, sign, and approve the Request for Approval of Travel Authority and Travel Authority	None	to be determined by the DA (currently updating their Citizen's Charter)	DA Secretary, Office of the Secretary, Department of Agriculture, Elliptical Road, Diliman, Quezon City
None	1.13 Return to the BFAR Admin-HRMS Office for releasing to the requesting party/ies	None	to be determined by the DA (currently updating their Citizen's Charter)	Admin Staff, Office of the Secretary, Department of Agriculture, Elliptical Road, Diliman, Quezon City

2. Receive the approved Request for Travel Authority and Travel Authority	2. Release the approved Request for Travel Authority and Travel Authority	None	5 minutes	 Senior Administrative Assistant II BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
TOTAL:		None	6 days, 1 hour, 33 minutes	

9. Recruitment, Selection and Placement Process

The selection of employees for appointment to position in the career and non-career service in all levels shall be based on the competency-based job description and relative qualification while adhering to the proces of recruitment, selection and placement.	
Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Highly Technical
Type of Transaction	G2C-Government to Client transacting public (external applicant); G2G-Government to other government agency, government employee/official (internal)
Who may avail:	Internal: All BFAR Personnel (Permanent, Casual, COS, Pakyaw) External: All Interested applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter stating the Position and Item Number applied for	CSC Website, BFAR Central Office Bulletin Board
2. Personal Data Sheet (PDS) with Attached Work Experience Sheet (CSC Form No. 212) Revised 2017	CSC Website (downloadable) / BFAR- HRMS Office
3. Education Credentials: - Transcript of Records (TOR) (Certified True Copy) -College Diploma (Certified True Copy) -Certificate of Units earned (Master's/Doctorate degree)	Applicant (Internal/External)





4. Individual Performance Commitment Review (If applicable)	Agency where the applicant is engaged
5. Service Record or Certificate of Employment stating the position assumed and corresponding duties and responsibilities (If applicable)	Agency where the applicant is engaged
6. Authenticated and Certified Copy of Appropriate Eligibility (BAR, Board of Rating and Professional Regulation Commission ID, Civil Service Commission Certificate of Eligibility)	Applicant (Internal/External) Civil Service Commission / Professional Regulation Commission
7. Certified Photocopy of Trainings / Seminar Certificates	Applicant (Internal/External)
8. Potential Rating from their respective Division Chief	Applicant (for Government employees only)
9. Statement duly signed by the applicant as to any relatives within the fourth degree of consanguinity of affinity with BFAR	Applicant (Internal/External)


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Initial Steps:


None	a. Identify vacant position	None	1 day	Administrative Staff BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	b. Prepare List of vacant position	None	1 day	
None	c. Publish Vacant Positions at the CSC Bulletin and posting in three conspicuous places of BFAR	None	Minimum of 10 days of Publication and Posting, as per RA 7014	
1. Access/ View/ Inquire on CSC Bulletin of Vacant position and BFAR Bulletin/ Conspicuous places	1. Answer queries on the posted vacant positions per inquiry	None	10 minutes	<i>Administrative Staff</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

2. Submit application letter with requirements	2. Receive, Review and check submitted application letter and requirements as to the completeness of the documents	None	1 Hour	 <i>Administrative Staff</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	2.1. Conduct individual assessment per applicant	None	1 hour per applicant	 <i>Administrative Staff</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	2.2 Prepare pre-evaluation assessment per vacant position	None	1 hour	 <i>Administrative Staff</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	2.3. Prepare the shortlist of applicants qualified for the position	None	1 day	 <i>Administrative Staff</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	2.4. Schedule the date for HRMPSB deliberation/ interview	None	1 day	 <i>Administrative Staff</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
3. Acknowledge receipt of notice of scheduled interview	3. Post name of applicant scheduled for interview and notify applicants who are excluded in the short-list of applicants through mail/ e-mail/ mobile messages per applicant	None	1 day	 <i>Administrative Staff</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	3.1. Conduct Human Resource Merit Promotion and Selection Board (HRMPSB) Deliberation	None	* depends on the number of application applying for the position	 HRMPSB <i>Secretariat and Technical Support Staff</i> BFAR-HRMS Office
None	3.2. Prepare Comparative Assessment Form (per position)	None	15 Days (upon completion of the signature and availability of the HRMPSB and the Director)	HRMPSB <i>Secretariat and Technical Support Staff</i> BFAR-HRMS Office
None	3.3. Sign the comparative assessment by the Human Resource Merit, Promotion and Selection Board (HRMPSB) per position	None		
None	3.4. Forward the Comparative Assessment to the office of the director for approval/ consideration	None		
None	3.5. Prepare the endorsement letter and clearance as per approved Comparative Assessment Form and forward it to the Director for signature/approval	None	1 Day	HRMPSB and Secretariat BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	3.6 Review and sign the Endorsement letter	None		BFAR Director, Director's Office, 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Ave., QC

None	3.6. Forward to the Department of Agriculture personnel division for evaluations/approval of the Clearance of the secretary once signed by the director	None	1 day	 <i>Administrative Staff</i> <i>BFAR-Admin</i> <i>HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	3.7. Receive approved shortlist (clearance) duly signed by the DA Secretary ready for the preparation of appointments	None	2 Months (*minimum time depending on the assessment and approval of DA)	Department of Agriculture Secretary Department of Agriculture
None	3.8. Inform the appointed personnel to comply with the requirements upon receipt of the approved DA clearance	None	5 minutes (upon receipt of the approved DA Clearance)	<i>Administrative Staff</i> <i>BFAR-Admin</i> <i>HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	3.9. Prepare appointment papers for signature upon receipt of the signed appointments	None	1 day	<i>Administrative Staff</i> <i>BFAR-Admin</i> <i>HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	3.10. Forward appointment papers for the approval of the Director	None	2 Days (depending on the assessment and approval of Director)	<i>Administrative Staff</i> <i>BFAR-Admin</i> <i>HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	3.11. Prepare Report on Appointments Issued (RAI) along with the signed Appointment paper for signature of the Director	None	2 Days (depending on the availability of the director)	 <i>Administrative Staff</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	3.12. Check/Evaluate the documents submitted by the appointee (attachments to the appointment)	None	1 hour upon receipt of the documents	<i>Administrative Staff</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	3.13. Forward signed appointment with the required documents of the appointee to the CSC Field Office for Validation	None	2 Months (*minimum time depending on the assessment and approval of CSC)	<i>Administrative Officer/ Assistant/ Aide</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	3.14. Release the validated Report and Appointments Issued (RAI) to BFAR	None	1 Day	<i>Civil Service Commission, Field Officer</i>
None	3.15. Receive approved and validated appointment from CSC Field Office	None	1 Hour	<i>Administrative Staff</i> <i>BFAR-Admin HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	3.16. Prepare the transmittal of the validated appointment to the appointees	None	1 day	 <i>Administrative Staff</i> <i>BFAR-Admin</i> <i>HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	3.17. Inform the newly-appointed/promoted personnel on their validated appointment	None	1 Day	<i>Administrative Staff</i> <i>BFAR-Admin</i> <i>HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	3.18 File to 201	None	1 Day	<i>Administrative Staff</i> <i>BFAR-Admin</i> <i>HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	3.19. Endorse for onboarding	None	1 Day	<i>Administrative Staff</i> <i>BFAR-Admin</i> <i>HRMS Office, 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
TOTAL:		None	5 months, 8 days, 5 hours and 15 minutes	





10. Processing of Request for Personnel Transactions


Personnel Transaction Request is a communicating tool available and provided to users/ requesting party to a variety of employee transactions such as: Service Record, Certificate of Employment (Permanent & COS), Certificate of No Pending Administrative Case (Local and Travel Abroad), Certificate of Employment & Compensation, Certificate of Good Moral, Certificate of No Foreign Travel for the past 3 years, Certificate of 20% Discount, Certificate of Endorsement for servicing bank for wages purposes (Landbank Endorsement)

Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Simple
Type of Transaction	G2G - Government to Government G2C - Government to Citizen
Who may avail:	BFAR Central Office Personnel and BFAR National Centers (newly hired & COS) Former BFAR Central Office Personnel and BFAR National Centers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee Request Form - Accomplished/ Filled out		BFAR Administrative Division-Human Resource Management Section (HRMS), 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Employee Request Form provided at the HRMS window	1. Receive accomplished Employee Request Form submitted	None	2 minutes	<i>Administrative Aide IV BFAR - HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City</i>
2. Submit the needed requirements on the requested transaction	2. Asses the request to identify the needed requirements	None	3 minutes	<i>Administrative Aide IV BFAR - HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City</i>

None	2.1 Receive the requirements from the requesting party/ies, if there is any	None	2 minutes	 Administrative Aide IV BFAR - HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
None	2.2 Encode the request information on the database for tracking and monitoring purposes.	None	2 minutes	Administrative Aide IV BFAR - HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
None	2.3 Forward the request and the requirements to the appropriate personnel for processing employee's request	None	2 minutes	Administrative Aide IV BFAR - HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
None	2.4 Process the employee's requested documents with corresponding initial and forward the requested documents for signature of the Chief, HRMS	None	2 minutes	Administrative Aide IV, Administrative Officer II BFAR - HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City


None	2.5 Sign the requested documents for approval of release and return to the processor for appropriate action	None	5 minutes	 Chief, HRMS BFAR - HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
None	2.6 Receive the document from the Chief, HRMS and put dry seal for document validity, then forward to the releasing staff at the HRMS window	None	3 minutes	Administrative Aide IV, Administrative Officer II BFAR - HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
None	2.7 Receive and encode the date and time of releasing of the requested document in the database.	None	2 minutes	Administrative Aide IV BFAR - HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
3. Receive the requested documents	3. Release the document requested by the client to the concerned office	None	10 minutes	Administrative Aide IV BFAR - HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City

None	3.1 Encode in the database the date and time the client received the document.	None	2 minutes	 Administrative Aide IV BFAR - HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
TOTAL:		None	35 minutes	

11. Request for Printing and Re-printing of Daily Time Record (DTR)

Monitoring and updating of Daily Time Record (DTR)	
Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who may avail:	BFAR Employees (Permanent, Casual and Contract of Service Personnel)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and signed Daily Time Record (DTR)	Administrative Division-Human Resource Management Section, 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Quezon City
2. Duly Signed Pass slip	
3. Certificate of Appearance	
4. Approved Travel Order	
5. Approved Travel Authority (for foreign travel)	
6. Approved Trip Tickets (for drivers)	
7. Approved application for leave (for permanent and casual employees)	


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pass slips, certificates of appearance (CA), approved travel orders, approved travel authority (foreign travel), approved trip tickets and approved application for leave signed by the immediate supervisor or the Bureau Director	1. Receive and review required documents	None	5 minutes (per employee)	<i>Administrative Assistant VI BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.1 Encode submitted attached requirements in the Time and Attendance Monitoring System (TAMS)	None	5 minutes (per employee)	<i>Administrative Assistant VI BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.2 Print daily time record (DTR) per employee (permanent, casual, contract of service personel)	None	5 minutes	<i>Administrative Assistant VI BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
2. Receive copy of generated Daily Time Record (DTR) A. Permanent- monthly B. Casual- twice a month C. COS- twice a month	2. Release updated Daily Time Record (DTR) per division	None	5 minutes	<i>Administrative Assistant VI BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>


3. Submit Daily Time Record (DTR) for reconciliation of inconsistent entries	3. Reconcile and update entries	None	5 minutes	 Administrative Assistant V BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
4. Receive copy of reconciled DTR	4. Release copy of reconciled DTR a. Permanent employee-file copy b. Casual employee - file copy c. COS- for payroll processing	None	5 minutes	Administrative Assistant VI BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
TOTAL:		None	30 minutes	

12. Request for Personnel Records from the HRMS Data Management Room

Pursuant to CSC mandate in the formulation of personnel data system and structure in keeping, filing and maintaining confidential information and physical records of all the permanent employees of the Bureau. This aims to provide process on the in-do-out document request from HRMS Data Management Room.	
Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G - Government to Government
Who may avail:	BFAR Former Employees, BFAR Central & Regional Office Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Employee Request Form with the specified document requested	Administrative Division-Human Resource Management Section, 3rd Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Avenue, Quezon City
2. Photocopy of the requested document, if available for reference	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out Employee Request Form	1. Provide the Employee Request Form, then receive and assess the submitted accomplished request form and forward the request to the HRMS Data Room Personnel for action	None	5 minutes	<i>Administrative Aide IV, HRMS Window, HRMS Office 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Diliman, Quezon City</i>
None	1.1. Receive and assess the employee request form	None	1 minutes	<i>Designated Personnel Administrative Assistant, Data Room, BFAR-HRMS Office 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Diliman, Quezon City</i>
None	1.2. Retrieve and provide the requested documents of the employee *processing time depends on the availability of document requested. Archival documents	None	1 hour	<i>Designated Personnel Administrative Assistant, Data Room, BFAR-HRMS Office 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Diliman, Quezon City</i>

None	1.3. Forward to the HRMS Chief for assessment	None	3 minutes	 <i>Designated Personnel Administrative Assistant, Data Room, BFAR-HRMS Office 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Diliman, Quezon City</i>
None	1.4. Review and certify the requested documents	None	5 minutes	 <i>Chief, HRMS BFAR-HRMS Office 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Diliman, Quezon City</i>
None	1.5. Receive and forward the certified documents to the HRMS window	None	1 minute	 <i>Designated Personnel Administrative Assistant, Data Room, BFAR-HRMS Office 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Diliman, Quezon City</i>

2. Receive the requested documents	2. Release the requested documents to the client/requesting party/ies	None	1 minute	 Administrative Aides HRMS Window HRMS Office 3rd Floor, Fisheries Building Complex, BPI Compound, Visayas Ave., Brgy. Vasra, Diliman, Quezon City
TOTAL:		None	1 day, 16 minutes	
<p>Note: Approval of request by the HRMS Head/Chief or Admin Officer in the absence of the HR Chief (please note that this depends on the importance and confidentiality of requested document/s and purpose of request)</p>				

13. Processing of Remittances

To process the contribution and payment of loans of all the permanent employee	
Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail:	INTERNAL : BFAR Permanent Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-out request form (1 original)	Administrative Division-Human Resource Management Section, 3rd Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Avenue, Quezon City




2. Other requirements for the following can be found and accessed on the GSIS Website:

- a. GSIS Loan
- b. Retirement benefit
- c. Survivorship benefit
- d. Cash Surrender Value/Maturity
- e. Funeral Claim
- f. Death Claim

GSIS Website:

<https://www.gsis.gov.ph/ginhawa-for-all/online-filing-of-claims/>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Employee Request Form (AHRMS-F-16)	1. Receive filled-out Request form (AHRMS-F-16) and forward the request to the assigned staff for processing	None	5 minutes	<i>Admin Aide IV, Human Resource Management Section Window, 3rd Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Avenue, Quezon City</i>
None	1.1 Receive the request and assess the needed assistance	None	1 minute	<i>Admin Aide VI, Human Resource Management Section, 3rd Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Avenue, Quezon City</i>
2. Secure and receive application forms for loan, claims, retirements benefits and such	2. Provide application forms for needed services for loan, claims, retirements benefits and such	None	1 minute	<i>Admin Aide VI, Human Resource Management Section, 3rd Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Avenue, Quezon City</i>

3. Submit the duly filled out forms with the complete attached requirements	3. Receive the submitted filled out form with the complete attached requirements	None	5 minutes	 Admin Aide VI, Human Resource Management Section, 3rd Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Avenue, Quezon City
None	3.1 Transmit the application together with the complete requirements to the concerned office/s and/or agency/ies.	None	1 day	Admin Aide VI, Human Resource Management Section, 3rd Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Avenue, Quezon City
None	3.2 Receive and check the completeness of the documents.	None	30 minutes	Concerned Agency/Office Staff (GSIS/PAG- IBIG/)
4. Acknowledge the notification of submission of application	4. Notify the client that the application has been submitted to the concerned office/agency thru text messages/phone call/ other social media platforms	None	5 minutes	Admin Aide VI, Human Resource Management Section, 3rd Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Avenue, Quezon City
TOTAL:		None	1 day, 47 minutes	


14. Processing of Request for Certified True Copy of Approved Travel Order/s



This transaction involves the processing/facilitating the request for certified true copy of approved Travel Order upon request by BFAR employee whether a permanent or contract of service.

Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who may avail:	BFAR Central and National Center Offices (Permanent and Contract Of Service Employees)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Travel Order/s (photocopy of the documents to be certify)		Administrative Division-Human Resource Management Section, 3rd Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Avenue, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward to Human Resource Management Section the copy of the approved Travel Order/s requested to be certified	1. Receive the copy of the approved Travel Order/s requested to be certified	None	2 minutes	<i>Administrative Aide IV BFAR - HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City</i>
None	1.1. Retrieve the requested document from the record files to certify the requested copy of approved Travel Order to be signed by the certifying officer or the authorized representative	None	10 minutes	

None	1.2 Certify the Copy of the Approved Travel Order	None	5 minutes	 Chief HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
None	1.3 Record the documents certified before releasing to the requesting party/ies	None	2 minutes	Administrative Aide IV BFAR - HRMS Office 3rd Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
2. Receive the requested certified true copy of the Travel Order/s	2. Release the certified true copy of the Travel Order/s	None	5 minutes	Fisheries Bldg. Complex, BPI Compound, Visayas Avenue, Quezon City
TOTAL:		None	24 minutes	

15. Issuance of Certificate of Appearance (CA) Upon Request

This process is about issuance of copy of certificate of appearance upon request of the employee in support to the his/her Travel Order in visiting the BFAR Central Office.	
Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail:	BFAR Central Office, National Centers, and Regional Offices Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Travel Order in support to the Issuance of CA (1 Photocopy)	Client/Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register/log in the Request of Certificate of Appearance Logheets	1. Provide the Certificate of Appearance Logsheet to register the request	None	2 minutes	<i>Administrative Aide IV BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	1.1. Prepare/print the Certificate of Appearance	None	1 minute	
2. Secure and Submit the duly accomplished CA with the complete information including the name and date of appearance and return to the HRMS Window Personnel for their initial	2. Receive the accomplished Certificate of Appearance form provided and affix initial, then forward to the HRMS Chief/ Authorized signatory for signature	None	2 minutes	<i>Administrative Aide IV BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	2.1 Review and sign the Certificate of Appearance	None	5 minutes	<i>Chief HRMS/ Authorized Signatory BFAR - HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
3. Receive Certificate of Appearance	3. Release the signed Certificate of Appearance to the requesting party/ies	None	1 minute	<i>Administrative Aide IV BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
TOTAL:		None	11 minutes	



16. Issuance of BFAR Official ID for Newly Hired Employee and Updating of Information upon Employee's Request

The transaction is anchored in office compliance of providing BFAR Identification Cards for employees for proper identification as part of agency uniform as provided in RA 9485, Sec. 8. Accessing Frontline Services, (F) Identification card which states that "All employees transacting with the public shall be provided with an official identification card which should be visibly worn during office hours." It also entails updating the employee's ID information if their marital status, position titles, or other critical information changes.

Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	BFAR Central Office Personnel (Permanent, Casual, COS, and Pakyaw)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employees Request Form		Administrative Division-Human Resource Management Section, 3rd Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Avenue, Quezon City		
2. BFAR ID Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1a. Secure the request form at the HRMS transaction window for walk-in clients 1b. Fill out request form for on-line clients	1a. Provide the ID Form for walk-in clients to be accomplished 1b. E-mail the ID Form to be filled out by the requesting client	None	5 minutes	<i>Administrative Aide IV BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
2a. Submit the accomplished ID Form 2b. E-mail the accomplished ID Form	2a. Receive the accomplished ID form from walk-in clients 2b. Check from e-mail and review the accomplished BFAR ID Request Form for complete details and information	None	5 minutes	<i>Senior Administrative Assistant II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	2.1. Process the employees request for ID issuance	None	6 minutes	Senior Administrative Assistant II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
3. Receive BFAR Official ID	3. Release the BFAR Official ID	None	1 minute	Senior Administrative Assistant II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
TOTAL:		None	17 minutes	

17. Issuance on the Replacement of Lost BFAR Official ID

This process involves where the employee can request to HR to provide a replacement for a lost BFAR Identification Card by paying the required amount of Fifty (50) pesos for the replacement to cover expenses on the consumables.


Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail:	BFAR Central Office Personnel and BFAR National Centers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Employees Request Form	Administrative Division-Human Resource Management Section, 3rd Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Avenue, Quezon City
2. BFAR Official Receipts	Cashier Section, 4th Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Avenue, Quezon City


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit accomplished employees request form at the HRMS transaction window	1. Receive the submitted accomplished employees request form	None	2 minutes	<i>Administrative Aide IV BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
2. Pay the required fee	2. Accept payment and issue official receipt	Php 50.00	5 minutes	<i>BFAR - Cashier 4th floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
3. Secure and submit official receipt to HRMS for processing of request	3. Receive the official receipt for proof of payment and process the employees request	None	6 minutes	<i>Senior Administrative Assistant II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
4. Receive issued ID replacement by signing in the log sheet	4. Release the requested ID replacement to concerned employee	None	2 minutes	<i>Senior Administrative Assistant II BFAR-HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
TOTAL:		Php 50.00	15 minutes	

18. Issuance of Endorsement Letter for the Opening of Landbank Account



This request for issuance of endorsement letter for the opening of LandBank ATM Savings Account of newly-hired Job Orders/Pakyaw (Contract of Services) and government/permanent employees for payroll purposes				
Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	BFAR Central Office and BFAR National Centers Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee Request Form (ERF)		Administrative Division-Human Resource Management Section, 3rd Floor, Fisheries Bldg., Complex, BPI Compound, Visayas Avenue, Quezon City		
For Landbank Endorsement (COS/PAKYAW) , attach the following: <ul style="list-style-type: none"> • Accomplished/Filled-out Landbank Online Application form (downloadable form) • Two (2) Valid Government issued IDs - One (1) Photocopy • Notarized Contract- Original copy 		<ul style="list-style-type: none"> • Landbank Website • Client • Client 		
For Landbank Endorsement (Permanent personnel) , attach the following: <ul style="list-style-type: none"> • Accomplished/Filled-out Landbank Online Application form (downloadable form) • Two (2) Valid Government issued IDs - One (1) Photocopy 		<ul style="list-style-type: none"> • Landbank Website • Client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Employee Request Form at the Admin-HRMS Office window and submit the accomplished/filled-out Employee Request Form with attached requirements	1. Receive accomplished/filled-out Employee Request Form and requirements	None	3 minutes	<i>Administrative Aide IV, HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	1.1 Forward the Employee Request Form to the concerned personnel for processing	None	2 minutes	 Administrative Aide IV, HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.2 Receive the Employee Request Form and requirements and process the request by preparing the endorsement letter to Landbank for signature of the authorized signatory	None	15 minutes	Administrative Officer II HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.3. Forward to authorized signatory for review and approval	None	2 minutes	Administrative Officer II HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.4 Receive and review the endorsement letter for approval/signature	None	5 minutes	Chief, HRMS HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.5. Receive the approved endorsement letter	None	1 minute	Administrative Officer II HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
None	1.6 Notify the Client on the approved request through text message/call	None	2 minutes	Administrative Officer II HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC

2. Receive the signed requested document	2. Release the signed requested document to the client	None	2 minutes	 Administrative Officer II HRMS Office 3rd floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC
TOTAL:		None	32 minutes	

HRMS-Public Assistance Counter Desk (PACD) and Anti-Red Tape Unit (ARTU)

1. Technical Assistance for Walk-in Clients

To cater efficient service to clients who conduct research, inquiries about fishing vessel, identification/specification of species, importation and exportation of products, planning a business/fishpond, renew license and issuance of certification and other concerns. And forward the clients to appropriate Division/Section/Unit.

Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)-Anti-Red Tape Unit (ARTU)
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business; G2G- Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Client/Requesting Party/ies
2. Client Feedback Form	BFAR - Admin-HRMS-Public Assistance & Complaint Counter /ARTU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Discuss the concern to Public Assistant Officer/Staff assigned at Anti-Red Tape Unit, Fisheries Bldg, Ground Floor	1. Accept/ Acknowledge/ Assist the concern/ inquiry of walk-in clients.	None	15 minutes	 <i>Administrative Assistant II/ Administrative Assistant III</i>
None	1.1 Let the client sign up in the log book for their basic information and purpose of the visit.	None	5 minutes	BFAR-HR-ARTU, G/Flr., Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
2. Present the Letter Request of it's concern for proper assistance if necessary/ applicable	2. Render the appropriate assistance for endorsement to the concern Division/Section	None	15 minutes	BFAR-HR-ARTU, G/Flr., Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
None	2.1 Provide the necessary information needed/ requested by the client.	None	20 minutes	<i>Administrative Assistant II/ Administrative Assistant III</i> BFAR-HR-ARTU, G/Flr., Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
3. Secure and filled-up client survey form and drop in the drop box	3. Provide Client Survey Form to be filled out by the client and conformed the officer who rendered service.	None	15 minutes	BFAR-HR-ARTU, G/Flr., Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
4. Drop the accomplished Client Feedback Form to the assisting personnel/staff	4. Receive the accomplished Client Feedback Form. Double check if it's filled out completely.	None	5 minutes	<i>Administrative Assistant II/ Administrative Assistant III</i> BFAR-HR-ARTU, G/Flr., Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
TOTAL:		None	1 hour, 15 minutes	





2. Procedure in Handling Complaints or Negative Feedback

The monitoring mechanisms established in handling/addressing the negative feedback or complaints in rendering service by the frontline office. Processing of complaint in accordance with the Revised Rules on Administrative Cases involving against civil service officials or employee. The public assistance and complaints officer shall conduct investigation whenever necessary in accordance with the Act.

Office or Division	BFAR Administrative Division-Human Resource Management Section (HRMS)-Anti-Red Tape Unit (ARTU)
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business; G2G- Government to Government
Who may avail:	All (General Public, Stakeholders, other Gov't agencies, BFAR Central office, National centers, Regional/Provincial offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form		BFAR - Public Assistance & Complaint Desk (PACD)/ARTU		
2. Photo Copy of valid ID of Complainant for reference purposes		Complainant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Complaint Form with the complete details of personal info and details of complaint	1. Receive and asses the accomplished Complaint form	None	5 minutes	<i>Administrative Assistant, BFAR-HR-ARTU, G/Flr., Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Q.C.</i>
2. Discuss the details of complaint to the Public Assistance Officer in-charge of the Day	2. Talk/Discuss with Client/Complainant the details of complaints/negative feedback to check it's validity	None	20 minutes	<i>Administrative Assistant, BFAR-HR-ARTU, G/Flr., Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Q.C.</i>

None	2.1 Render the appropriate action/assistance to the issue/concerns raised/brought out by the complainant by conducting an investigation/inquiry to the concerned office being complaint to know if the complaint is valid	None	15 minutes	 <i>Administrative Assistant, BFAR-HR-ARTU, G/Flr., Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Q.C.</i>
3. Request for a dialogue and/or investigation with the concerned complaints/issues	3. Coordinate by notifying the concerned Office/Employee for the schedule dialogue with the Complainant	None	15 minutes	
4. Receive notification on the scheduled dialogue and Attend the scheduled dialogue with the one being complained with the necessary documents like photocopy of valid identifications and letter of complaints or copy of accomplished complaints form	4. Conduct dialogue and investigation with the concerned parties (Complainant and concerned personnel or office). The public assistant Officer acts as the mediator to both parties and will referred to the Supervisor if the concerned/issues cannot be resolve. If the case/concern is resolved prepare a report for documentation purposes	None	3 hours	<i>Administrative Assistant II/ Administrative Assistant III BFAR-HR-ARTU, G/Flr., Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</i>
None	4.1. Evaluate and prepare a written report or issue memorandum to the concerned office and give them 3 days to provide answer/s for the action taken on the matter/issues.	None	4 hours	<i>Administrative Assistant, BFAR-HR-ARTU, G/Flr., Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Q.C.</i>

None	4.2 Provide written copy to the complainant of the action undertaken on the complaints for proper disposition	None		 <i>Administrative Assistant,</i> <i>BFAR-HR-ARTU,</i> <i>G/Flr., Fisheries Bldg. Complex,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C.</i>
5. Receive in writing thru e-mail or hard copy, if requested, the action taken by the management and it's status or results of the investigation and/or deliberation	5. Inform/Notify the Client/Complainant in writing thru e-mail or hard copy the action taken by the PACD/ARTU office and the management on the status or results of the investigation/ deliberation, also furnish the the aggrieved party the necessary documents to inform thru e-mail or text message	None	15 minutes	 <i>Administrative Assistant,</i> <i>BFAR-HR-ARTU,</i> <i>G/Flr., Fisheries Bldg. Complex,</i> <i>BPI Compound,</i> <i>Visayas Ave.,</i> <i>Q.C.</i>
Total:		None	1 day, 10 minutes	

BFAR Medical Clinic


1. Administering of First Aid Treatment to Internal and External Clients

Administration of treatment to the Employees/personnel who are in need of first aid. To be conducted by a licensed medical professional who have medical background or trainings to perform such. Under the mental, spiritual, and physical Health program of the Administrative Division- Human Resource Management Section.

Office or Division	Administrative Division- Human Resource Management Section (Medical Clinic)
Classification	Simple
Type of Transaction	G2G- Government to Government (BFAR Employee); G2C - Government to Citizen
Who may avail:	Internal: All BFAR Employees
	External: BFAR Client/ Visitor

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out request form (1 original)		BFAR Medical Clinic, Ground Floor, Right Wing, Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out Medical Clinic Request form (AHRMS-F-16)	1. Receive filled-out Medical Clinic Request form (AHRMS-F-16)	None	2 minutes	<i>Administrative Aide IV, Medical Clinic Staff, BFAR-Medical Clinic Ground Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
2. Respond to the questions/interview of the nurse on duty	2. Conduct initial Interview on the status of patient by assessing the physically and total well-being, by taking medical background history of the patient.	None	5 minutes	<i>Administrative Aide IV, Medical Clinic Staff, BFAR-Medical Clinic Ground Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

None	2.1 Check the vital signs (Blood Pressure, Heart Rate, Respiratory Rate, temperature and blood oxygen level)	None	5 minutes	 <i>Administrative Aide IV, Medical Clinic Staff, BFAR-Medical Clinic Ground Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
None	2.2 Evaluate the patient's well-being based on responses and checking of vital signs.	None	5 minutes	 <i>Administrative Aide IV, Medical Clinic Staff, BFAR-Medical Clinic Ground Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
3. Receive proper treatment	3. Administer the necessary independent intervention for patient care by providing the immediate treatment for simple symptoms by providing: Over the counter medicines for the flu/cold, nebulizer for cough/asthma, wound care for minor cuts, monitoring of temperature and blood pressure etc.	None	30 minutes	 <i>Administrative Aide IV, Medical Clinic Staff, BFAR-Medical Clinic Ground Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
4. Request assistance for hospital transfer	4. For critical conditions/cases endorse to the nearest hospital for emergency case for further treatment if necessary	None	20 minutes	 <i>Administrative Aide IV, Medical Clinic Staff, BFAR-Medical Clinic Ground Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>

5. Provide copy of Doctor's diagnosis to clinic for monitoring and records purposes after the treatment	5. Follow-up the condition of the patient/employee and secure a copy of Doctor's diagnosis	None	5 minutes	 <i>Administrative Aide IV, Medical Clinic Staff, BFAR-Medical Clinic Ground Floor, Fisheries Bldg., BPI Compound, Visayas Ave., QC</i>
TOTAL:		None	1 hour, 12 minutes	

BFAR Records Section


1. Disposal of Valueless Records


Disposal of valueless records of the Bureau shall be authorized by the Executive Director of the National Archives of the Philippines using the General Records Disposition Schedule and the approved Agency Records Disposition Schedule as basis for disposal. Inventory and appraisal of records shall be done regularly by the records custodian and disposal of valueless records shall be conducted at least once a year.

Office or Division	BFAR-Administrative Division-Records Section
Classification	Highly Technical
Type of Transaction	G2G- Government to Government
Who may avail:	BFAR Division, Units, National Centers


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Disposal of Valueless Records (1 Original Copy)	Records Section, Ground Floor, Fisheries Building Complex, Visyas Ave., Quezon City Download from https://www.bfar.da.gov.ph
2. Request for Authority to Dispose Form - NAP Form No. 3 (1 original copy, 2 photocopies)	Records Section, Ground Floor, Fisheries Building Complex, Visyas Ave., Quezon City Download from National Archives of the Philippines website or at BFAR website
3. Records Inventory and Appraisal - NAP Form No. 1 (1 original copy, 1 photocopies)	Download from National Archives of the Philippines website or at BFAR website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out request for Disposal of Valueless Records including the duly accomplished NAP forms no. 1& 3	1. Receive request form and review the submitted NAP forms and verify if the identified records series for disposal comply with the retention period indicated in the General Records Disposition Schedule and Agency Records Disposition Schedule	None	2 hours	<i>Administrative Staff, BFAR-Records Section Ground Floor, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City</i>


None	1.1. Prepare Letter request addressed to NAP Executive Director and endorse the Letter to the office of the Assistant Director for Administrative Services for approval	None	2 hours	 Administrative Officer IV Administrative Officer IV BFAR-Records Section G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C. Office of the Asst. Director for Administrative Services
None	1.2 Deliver signed request letter to the National Archives of the Philippines office <i>*inclusive of estimated time of travel from Visayas Avenue, Quezon City to San Marcelino St., Manila</i>	None	*2 hours	Administrative staff/ Liaison officer BFAR Records Section Ground Floor, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City
None	1.3 Review and approve request and issue reply to the request with attached Records Management Analysis Report and Authority to Dispose	None	23 days	Records Analyst-NAP-Records Management Services Division, 1st & 6th Floor, PPL Building, 1000, U.N. Avenue, corner, San Marcelino St, Manila, Metro Manila
None	1.4 Notify requesting agency that the request has been approved and is ready for release and pick-up			


None	<p>1.5 Claim reply letter, Analysis report and authority to dispose at the NAP office</p> <p><i>* inclusive of estimated travel time from Visayas Avenue to San Marcelino St., Manila</i></p>	None	*2 hours	 <p>Administrative staff/ Liaison officer BFAR Records Section Ground Floor, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City</p>
2. Receive the file copy of approved letter reply, Analysis Report and Authority to Dispose from NAP	2. Provide copy of the approved letter reply, analysis report and Authority to dispose NAP	None	30 minutes	<p>Administrative Officer II, Administrative Officer IV BFAR-Records Section G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</p>
None	2.1 Coordinate with the accredited buyer of NAP and schedule date for the actual disposal of records	None		<p>Administrative Officer II, Administrative Officer IV BFAR-Records Section G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</p>
3. Prepare and ready the packed documents for disposal	3. Inform the concerned office of the scheduled date of actual disposal and advice them to prepare their documents for disposal.	None	<p>15 days <i>*subject to the availability of the buyer</i></p>	<p>Administrative Officer II, Administrative Officer IV BFAR-Records Section G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</p>

None	3.1 Prepare a letter request for COA inviting a representative from their office to witness the actual disposal of records	None
None	3.2. Prepare and forward the Certificate of Compliance for approval of the Assistant Director for Administrative Services	None
None	3.3. Release signed letter request and certification to COA and NAP, respectively, as scheduled conduct of disposal of records	None

 <p>Administrative Officer IV, Administrative Officer IV BFAR-Records Section, Chief Administrative Division and Assistant Director for Administrative Services Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</p>
<p>Administrative Officer II, Administrative Officer IV BFAR-Records Section, Chief Administrative Division and Assistant Director for Administrative Services Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.</p>
<p>Administrative Staff- BFAR Records Section and representative from COA and NAP</p>

4. Witness the actual disposal of records	4. Conduct actual disposal in the presence of the COA and NAP representatives	None
None	4.1 Assist the accredited buyer in paying the total sale value of the disposed records to the BFAR-Cashier Section	None
None	4.2. Receive payment from the accredited buyer and issue Official Receipt	None
5. Sign Certificate of Disposal issued by the NAP	5. Issue Certificate of Disposal for signature of the requesting client/office, COA, NAP Representative, and NAP accredited buyer	None

 Administrative Officer V, Administrative Officer IV, Administrative Staff- BFAR Records Section, representatives from COA, NAP and NAP Accredited buyer
BFAR Records Section Staff G/Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C.
BFAR-Cashier Staff, 4th floor, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City representative of NAP accredited buyer
Representative of NAP

None	5.1. Assist the accredited buyer in securing gate pass from the Property Section and in presenting the gate pass and items for disposal to the guard on duty	None	 Administrative Staff- Records Section, Property Staff and Security Guard on duty Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City
6. Receive photocopy of signed Certificate of Disposal and Official Receipt for records purposes	6. Distribute the photocopy of the signed Certificate of Disposal and Official Receipt to concerned parties	None	
TOTAL:		None	1 month, 17 days, 30 minutes

2. Lending of Fishpond Lease Agreement (FLA) and Commercial Fishing Vessel & Gear Licenses (CFVGL) Records

Fishpond Lease Agreement (FLA) and Commercial Fishing Vessels and Gear Licenses CFVGL) records are made available to the process owners of the abovementioned records. Lending of permanent documents follows a process to ensure protection of the records.

Office or Division	BFAR-Administrative Division-Records Section
Classification	Simple
Type of Transaction	G2G- Government to Government
Who may avail:	Legal Division, Fisheries Regulatory and Licensing Division, Adjudication Committee, Regional Directors/Offices
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Request for Retrieval Form - ARS-F-02 (1 original copy)	Records Section, Ground Floor, Fisheries Building Complex, Visyas Ave., Quezon City Download from https://www.bfar.da.gov.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Retrieval form	1. Receive accomplished form and check if the records being requested are on file	None	3 minutes	<i>Administrative Staff BFAR-Records Section Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vrasa, Quezon City</i>
None	1.1 Retrieve the records	None	5 minutes	<i>Administrative Staff BFAR-Records Section Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vrasa, Quezon City</i>
2. Sign the charge out card/ logsheet and receive the requested records	2. Ask client to sign the charge out card/logsheet and release the records	None	2 minutes	<i>Administrative Staff BFAR-Records Section Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vrasa, Quezon City</i>
TOTAL:		None	10 minutes	

3. Issuance of Certified Photocopy of Fishpond Lease Agreement (FLA) and Commercial Fishing Vessel and Gear Licenses (CFVGL) Records



The issuance of certified photocopy of FLA and CFVGL records is limited only to those records deposited at the Records Section. Likewise, no records shall be certified without the retrieved original copy as basis.


Office or Division	BFAR-Administrative Division-Records Section
Classification	Simple
Type of Transaction	G2B - Government to Business Entity
Who may avail:	FLA Lessee/applicants and Fishing Vessel Operators/owners/representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Principal	
1. Request letter (1 Original Copy)	Client/requesting party
2. Valid Government Issued Identification Card	BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, LTO, Comelec, LGU, PRC, PSA
3. Request for Certification Form - ARS-F-02 Form (1 original copy)	Records Section/intranet - Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City

Representative	
1. Request letter (1 Original Copy)	Person being represented
2. Authorization Letter (1 Original Copy)	Person being represented
3. Valid Government issued Identification Card of the person being represented (1 original and 1 photocopy)	BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, LTO, Comelec, LGU, PRC, PSA
4. Valid Government issued Identification Card of the Representative (1 Photocopy)	BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, LTO, Comelec, LGU, PRC, PSA
5. Request for Certification Form - ARS-F-08 Form (1 original copy)	Records Section/intranet - Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and the accomplished ARS -F-08 Form to the Records Section	1. Accept and review the submitted request letter and accomplished ARS- F-08 Form	None	5 minutes	<i>Administrative Staff, BFAR-Records Section Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Quezon City</i>
None	1.1. Retrieve the requested records and refer to concerned divisions for approval: <i>*Legal Division – for FLA with case</i> <i>*FRLD - for FLA with no case</i>	None	20 minutes	<i>Action Officers of Legal Division, 2nd Floor, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City or Fisheries Regulatory and Licensing Division Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City</i>
2. Secure Order of Payment from the BFAR-Accounting Office	2. Issue Order of Payment	None	10 minutes	<i>Administrative Officer IV or Administrative Officer II, Administrative Staff- BFAR-Records Section Ground Floor</i>

None	2.1. Prepare the requested documents and stamp with "CERTIFIED TRUE COPY" then sign.	None		 Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City
3. Submit Order of Payment and pay the required fees at the Cashier Section	3. Accept the required payment and issue Official Receipt	Certification fee is P10.00 per page	5 minutes	<i>BFAR-Cashier Section - 4th Floor Fisheries Main Building Complex, BPI Compound, Visayas Avenue, Quezon City</i>
4. Present Official Receipt (OR) to claim the requested certified records/documents	4. Make a photocopy of the OR presented and release the certified records/documents to the client	None	5 minutes	<i>Administrative Officer IV or Administrative Officer II, Administrative staff BFAR-Records Section Ground Floor, Fisheries Main Building Complex, BPI Compound, Visayas Avenue, Quezon City</i>
TOTAL:		P10/page	45 minutes	

FAO

Note: The requesting party shall be directed to pay Php 10.00 per certified copy if the number of certified copies being requested is more than two (2).



4. Mailing of Official Document

Centralized mailing of documents is observed in the Central Office for efficient control and dispatch of documents.

Office or Division	BFAR-Administrative Division-Records Section
Classification	Simple
Type of Transaction	G2G- Government to Government
Who may avail:	BFAR Division, Units, Sections

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of request for Postal Service Form - ARS-F-07 Form - (1 original copy)		Records Section/intranet - Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Postal Service Form together with the document for mailing	1. Receive accomplished request and record in the logbook	None	5 minutes	<i>Administrative staff BFAR-Records Section Ground Floor, Fisheries Main Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City</i>
None	1.1 Read, transmit and photocopy received document/s	None	10 minutes	
None	1.2. Classify according to destination and postal service requested and record in corresponding logbook	None	3 minutes	
None	1.3 Prepare mailing envelope, provide control number, attach tracking sticker and stamp envelope accordingly	None	10 minutes	

None	1.4 Seal and weigh envelope to determine the corresponding cost of each mail then put meter stamp on the envelope	None	2 minutes	Section Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City
None	1.5 Prepare the Transmittal Form/Registry Return Receipt Cards and attach tracking stickers	None	5 minutes	
None	1.6 Prepare mailing list, Daily Statement reading Reports of Mail Posted Through Postage Stamp Machine Form	None	5 minutes	
None	1.7 Mail the document at the Quezon City Post Office	None	20 minutes	Administrative Assistant III, Administrative Assistant IV BFAR-Records Section Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City
2. Receive the copy of the ARS F-07 Form together with the basic attached documents/communications	2. Release a copy of the ARS F-01 form to the requesting party	None	5 minutes	Administrative Assistant III, Administrative Assistant IV BFAR-Records Section Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City
TOTAL:		None	1 hour, 5 minutes	

5. Releasing of Documents through Messengerial Service



Delivery of official documents to other government agencies that are urgent in nature and require immediate action shall be delivered by the designated messenger within one (1) day from receipt.

Office or Division	BFAR-Administrative Division-Records Section			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail:	BFAR Division, Units, Sections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ARS-F-02 Form - Delivery Form (1 original copy)		Records Section/intranet - Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out delivery form together with the document/s for delivery	1. Receive accomplished request and record in the logbook	None	5 minutes	<i>Administrative staff BFAR-Records Section Ground Floor, Fisheries Main Building Complex, BPI Compound, Visayas Avenue, Quezon City</i>
None	1.1 Photocopy received document/s for delivery	None	10 minutes	<i>Administrative Officer II, Administrative Officer IV, Administrative staff BFAR-Records Section Ground Floor, Fisheries Main Building Complex, BPI Compound, Visayas Avenue, Quezon City</i>

None	1.2 Deliver the document to the concerned office/agency	None	3 hours	 Administrative Officer II, Administrative Officer IV, Administrative Assistant III, Administrative Assistant II, Administrative Assistant IV, Administrative Assistant I BFAR-Records Section Ground Floor, Fisheries Main Building Complex, BPI Compound, Visayas Avenue, Quezon City
2. Receive the copy of the stamped "received" ARS-F-02 Form together with the photocopy of the documents	2. Release a copy of the stamped "received" ARS-F-02 Form to the requesting party and file duplicate for record/reference purposes	None	5 minutes	Administrative Assistant III, Administrative Assistant II, Administrative Assistant IV, Administrative Assistant I BFAR-Records Section Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City
TOTAL:		None	3 hours, 20 minutes	

6. Issuance of Certified Photocopy of Records on Fishpond Lease Agreement (FLA), Commercial Fishing Vessel and Gear Licenses (CFVGL) & Approved Issuances to Internal Clients



The issuance of certified photocopy of FLA, CFVGL and approved issuances such as Fisheries Administrative Order, Fisheries General Memorandum Order and Fisheries Memorandum Order is limited only to those records deposited at the Records Section. Likewise, no records shall be certified without the retrieved original copy as basis.


Office or Division	BFAR-Administrative Division-Records Section
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may avail:	BFAR Officials and action officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Principal

1. Copy of Request for Certification Form - ARS-F-02 Form (1 original copy)	Records Section/intranet - Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out ARS-F-02 Form	1. Receive submitted accomplished ARS- F-02 Form	None	14 minutes	<i>Administrative staff, BFAR-Records Section Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City</i>
None	1.1 Retrieve the record/s and reproduce according to the number of copies requested to be certified			<i>Administrative Officer IV, Administrative Officer II, Administrative Staff-BFAR Records Section</i>
None	1.2 Stamp the records with "CERTIFIED TRUE COPY" and sign			

2. Receive requested certified copies of records/documents	2. Release the certified copy of the records/documents	None	1 minute	 Administrative Staff BFAR-Records Section
TOTAL:		None	15 minutes	

7. Receiving of Official Documents from External Client and Other Government Agencies (Walk-in)

The Records Section shall be the central receiving office of all general documents intended for the Bureau. All received documents shall be profiled using the Document Tracking System (DTS).

Office or Division	BFAR-Administrative Division-Records Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2G-Government to Government
Who may avail:	BFAR Clients (Government and Private entities)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Transmit documents such as letters, endorsements, memos, MOA, MOU, and others to the Records Section for appropriate action	1. Check the transmitted/submitted documents and attachment/s stated if complete. Receive the document. Stamp the original document and the receiving copy with "received". The name of the receiving clerk, date and time the document was received shall be indicated	None	10 minutes	<i>Administrative Staff BFAR-Records Section Ground Floor Main Building, Fisheries Building Complex, BPI Compound, Visayas Avenue, Vasra, Quezon City</i>



2. Receive the receiving copy/ies.	2. Furnish the client with the receiving copy/ies	None	2 minutes	
TOTAL:		None	12 minutes	
RIS - Request and Issuance Slip				
CNAS - Certificate of Non-Availability of Common-Use Supplies, Equipment, and Consumables				

BFAR Property and Inventory Section

1. Issuance of Approved Purchase Order to Winning Bidders/Suppliers, Delivery (Supplies/Materials/Equipment/Services), Acceptance and Inspection of Procured Products/Items

An important stage in the procurement process is the issuance of an approved purchase order to the winning bidders or suppliers, which indicates the official permission for the selected bidders or suppliers to complete the approved Purchase Orders. The next steps involve delivering the materials, supplies, equipment, or services that have been purchased.

Office or Division	BFAR Administrative Division-Property Section
Classification	Simple
Type of Transaction	G2B-Government to Business Entity
Who may avail:	Suppliers/Bidders, BFAR employees (End-User)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Conformer/Signature of Supplier on the Purchase Order (PO)	} Supplier
2. Sales Invoice (SI)	
3. Delivery Receipt (DR)	
4. Warranty Certificate	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Initial Steps:				
None	a.Receive approved PO (Purchase Orders) from BAC, process and evaluate the Purchase Orders *Note: If the POs has discrepancy, proceed to Step b. Otherwise, proceed to step c.	None	5 minutes	<i>Storekeeper III Property Section, Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>

None	b. Attach note/checklist to BAC/end-user for compliance	None	3 minutes	 <i>Senior Admin Assistant I</i> <i>Property Section,</i> <i>Ground Floor,</i> <i>Annex Building,</i> <i>Fisheries Building Complex, BPI Compound</i> <i>Visayas Ave., Q.C.</i>
None	c. Contact/ Coordinate supplier to accept Purchase Orders/contract thru phone calls, email, viber messages and text messages.	None	3 days	<i>Senior Admin Assistant I</i> <i>Property Section,</i> <i>Ground Floor,</i> <i>Annex Building,</i> <i>Fisheries Building Complex, BPI Compound</i> <i>Visayas Ave., Q.C.</i>
1. Fill in by signing the 'Conforme' portion of the PO if all terms are acceptable and received the photocopy of PO	1. Receive the signed PO and give a photocopy to supplier	None	3 minutes	<i>Logistic Management I</i> <i>Property Section,</i> <i>Ground Floor,</i> <i>Annex Building,</i> <i>Fisheries Building Complex, BPI Compound</i> <i>Visayas Ave., Q.C.</i>
None	1.1 Furnish copy to COA	None	10 minutes	<i>Logistic Management I</i> <i>Property Section,</i> <i>Ground Floor,</i> <i>Annex Building,</i> <i>Fisheries Building Complex, BPI Compound</i> <i>Visayas Ave., Q.C.</i>
<p>*Note: After the issuance of Purchase Orders to supplier, the waiting time for delivery will depend on the date quoted delivery term indicated in the approved and conformed Purchase Orders</p>				
2. Deliver the requested/procured product/service	2. Receive, Inspect and fill out the Delivery Receipt/Sales Invoice	None	15 minutes	
	2.1. Attach original DR/SI to PO and return second copy to supplier			



*Senior Admin Assistant I/
Logistic Management I
Property Section
Ground Floor,
Annex Building,
Fisheries Building
Complex, BPI Compound
Visayas Ave.,
Q.C.*

None	2.2. Prepare Inspection & Acceptance Report (IAR) in 3 copies	None	10 minutes
	2.3. Forward to Property Inspector for inspection of delivery		20 minutes
None	2.4. Fill in 'Acceptance' column; mark check if delivery is 'Complete' or 'Partial'; and indicate date of receipt and remarks, if any	None	5 minutes
None	2.5. Forward Inspection and Acceptance Report to COA for evaluation	None	10 minutes
None	2.6. Issue procured product to end-user	None	1 hour
Total:		None	2 hours, 13 minutes

Acronyms:
 PO - Purchase Order
 SI - Sales Invoice
 DR - Delivery Receipt
 IAR - Inspection and Acceptance Report
 COA - Commission on Audit
 BAC - Bids and Award Committee

* The total processing time does not cover the initial process, since it does not involve any client steps.



2. Issuance and Delivery of Requested Common-use Supplies and Materials

By adhering to RA 9184, the DBM-Procurement Service ensures that the procurement of common-use supplies and materials is conducted in a manner that promotes accountability, competition, and integrity in the management of public resources.

Office or Division	BFAR Administrative Division-Property Section
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail:	BFAR Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up and duly signed RIS Form		Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out duly signed RIS Form	1. Receive and review RIS base on the approved PPMP	None	10 minutes	<i>Admin. Asst. IV Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>
None	1.1. Prepare the requested supplies and materials	None	1 day	<i>Admin. Asst. IV Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>
2. Receive the requested supplies and materials.	2. Deliver the requested supplies and materials to the requisitioner	None		
Total:		None	1 day, 10 minutes	

Acronyms
 RIS - Request and Issuance Slip
 PPMP - Project Procurement Management Plan




3. Issuance of Certificate of Non-Availability of Common-Use Supplies, Equipment, and Consumables

The issuance of a Certificate of Non-Availability of Common-Use Supplies, Equipment, and Consumables (APROP-D-01) is a formal declaration stating that the requested items are currently not accessible within the common stock inventory.

Office or Division	BFAR Administrative Division-Property Section
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail:	BFAR Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up and duly signed RIS Form		Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out duly signed RIS Form	1. Receive and review RIS	None	3 minutes	<i>Store Keeper III Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>
None	1.1 Check stock card and bin card for availability of supplies.	None	10 minutes	<i>Store Keeper III Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>

None	1.2 Prepare APROP-D-01 CNAS for out of stock supplies	None	10 minutes	 Store Keeper III Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.
None	1.3. Check and place initial to the CNAS Form	None	5 minutes	Store Keeper III Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.
None	1.4. Sign the CNAS form	None	10 minutes	Property Officer Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.
2. Receive signed CNAS form	2. Release the CNAS to the requisitioner	None	5 minutes	Store Keeper III Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.
Total:		None	43 minutes	
Acronyms: RIS - Request and Issuance Slip CNAS - Certificate of Non-Availability of Common-Use Supplies, Equipment, and Consumables				

4. Issuance of Clearance Form from Property Accountability/ies




In compliance to COA Circular No. 92-391 which requires the settlement of and clearance from accountabilities of accountable officer prior to transfer, retirement, or acceptance of resignation.

Office or Division:	BFAR Administrative Division-Property Section
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may avail:	BFAR Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original copy of Clearance Form (4 copies)	Human Resources Management Section
2. Property Acknowledgment Receipt (PAR) - for transfer of property accountability of equipment	Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.
3. Inventory Custodian Slip (ICS) - for transfer of Semi-Expendable Property	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit four (4) original copies of Clearance Form for initial of Property Office	1. Receive clearance and check for property accountability/ies of employee	None	10 minutes	<i>Admin. Asst. IV/V Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>
None	1.1 Place initial to the clearance form	None	5 minutes	<i>Property Officer Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>
None	1.2 Sign the clearance form	None	15 minutes	<i>Property Officer Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>

2. Receive the approved/signed application for clearance	2. Release the approved application for clearance	None	15 minutes	 <i>Admin Asst. IV/V</i> <i>Property Section</i> <i>Ground Floor,</i> <i>Annex Building,</i> <i>Fisheries</i> <i>Building</i> <i>Complex, BPI</i> <i>Compound</i> <i>Visayas Ave.,</i> <i>Q.C.</i>
Total:		None	45 minutes	

Acronyms:

PAR - Property Acknowledgment Receipt


ICS - Inventory Custodian Slip

5. The Issuance of Property Acknowledgment Receipt (PAR), Inventory Custodian Slip (ICS), Property Transfer Receipt (PTR) and Inventory Transfer Receipt (ITR) for Transferred PPE and Semi-Expendable Property

Ensures that the receiving employee shall be made accountable, responsible, and liable for the subsequent loss, misuse, damage, or deterioration of government property while the previous accountable employee shall be freed from such.

Office or Division:	BFAR Administrative Division-Property Section		
Classification:	Simple		
Type of Transaction:	G2G-Government to Government		
Who may avail:	Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Property Acknowledgment Receipt (PAR) signed by original end-user		Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.	
2. Inventory Custodian Slip (ICS) signed by original end-user			
3. Request Form			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit photocopy of PAR/ICS signed by original end-user	1. Receive the Request form and photocopy of PAR/ICS from end-user	None	30 minutes	<i>Admin. Asst. IV/V Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>
None	1.1 Verify the details in the PAR/ICS from the Inventory Report	None		
None	1.2. Prepare the requested transfer based on the listed equipment.	None		
2. Receive the PAR/ICS/PTR/ITR for the signature of new accountable officer	2. Release the PAR/ICS/PTR/ITR (3 original copies) for signature of the new accountable officer in the "Received by:" Purchase Orders	None	3 minutes	<i>Admin. Asst. IV/V Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>
3. Submit the signed PAR/ICS/PTR/ITR (3 original copies)	3. Receive the PAR/ICS/PTR/ITR and check the completeness of signatures.	None	3 minutes	
None	3.1. Place initial on the form	None	3 minutes	
None	3.2. Sign the "Released by" portion	None	10 minutes	<i>Property Officer Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>

4. Receive PAR/ICS/PTR/ITR (2 original copies) for end-user	4. Release the PAR/ICS/PTR/ITR (2 original copies) and file the copy (1 original copy)	None	5 minutes	 Admin Asst. W/V Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.
Total:		None	54 minutes	

Acronyms:

PPE - Property Plant and Equipment
 PAR - Property Acknowledgment Receipt
 ICS - Inventory Custodian Slip
 PTR - Property Transfer Report
 ITR - Inventory Transfer Report

6. The Issuance of Gate Pass for Bringing Out Property

Ensures that the property is properly tracked thus preventing difficulty in tracking its location, or even loss	
Office or Division:	BFAR Administrative Division-Property Section
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may avail:	Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-out APROP-F-02 Gate Pass Form (3 original copies) *Original – Guard on Duty *Duplicate – Property Section *Triplicate – Requisitioner	Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, filled up and submit gate pass form	1. Receive filled up Gate Pass form	None	3 minutes	<i>Admin. Asst. IV/V Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>
None	1.1. Check completeness and accuracy of details	None	3 minutes	
None	1.2. Sign the gate pass form	None	3 minutes	
2. Receive the approve gate pass	2. Release approved gate pass	None	3 minutes	<i>Admin. Asst. IV/V Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>
3. Surrender gate pass to guard on duty	3. File duplicate copy of the gate pass	None	3 minutes	<i>Admin. Aide II Property Section Ground Floor, Annex Building, Fisheries Building Complex, BPI Compound Visayas Ave., Q.C.</i>
Total:		None	15 minutes	

GENERAL SERVICES SECTION (GSS)

1. Rendering Repair and Maintenance of Vehicles

The General Services Section ensures that all vehicles are properly maintained and in good roadworthy condition not only for safety, but also to avoid unexpected breakdowns and repair during travel time.

Office or Division	BFAR Admin. -General Services Section (GSS)			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail:	BFAR Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form (1 Original Copy) Coded form: AGSU-F-15		General Services Section, Ground Floor, BFAR Annex Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form for vehicle repair/maintenance	1. Receive duly accomplished request form for repair/maintenance	None	8 minutes	<i>Procurement Officer BFAR-General Services Section (Ground Flr., Fisheries Building Complex, Annex Bldg.)</i>
None	1.1 Approve the request based on scheduled maintenance and repairs for breakdown on emergency cases	None	5 minutes	<i>OIC, GSS BFAR-General Services Section (Ground Flr., Fisheries Building Complex, Annex Bldg.)</i>
None	1.2 Conduct initials/preliminary inspection and determine the scope of work/damage to be undertaken and parts to be replaced after the initial diagnosis/check-up vehicle/s	None	1 day	<i>Inspector and Maintenance Personnel BFAR-General Services Section (Ground Flr., Fisheries Building Complex, Annex Bldg.)</i>

None	1.3. Prepare Purchase Request (PR) with the attached inspection report and recommendation of the maintenance staff	None	10 minutes	 Procurement Office BFAR-General Services Section((Ground Flr., Fisheries Building Complex, Annex Bldg.)
None	1.4. Conduct the repair on the reported/requested particular vehicle/s	None	1 day	Inspector and Maintenance Personnel (Ground Flr., Fisheries Building Complex, Annex Bldg.))
2. Accept the endorsed repaired vehicle/s	2. Endorse the repaired vehicle to the assigned office/requested office	None	10 minutes	OIC, GSS BFAR-General Services Section(Ground Flr., Fisheries Building Complex, Annex Bldg.)
TOTAL:		None	2 days, 33 minutes	

2. Rendering Equipment Maintenance and Utilities

The General Services Section ensures that utilities and equipment are always in good condition and functional hence regular monitoring and maintenance is being observed.	
Office or Division	BFAR Admin.-General Services Section (GSS)
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail:	BFAR Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form (1 original copy): coded form AGSU-F-14	General Services Section, Ground Floor, BFAR Annex Building

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform/Report to the GSS through telephone call, verbal, fill-up request form/letter request on the identified equipment to be repair like aircon, lighthings, cabinets/chairs and etc.	1. Receive the report/information and record the same in the request form	None	5 minutes	<i>Administrative Assistant BFAR-General Services Section (Ground Flr., Fisheries Building Complex, Annex Bldg.)</i>
None	1.1 Check the requested/reported equipment or utilities for repair/s and render the necessary action on the request	None	35 minutes	<i>Maintenance BFAR-General Services Section(Ground Flr., Fisheries Building Complex, Annex Bldg.)</i>
2. Acknowledge repair equipment or utilities	2. Inform/Notify the requesting party on the finished job/repared equipment or utilities	None	20 minutes	<i>Maintenance BFAR-General Services Section(Ground Flr., Fisheries Building Complex, Annex Bldg.)</i>
TOTAL:		None	1 hour	



3. Provision of Accommodation at BFAR Dormitory

BFAR Central Office has a dormitory for temporary accommodation of its personnel from field offices who have to attend to official business at the Central Office.

Office or Division	BFAR Admin.-General Services Section (GSS)
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail:	BFAR Employees, Regional Field Offices and Natonal Centers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Dorm Reservation Form (1 original copy) code form: AGSU-F-7	BFAR-General Services Section, Ground Floor, BFAR Annex Building / Text / Chat / Call/ Online
2. Letter request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
1. Submit letter request and/or accomplished reservation form	1. Receive letter request and/or accomplished reservation form	None	5 minutes	<i>Dormitory Mgr. 1/ Administrative Ai de BFAR-General Services Section(Ground Flr., Fisheries Building Complex, Annex Bldg.)</i>
None	1.1 Check the availability of beds for specific number of guest requesting and inform the requesting party for its availability	None	5 minutes	<i>Dormitory Mgr. 1 BFAR-General Services Section (Ground Flr., Fisheries Building Complex, Annex Bldg.)</i>
2. Receive confirmation of the reservation	2. Notify for the confirmed reservation to the requesting personnel/party. Thru text message/phone call	None	5 minutes	<i>Dormitory Mgr. 1 BFAR-General Services Section(Ground Flr., Fisheries Building Complex, Annex Bldg.)</i>
TOTAL:		None	15 Minutes	



4. Request for Service Vehicle

Proper dispatching of vehicles in response to requests of operating units is done through effective scheduling of drivers and vehicles, use of trip tickets and regular monitoring of vehicle utilization.

Office or Division	BFAR Admin.-General Services Section (GSS)
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail:	BFAR Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Request Form (1 original copy) coded forM: AGSU-F-02	General Services Section, Ground Floor, BFAR Annex Building / Text / Chat / Call/ Online
2. Approved Travel Order (1 photocopy) if necessary	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form and photocopy of approved travel authority to the GSS	1. Receive request form and/or approved Travel Order	None	5 minutes	<i>Dispatching Officer BFAR-General Services Section (Ground Flr., Fisheries Building Complex, Annex Bldg.)</i>
None	1.1. Approve the request. If the request is denied, inform/notify the requesting party in this matter. Mark the request form " <i>no service vehicle available</i> " and provide certification for non-availability of vehicle for reimbursement of transportation fee	None	5 minutes	<i>Officer-in-Charge BFAR-General Services Section (Ground Flr., Fisheries Building Complex, Annex Bldg.)</i>

None	1.2 Assign vehicle and inform the driver on the schedule of travel.	None	10 minutes	 <i>Dispatcher/ Administrative Assistant BFAR-General Services Section (Ground Fl., Fisheries Building Complex, Annex Bldg.)</i>
None	1.3 Prepare trip ticket and give it to the driver assigned for the travel.	None	10 minutes	<i>Administrative Assistant BFAR-General Services Section(Ground Fl., Fisheries Building Complex, Annex Bldg.)</i>
None	1.4 Notify the requesting party on the approved request and provide information on the assigned vehicle and driver		10 minutes	<i>Administrative Assistant BFAR-General Services Section(Ground Fl., Fisheries Building Complex, Annex Bldg.)</i>
2. Receive notification and confirmation of the schedule of travel	2. Confirm the travel with the requesting personnel/office	None	5 minutes	<i>Administrative Assistant BFAR-General Services Section (Ground Fl., Fisheries Building Complex, Annex Bldg.)</i>
TOTAL:		None	35 minutes	

BFAR Cashier Section

1. Issuance of Official Receipt

The Official Receipt is issued to individuals as written evidence and acknowledgement on collection of cash payment on transaction which include but not limited to payment for frontline services; permit, license, health certificate, LTP, FLA rentals, Bid doc, etc.

Office or Division	BFAR - Administrative Division – Cashier Section
Classification	Simple
Type of Transaction	G2B – Government to Business Entity; G2G – Government to Government; G2C - Government to Citizen
Who may Avail	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (original copy)		BFAR - Accounting Section, and/or Cashier 4th Flr, BFAR New Bldg, BPI Compound, Visayas Ave., Diliman, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Order of Payment and Pay the required fees based on the stated therein	1. Receive and accept payment based on the Order of payment issued	Based on the stated amount in the Order of Payment	2 minutes	<i>Administrative Assistant, Cashier Section 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Diliman, Quezon City</i>
2. Receive the Official Receipt	2. Issue Official Receipt	None	1 minute	<i>Administrative Assistant, Cashier Section 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Diliman, Quezon City</i>
TOTAL:		Total of stated amount in the Order of Payment	3 minutes	




2. Releasing of Checks

Inform the supplier/external providers that the check is ready for collection. Release the check to the person or authorized representative and ask for the receipt voucher.

Office or Division	BFAR - Administrative Division – Cashier Section
Classification	Simple
Type of Transaction	G2B – Government 2 Business Entity; G2G – Government to Government
Who may Avail	External Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Disbursement Voucher	BFAR - Finance Management Division - Accounting Section, and/or Cashier, 4th Flr., Fisheries Bldg., BPI Compound, Visayas Ave., Diliman, Quezon City
2. Valid ID	Client
3. Authorization Letter of Representative	Client
4. Photocopy, if payee's ID if claimant is the authorized representative	Client
5. Issuance of Official Receipt/s	BFAR - Finance Management Division - Accounting Section, and/or Cashier, 4th Flr., Fisheries Bldg., BPI Compound, Visayas Ave., Diliman, Quezon City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide a copy of Identification Card or Authorization letter if applicable for its validity	1. Receive the Identification Card and/or Authorization Letter	None	2 minutes	<i>Administrative Assistant, Admin-Cashier Section 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Diliman, Quezon City</i>

2. Sign on the Disbursement Voucher as a proof of receipt	2. Request the payee or representative to sign Disbursement Voucher as a proof of receipt.	None	3 minutes	 <i>Administrative Assistant, Admin-Cashier Section 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Diliman, Quezon City</i>
3. Issue Official Receipt	3. Receive Official Receipt and attach to Disbursement Voucher for recording purposes	None	5 minutes	 <i>Administrative Assistant, Admin-Cashier Section 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Diliman, Quezon City</i>
4. Receive the checks and sign the Log Book	4. Release the check and log the date of release for monitoring purposes	None	3 minutes	 <i>Administrative Assistant, Admin-Cashier Section 4th Floor, Fisheries Bldg., BPI Compound, Visayas Ave., Diliman, Quezon City</i>
TOTAL:		None	13 minutes	

Finance Management Division (FMD)





1. Recognition of Obligation (Purchase Order)

Processing of Obligation Request and Status (ORS) for Purchase Order	
Office or Division	BFAR-Finance and Management Division
Classification	Simple
Type of Transaction	G2C-Government to Citizen; G2G - Government to Government; G2B-Government to Business Entity
Who may avail:	Public, Business Owners, Government Official and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1a. Purchase Order and its Supporting Documents	Bids and Award Committee (BAC) 2nd Floor, Fisheries Building, BPI Compound, Visayas Avenue, Quezon City
Public Bidding	
Annual Procurement Plan (APP)	
Supplemental Project Procurement Management Plan (SPPMP), if applicable	
Justification for SPPMP, if applicable	
signed Terms of Reference (TOR) which includes:	
• Delivery period	
• Detailed technical specifications of the items	
• Other requirements (certification/s), if applicable	
• Place of delivery	
• Program of works, activities, and materials, if applicable	
• Qualification requirements	
• Scope of work, if applicable	
• Terms of payment	
• Timeline of activities, if applicable	
• Warranty	
1b. Alternative Mode of Procurement (ABC: below 1 million)	
Annual Procurement Plan (APP)	
Supplemental Project Procurement Management Plan (SPPMP), if applicable	
Justification for SPPMP, if applicable	
Delivery period	
Detailed Technical Specifications of the items	
DTS number	
Place of delivery	
Warranty, if applicable	
1c. Agency-to-Agency	
Certification from Government-owned facility	
Justification for Agency to Agency	




1d. Consultancy Services (Highly Technical Consultant)				
Activity Proposal				
Authority to Hire Consultant				
Certificate of Registration, Mayor's Permit, and PhilGEPS Registration number				
Curriculum Vitae				
Justification to undergo Consultancy services				
Letter of Intent				
Terms of Reference which includes:				
Approved Program of Work and Manning Schedule				
Breakdown of ABC and Contract Cost				
Date or covered period of consultancy				
Deliverables				
Qualifications and Scope of Responsibilities				
1e. Direct Contracting				
Certification of Exclusive distributorship				
Justification for Direct Contracting				
1f. Emergency Cases				
Justification or Request to conduct Emergency Procurement				
1g. Repeat Order				
Documents about the previously awarded contract				
Justification on re-ordering				
1h. International Event/Exhibit Procurement				
Billing Statement				
Purchase Request				
Activity Proposal				
Annual Procurement Plan (APP)				
Authority to Participate				
Invitation				
Floor Plan, if space rental				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Obligation Request and Status (ORS) with supporting documents	1. Receive Purchase Order (PO) or Contracts with complete documents	None	2 minutes	<i>Elsa Columnas Admin Assistant II FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>

None	1.1 Review the completeness and propriety of the documents	None	10 minutes	 <i>John Ma. Sula</i> Admin Assistant V FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City
None	1.2 Receive the Obligation Request and Status (ORS) and its Supporting Documents (SDs) from the staff concerned. Verify availability of allotment based on the appropriate Registry of Allotment Obligation Disbursement (RAOD).	None	2 minutes	 <i>Christian Dela Cruz/ Trixie Mae Paraiso</i> Admin Assistant V FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City
None	1.3 Release the Obligation Request and Status (ORS) and Supporting Documents (SDs) to the payee/creditor for signature of Box A (certifies charges to appropriation/allotment necessary and lawful, supporting documents valid, proper, and legal)	None	2 minutes	 <i>Harvey Gumangan</i> Admin Assistant IV FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City
None	1.4 Certify availability of allotment by the Budget Officer	None	5 minutes	 <i>Princess Luciano</i> OIC, Budget Section FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City

None	1.5 Certify to the availability of Funds	None	5 minutes	 <i>Jupiter Vera</i> <i>OIC, Accounting Section</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound,</i> <i>Visayas Ave., Quezon City</i>
TOTAL:		None	26 minutes	

2. Disbursement through Checks/List of Due and Demandable Accounts Payable - Advice to Debit Accounts (LDDAP-ADA) (Processing of Payment for Purchase Order)

Processing of payment for Purchase Order	
Office or Division	BFAR-Finance and Management Division
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2G - Government to Government; G2B Government to Business Entity
Who may avail:	Public, Business Owners, Government Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inspection and Acceptance Report	Property Section
2. Issue Inventory Custodian Slip (ICS)/ Property Acknowledgment Receipt (PAR)	3rd Floor Annex Building, BPI Compound, Visayas Avenue, Quezon City
3. Delivery Receipt, Sales Invoice or Statement of Account (SOA)	Supplier
4. External Provider Performance Evaluation Form (EPPE), properly filled-up	End user
COA Circular 2023-04 Documentary Requirements	
Infrastructure Projects	
2a. Advance Payment for Mobilization Cost	
Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee	Contractor/Supplier

Notice of Award	Bids and Award Committee (BAC)	
Notice to Proceed	2nd Floor, Fisheries Building, BPI Compound, Visayas Avenue, Quezon City	
2b. Progress Payments		
Statement of Work Accomplished (SWA)	Contractor/Supplier	
Progress Billing Statement		
Inspection Report by the Agency's Authorized Engineer		
Results of Test Analysis, if applicable		
Contractor's Affidavit on payment of laborers and materials		
Pictures/Geotagged Photos, before, during and after construction of items of work especially the embedded items		
Certificate of Percentage of completion		
2c. Final Payment		
As-Built Plans	Contractor/Supplier	
Final SWA		
Warranty Security		
Certificate of Completion	End User	
Copy of turn-over documents/transfer of project and facilities such as motor vehicles, laptops, and other equipment and furniture included in the contract to concerned government agency	Property Section 3rd Floor Annex Building, BPI Compound, Visayas Avenue, Quezon City	
Certificate of Acceptance by the Agency	End User	
Final Inspection Report of the Agency's authorized Engineers and/or	Property Section 3rd Floor Annex Building, BPI Compound, Visayas Avenue, Quezon City	
Inspectorate Team		
Statement of Time Elapsed		
Pictures/Geotagged Photos before, during and after construction of items of work especially the embedded items		
2d. Release of Retention Money		
Warranty security in form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand	Contractor/Supplier	
Certification from the end-user that the project is completed, inspected and accepted.	End User	
2e. Consulting Services		
Copy of curriculum vitae of the consultant	Payee	




Copy of the Terms of Reference or Contract (for the first payment)	Property Section 3rd Floor Annex Building, BPI Compound, Visayas Avenue, Quezon City
Approved consultancy Progress/Final Reports and/or output required under the contract	End User
2f. Progress/Final Billing	
Contract of Infrastructure Projects subject of Project Management	Property Section 3rd Floor Annex Building, BPI Compound, Visayas Avenue, Quezon City
Consulting Services	Contractor/Supplier
2g. Goods	
Supplies, Materials, Equipment and Motor Vehicles	
Purchase Requisition (PR)	
Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his authorized representative	End User
Results of Test Analysis, if applicable	
Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government	Contractor/Supplier
Delivery receipt duly received	
Inspection and Acceptance Report prepared by the Department/Agency property inspector and signed by the Head of Agency or his authorized representative	Property Section 3rd Floor Annex Building, BPI Compound, Visayas Avenue, Quezon City
Property Acknowledgement Receipt (PAR), for equipment.	
Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of semi-/non-expendable supplies, after acceptance by the procuring entity of the delivered supplies	
Authority to purchase, in case of motor vehicles	General Services Section 3rd Floor Annex Building, BPI Compound, Visayas Avenue, Quezon City



2h. For Procurement of drugs and medicines	
Certificate of product registration from Food and Drug Administration (FDA)	Contractor/Supplier
Certificate of good manufacturing practices from FDA	
Batch release certificate from FDA	
If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the product/items	
License to Operate from FDA with List of Sources (whether it is a manufacturer, importer, seller or distributor)	
Certification by the Medical Officer that medicines and drugs requisitioned is included in the PNDF Current Edition	
Delivery Receipt/Invoice bearing Lot Nos. and Expiry Dates of the drugs and medicines	
2i. General Support Services (janitorial, security maintenance, garbage collection and disposal and similar services)	
Performance Appraisal Report	General Services Section 3rd Floor Annex Building, BPI Compound, Visayas Avenue, Quezon City
Statement of account or Contractor's Bill	
Record of Attendance/ Service	
Proof of remittance to concerned government agencies [BIR/Social Security System (SSS)/ECC/Pag-ibig/PhilHealth]	
2j. Rental Contracts for Property	
List of prevailing comparable property within the vicinity (for first claim)	Property Section 3rd Floor Annex Building, BPI Compound, Visayas Avenue, Quezon City
Vicinity map (for first claim)	
Bills/Invoices	
Certificate of Occupancy (space/building) (for first claim)	
2k. Repair and Maintenance of Aircrafts, Watercrafts, Equipment and Motor Vehicles	
Bills/Invoices	Contractor/Supplier
Pre-Repair Inspection Report Post-Repair Inspection Report Repair History of Property	Property Section 3rd Floor Annex Building, BPI Compound, Visayas Avenue, Quezon City
Waste Materials Report	
Warranty Certificate	
Certificate of Acceptance	End User



21. Advertising Expenses				
Job Order or Contract		Contractor/Supplier		
Bill/Statement of Account				
Copy of newspaper clippings evidencing publication and/or CD/DVD in case of TV/Radio commercial				
Copy of Approved Agency Media Plan, if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher with complete supporting documents	1. Receive and assign Disbursement Voucher (DV) number and record in the Document Tracking System (DTS), the Voucher (DV) number and date, creditor or payee, particular and amount	None	5 minutes	<i>Elsa Columnas Admin Assistant II FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.1 Check the completeness and propriety of Supporting Documents and process the computation of taxes and penalties	None	10 minutes	<i>Vanessa Concepcion/ Edith Cabello Administrative Aide IV/Sr. Administrative Assistant II FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.2 Review the Voucher (DV) and Supporting Documents (SDs) and certify the completeness of documents by the Chief/Head Accountant	None	5 minutes	<i>Jupiter C. De Vera OIC, Accounting Section FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>


None	1.3 Release to authorize signatory for payment approval	None	3 minutes	 <i>Harvey Gumangan</i> Admin Assistant IV FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City
None	1.4 Receive completely signed Voucher (DV) and Supporting Documents (SDs) for List of Due and Demandable Accounts Payable - Advice to Debit Account (LDDAP-ADA) payment	None	4 minutes	<i>Elsa Columnas</i> Admin Assistant II FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City
None	1.5 Prepare the ACIC/LDDAP-ADA. Initials the documents, forward to the ACIC to the Head of the Cashier Section, the LDDAP-ADA to the Head of the Accounting Section	None	5 minutes	<i>Johanna Tuazon/ Juan Fidel Cordova</i> Bookkeeper / Sr. Administrative Assitant II FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City
None	1.6 Forward List of Due and Demandable Accounts Payable - Advice to Debit Account (LDDAP-ADA) to the Cashier Section.	None	5 minutes	<i>Harvey Gumangan</i> Admin Assistant IV FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City
TOTAL:		None	37 minutes	




3. Disbursement through Checks/List of Due and Demandable Accounts Payable - Advice to Debit Accounts (LDDAP-ADA) (Travel Expenses)

Processing of payment for local and foreign Travelling Expense	
Office or Division	BFAR-Finance and Management Division
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail:	Public, Business Owners, Government Official and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.A Local Travel	
Approved Certificate of Travel Completed	Payee/Claimant
Approved Revised Itinerary of Travel, if the previously approved itinerary was not followed	
Copy of previously approved Itinerary of travel	
Certificate of Appearance or Highlights of the training/activity;	
o Pictures preferably dated;	
o Plan of action for knowledge sharing; and	
o Recommendations	
OR/eOR3/AR or equivalent in case of refund	
4.B Foreign Travel	
Duly approved Office Order/Travel Order	Department of Agriculture
Duly approved Itinerary of Travel	
Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books	Finance Management Division, 4th Floor, Fisheries Building Complex, BPI Compound, Visayas Avenue, Quezon City
Letter of invitation of the host/sponsoring country/agency/organization	Host Country/Agency
Flight itinerary issued by the airline ticketing office/travel agency Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor	Finance Management Division, 4th Floor, Fisheries Building Complex, BPI Compound, Visayas Avenue, Quezon City
Where applicable, authority to claim representation expenses	
In case of seminar/training:	
Acceptance of nominee/s as participant/s (issued by the host country)	Host Country/Agency
Programme Agenda and Logistics Information refer to COA Circular 2023-04	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit of Disbursement Voucher with complete supporting documents	1. Receive and assign Disbursement Voucher (DV) number and record in the Document Tracking System (DTS), the Disbursement Voucher (DV) number and date, creditor or payee, particular and amount	None	5 minutes	<i>Elsa Columnas Admin Assistant II FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.1 Check the completeness and propriety of Supporting Documents process computation of per diem and transportation expense	None	10 minutes	<i>John Mel Sulla Admin Assistant V FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.2 Prepares Obligation, Request and Status (ORS)	None	5 minutes	<i>Christian Dela Cruz / Trixie Mae Paraiso - Administrative Assistant V (FMD 4th Floor Office)</i>
None	1.3 Release of the Disbursement Voucher (DV) and Supporting Documents (SDs) to the payee/creditor for signature of Box A (certifies charges to appropriation/allotment necessary and lawful, supporting documents valid, proper, and legal)	None	2 minutes	<i>Harvey Gumangan Admin Assistant IV FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>

None	1.4 Certify availability of allotment by the Budget Officer	None	5 minutes	 <i>Princess Luciano</i> <i>OIC, Budget Section</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.5 Reviews the Disbursement Voucher (DV) and and Supporting Documents (SDs) and certifies completeness of documents by the Chief/Head Accountant	None	5 minutes	 <i>Jupiter C. De Vera</i> <i>OIC, Accounting Section</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.6 Release to authorize signatory for payment approval	None	3 minutes	 <i>Harvey Gumangan</i> <i>Admin Assistant IV</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.7 Receive completely signed Disbursement Voucher (DV) and Supporting Documents (SDs) for List of Due and Demandable Accounts Payable - Advice to Debit Account (LDDAP-ADA) payment	None	4 minutes	 <i>Elsa Columnas</i> <i>Admin Assistant II</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>

None	1.8 Prepares the ACIC/LDDAP-ADA. Initials the documents, forward to the ACIC to the Head of the Cashier Section, the LDDAP-ADA to the Head of the Accounting Section	None	5 minutes	 Johanna L. Lacion / Juan Fidek Cordova - Bookkeeper / Sr. Administrative Assitant II (FMD 4th Floor Office)
None	1.9 Forward List of Due and Demandable Accounts Payable - Advice to Debit Account (LDDAP-ADA) to the Cashier Section.	None	5 minutes	Harvey Gumangan Admin Assistant IV FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City
TOTAL:		None	49 minutes	

4. Disbursement through Checks/List of Due and Demandable Accounts Payable - Advice to Debit Accounts (LDDAP-ADA) (Cash Advance)


Processing of cash advance to officers and employees, cash advance for operating expenses, cash advance for special project, cash advance for payroll and petty cash fund.


Office or Division	BFAR-Finance and Management Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail:	Government Official and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
As per COA Circular 2023-04 and 2012-01	
5.A Granting of Cash Advances	
For all types of cash advances except for travel cash advances	
Authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial cash advance)	End User



0 Certification from the Chief Accountant that previous cash advances have been fully liquidated and accounted for in the books		Finance Management Division, 4th Floor, Fisheries Building Complex, BPI Compound, Visayas Avenue, Quezon City		
0 Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001 above or other minimum amount that may be prescribed by the Bureau of the Treasury (upon set-up of new/renewed accountability)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit of Disbursement Voucher with complete supporting documents	1. Receive and assign Disbursement Voucher (DV) number and record in the Document Tracking System (DTS), the Voucher (DV) number and date, creditor or payee, particular and amount	None	5 minutes	<i>Elsa Columnas Admin Assistant II FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.1 Check the completeness and propriety of Supporting Documents if incomplete and not proper, returns to the party concern for compliance, computation of budgetary breakdown	None	30 minutes	<i>Edith Cabello - Sr. Administrative Assistant II FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.2 Prepare Certificate of No Unliquidated Cash Advance	None	5 minutes	<i>John Mel Sulla Admin Assistant V FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>

None	1.3 Sign the certificate of No Unliquidated Cash Advance	None	5 minutes	 <i>Jupiter Vera</i> <i>OIC, Accounting Section</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.4 Prepare Obligation, Request and Status (ORS)	None	5 minutes	 <i>Christian Dela Cruz / Trixie Mae Paraiso - Administrative Assistant V</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.5 Release of the Disbursement Voucher (DV) and Supporting Documents (SDs) to the payee/creditor for signature of ORS Box A (certifies charges to appropriation/allotment necessary and lawful, supporting documents valid, proper, and legal)	None	2 minutes	 <i>Harvey Gumangan Admin Assistant IV</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.6 Certify availability of allotment by the Budget Officer	None	5 minutes	 <i>Princess Luciano OIC, Budget Section</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>

None	1.7 Review the Disbursement Voucher (DV) and Supporting Documents (SDs) and certifies completeness of documents by the Chief/Head Accountant	None	5 minutes	 <i>Jupiter Vera</i> <i>OIC, Accounting Section</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.8 Release to authorize signatory for payment approval	None	3 minutes	<i>Harvey Gumangan</i> <i>Admin Assistant IV</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
TOTAL:		None	1 hour, 5 minutes	


5. Disbursement through Checks/List of Due and Demandable Accounts Payable - Advice to Debit Accounts (LDDAP-ADA) (Petty Cash Advance)

Processing of Replenishment of Petty Cash Advance	
Office or Division	BFAR-Finance and Management Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail:	Government official and employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6.A As per COA Circular 2023-04 and 2012-01	
Report on Paid Petty Cash Vouchers (RPPCV)	Petty Cash Custodian
Petty Cash Vouchers (PCVs) duly accomplished, signed and approved	
Approved purchase request with certificate of Emergency Purchase, if necessary	



Bills, receipts, sales invoices	
Certification of Expense not Requiring Receipt (CERR) (for expenses amounting to P300 or less) or Reimbursement Expense Receipts (RER) (for expenses amounting to more than P300 but not exceeding as amended by COA Circular No. 2021-001 dated June 24, 2021, or PI,000), pursuant to COA Circular No. 2017-001 dated June 19, 2017, other amount that may be prescribed in the future	
Inspection and Acceptance Report (IAR) or Certificate of Inspection and Acceptance	Property Section
Pre-/Post-Repair Inspection Report Waste Materials Report (WMR) in case of replacement/repair	3rd Floor Annex Building, BPI Compound, Visayas Avenue, Quezon City
Approved trip ticket, for gasoline/fuel expenses, together with parking and toll fee receipts, if any (applicable for government vehicles only)	General Service Section
	3rd Floor Annex Building, BPI Compound, Visayas Avenue, Quezon City
Canvass from at least three suppliers for purchases as prescribed (involving P2,000 and above or other amount that may be prescribed in the future), except for purchases made while on official travel	Petty Cash Custodian
Summary/Abstract of Canvass	
OR/eOR/AR or equivalent in case of refund of PCF	
Inventory Custodian Slip (ICS) for semi-expendable items	Property Section
	3rd Floor Annex Building, BPI Compound, Visayas Avenue, Quezon City
6.B For meals and snacks charged to PCF:	
Notice of meeting with agenda/meeting's purpose	
Minutes of Meeting	Payee/Claimant
Attendance Sheet	


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit of Disbursement Voucher with complete supporting documents	1. Receive and assign Disbursement Voucher (DV) number and record in the Document Tracking System (DTS), the DV number and date, creditor or payee, particular and amount	None	5 minutes	<i>Elsa Columnas Admin Assistant II FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.2 Check the completeness and propriety of Supporting Documents if incomplete and not proper, returns to the party concern for compliance, computation of budgetary breakdown	None	1 day	<i>Edith Cabello - Sr. Administrative Assistant II FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.3 Prepares Obligation, Request and Status (ORS)	None	5 minutes	<i>Christian Dela Cruz / Trixie Mae Paraiso - Administrative Assistant V FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.4 Release of the Disbursement Voucher (DV) and Supporting Documents (SDs) to the payee/creditor for signature of ORS Box A (certifies charges to appropriation/allotment necessary and lawful, supporting documents valid, proper, and legal)	None	2 minutes	<i>Harvey Gumangan Admin Assistant IV FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>

None	1.5 Certify availability of allotment by the Budget Officer	None	5 minutes	 <i>Princess Luciano</i> <i>OIC, Budget Section</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.6 Review the Disbursement Voucher (DV) and Supporting Documents (SDs) and certifies completeness of documents by the Chief/Head Accountant	None	5 minutes	 <i>Jupiter C. De Vera</i> <i>OIC, Accounting Section</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.7 Release to authorize signatory for payment approval	None	3 minutes	 <i>Harvey Gumangan</i> <i>Admin Assistant IV</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
TOTAL:		None	1 day, 25 minutes	



6. Collection and Deposit (Issuance of Order of Payment)

Issuance of Order of Payment				
Office or Division		BFAR-Finance and Management Division		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen; G2G - Government to Government; G2B Government to Business Entity		
Who may avail:		Public, Business Owners, Government Official and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bill		Concerned Unit/Section/Division		
2. Order of Payment		Accounting Section, Finance Mangement Division, 4th Floor, Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Bill of payment	1. Receive the Bill of payment	None	2 minutes	<i>Elsa Columnas Admin Assistant II FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.1 Prepare the Order of Payment (OP)	None	5 minutes	<i>Jonathan Pichay - Sr. Administrative Assistant II FMD Office 4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
None	1.1.1 Record the Bill payment			
None	1.1.2 Indicate control number of the OP			
None	1.1.3 Affix initial on the OP			

None	1.2 Prepare/Sign the Order of Payment	None	2 minutes	 <i>Jupiter De Vera</i> <i>OIC, Accounting Section</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
2. Receive the Order of Payment and proceed to the Cashier for payment	2 Release the Order of Payment	None	2 minutes	 <i>Harvey Gumangan</i> <i>Admin Assistant IV</i> <i>FMD Office</i> <i>4th Flr., Fisheries Main Bldg., BPI Compound, Visayas Ave., Quezon City</i>
TOTAL:		None	11 Minutes	


Fisheries Planning and Economic Division (FPED)

1. Provision of Technical Assistance (Simple)

Answering queries of clients either via walk-in/in-person, telephone calls, emails, messages, and other channels (e.g. directory assistance, provision of information that is already made available on the official website, previous press releases, official social media accounts, and other simple queries or request for information that the public is allowed to have access to)

Office or Division:	BFAR- Fisheries Planning and Economic Division
Classification:	Simple
Type of Transaction:	G2C-Government-to-Citizen; G2G-Government-to-Government
Who may avail:	EXTERNAL CLIENTS (NGAs, LGUs, Development partners, CSOs, Fisherfolk, Researchers, the Academe, Research institutions, students, and other stakeholders in fisheries) INTERNAL CLIENTS (other BFAR operating units)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initiate fisheries-related query	1. Provide the client with the necessary information for queries that fall within the scope of FPED.	None	20 minutes	<i>FPED Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>

None	1.1 Refer the client to the appropriate office by providing them with the contact information of the appropriate office/person, for queries beyond the scope of FPED. (This may require prior coordination with said office for confirmation before providing the client with the contact information.)	None	30 minutes	 FPED Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC
TOTAL:		None	50 minutes	

2. Provision of Technical Assistance (Complex)

Provision of technical information that is within the scope of FPED to the requester. This information may include, but is not limited to, fisheries plans, programs and activities, production statistics, fisherfolk demographics, and other fisheries-related information					
Office or Division	BFAR-Fisheries Planning and Economic Division (FPED)				
Classification	Highly Technical				
Type of Transaction	G2C-Government-to-Citizen; G2G-Government-to-Government				
Who may avail:	EXTERNAL CLIENTS (NGAs, LGUs, Development partners, CSOs, Fisherfolk, Researchers, the Academe, Research institutions, students, and other stakeholders in fisheries) INTERNAL CLIENTS (other BFAR operating units)				
<table border="1" style="width: 100%;"> <tr> <th data-bbox="49 1856 823 1930" style="text-align: center;">CHECKLIST OF REQUIREMENTS</th> <th data-bbox="823 1856 1533 1930" style="text-align: center;">WHERE TO SECURE</th> </tr> <tr> <td data-bbox="49 1930 823 1993">1. Letter/Email request</td> <td data-bbox="823 1930 1533 1993">Client/Requesting Party</td> </tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Letter/Email request	Client/Requesting Party
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Letter/Email request	Client/Requesting Party				
1. Letter/Email request	Client/Requesting Party				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal request either via letter or email	1. Log the request in the Document Tracking System (DTS) and forward to the Office of the Chief, FPED	None	5 minutes	<i>Administrative Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
None	1.1. Receive the request and route to the concerned FPED Section for appropriate action	None	1 hour	<i>Office of the Chief, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
None	1.2. Prepare the requested data or information and drafts a response letter with an executive briefer for the signature of the Planning Chief or Officer-in-Charge.	None	1 day	<i>Concerned FPED Section, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
None	1.3. Log the response letter into the Document Tracking System (DTS) for release and forward to either the Office of the Assistant Director for Technical Services (ADOTech) or the Office of the Assistant Director for Administrative Services (ADAS) for further review and affix initials for its clearance.			<i>Administrative Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>

None	1.4. Receive and review the document. Their initial is affixed to signify that it has undergone clearance for dissemination of requested data.	None	3 days	<p><i>Assistant Director for Administrative Services 4th Floor,</i></p> <p><i>Assistant Director for Technical Services 3rd Floor,</i></p> <p><i>Administrative Staff, ADAS/ADOTECH, 3rd/4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i></p>
None	1.5. Forward to the Office of the Director (DO) for signature of the needed document received from the ADAS/ADOTECH Office	None	5 minutes	<p><i>Administrative Staff, ADAS/ ADOTECH, 3rd/4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i></p>
None	1.6. Receive and review the document. The signature of the Director is affixed if all requirements (substance and form, required initials, alignment with directives, and others) are met.	None	3 days	<p><i>Director, Administrative Staff, Office of the Director, 3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i></p>
None	1.7. Receive and encode/log the signed document into the DTS and route back the document to FPED for appropriate action	None		<p><i>Administrative Staff, Office of the Director, 3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i></p>

2. Receive the requested data/information from the e-mail upon receiving notification	2. Send thru e-mail the requested data/information to the requester along with the signed cover letter.	None	10 minutes	<i>Administrative Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
TOTAL:		None	7 days, 1 hour, 20 minutes	


3. Provision of Technical Assistance (Highly Technical)

Review, evaluation of, and/or provision of technical inputs to proposals (from external requesters), resolutions, implementing guidelines, implementing rules and regulations, policies, memorandum of agreement or understanding, and other similar instruments.

Office or Division	BFAR- Fisheries Planning and Economic Division (FPED)			
Classification	Highly Technical			
Type of Transaction	G2C-Government-to-Citizen; G2G-Government-to-Government Cross-border (international and regional fisheries cooperations)			
Who may avail:	EXTERNAL CLIENTS (NGAs, LGUs, Development partners, CSOs, Fisherfolk, Researchers, the Academe, Research institutions, students, and other stakeholders in fisheries) INTERNAL CLIENTS (other BFAR operating units)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Email request and the corresponding attachment(s)		Client/Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal request along with the necessary attachments either via letter or email	1. Receive and log the document into the DTS	None	1 hour	<i>Administrative Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>

None	1.1. Route it to the concerned FPED Section for review, action, and/or recommendation to the FPED Chief	None		<i>Office of the Chief, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
None	1.2. Review the document and conduct the necessary data gathering in aid of formulation of recommendations.	None	5 days	
None	1.3. Prepare the cover letter for initials of the FPED Chief and the appropriate Assistant Director, and signature of the Director. The annotated copy of the attachment or a matrix is attached containing the technical inputs of FPED. The cover letter along with the attachment are forwarded to the Office of the Chief for review and approval.	None	1 day	<i>Staff from the concerned FPED Section BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
None	1.4. Review recommendations/ inputs. Initial is affixed once approved.	None	1 day	<i>Office of the Chief, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
None	1.5. Log into the DTS for release to the Assistant Director (ADAS/ADOTECH)	None	5 minutes	<i>Administrative Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>

None	1.6. Receive and review the document. Initial is affixed to signify that it has undergone clearance	None	3 days	<p><i>Administrative Staff, ADAS/ADOTECH, 3rd/4th Floor,</i></p> <p><i>Assistant Director for Administrative Services 4th Floor,</i></p> <p><i>Assistant Director for Technical Services 3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i></p>
None	1.7. Forward to the Office of the Director (DO) for signature/approval for dissemination.	None	5 minutes	<p><i>Administrative Staff, ADAS/ADOTECH, 3rd/4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i></p>
None	1.8. Receive and review the document. The signature of the Director is affixed if all requirements (substance and form, required initials, consistency with directives, and others) are met.	None	3 days	<p><i>BFAR Director, Administrative Staff, Office of the Director, 3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i></p>

None	1.9. Log the document into the DTS and route back the signed document to FPED for appropriate action.	None	5 minutes	 Administrative Staff, Office of the Director, 3rd Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC
2. Receive requested data/information upon receiving the notification	2. Send the annotated document/matrix of inputs to the requester along with the signed cover letter.	None	10 minutes	Administrative Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC
TOTAL:		None	13 days, 1 hour, 25 minutes	

4. Processing of Incoming Documents (Travel Orders and Purchase Requests)

Processing (receiving, recording, checking, and releasing) of purchase requests, travel orders, and other similar documents that require approval/endorsement of the Planning Chief.	
Office or Division	BFAR- Fisheries Planning and Economic Division (FPED)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail:	(Internal) BFAR- Divisions/ Sections/Units
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Copy of Travel Order, Purchase Request	Division/Units Concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to review, evaluate, and affix initial upon proper receipt via DTS.	1. Receive and log the document into the DTS for routing of the Office of the Chief to concerned Section/Staff	None	1 hour	<i>Administrative Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
None	1.1. Review and evaluate received documents on PR or TO and affix signature if approved for endorsement to the Office of the Chief	None	1 day	<i>Concerned Section Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
None	1.2. Affix initial on the documents	None	1 hour	<i>Chief, FPED BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
2. Receive the documents that required the approved/ endorsement of FPED Office prior to the approval of the documents	2. Update the file on the DTS with the action taken prior to release of the document to the next Office	None	1 hour	<i>Administrative Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
TOTAL:		None	1 day, 3 hours	

5. Processing of Incoming Documents (Proposals)

Review and evaluation of proposals (internal), and work plans.				
Office or Division	BFAR- Fisheries Planning and Economic Division (FPED)			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail:	(Internal) BFAR Divisions/Sections/ Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project proposals and attachments, work plans and other attachments		Division/Units Concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/send procurement requests or work plans for evaluation and approval	1. Receive and log the document into the DTS for routing of the Office of the Chief to concerned Section	None	1 hour	<i>Administrative Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
None	1.1. Review and evaluate proposals/ work plans and affix signature and/or recommendations for the final evaluation of the FPED Chief	None	5 days	<i>Concerned Section Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
None	1.2. Affix initial of the FPED Chief on the submitted documents	None	1 day	<i>Chief, FPED BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>

None	1.3. Update the file status on the DTS prior to release. The document will no longer be forwarded to the requesting party/ies but to the next office. Coordinate with the requester on the action taken	None	2 hours	<i>Administrative Staff, BFAR-FPED 4th Floor, Fisheries Bldg., BPI Compound Visayas Ave., QC</i>
TOTAL:		None	6 days, 3 hours	

FEEDBACK AND COMPLAINTS MECHANISMS

A. For walk-in Clients at the Frontline Services: **(in 3 easy step)**

1. Where to get or secure the Client Satisfaction Measurement Form : Found at the **Anti-Red Tape Unit (ARTU Office)** located at the Ground Floor Lobby, Fisheries Complex Main Bldg., BPI Compound, Visayas Ave., Quezon City.
2. When to accomplish the form: After rendition of goods and/or service by the appropriate frontline office, the office will then be rated accordingly by the client using the form provided.
3. Where to submit the accomplished form: The client may drop the same at the drop-box found at the Guard post/podium at the ground floor lobby or may submit to the Public Assistance and Complaint Desk (PACD) Officer on duty across the Guard table.

B. On goods and/or projects and programs rendered outside the office:

Where to get the Client Satisfaction Survey Form: From the program/project/office implementer, usually given after the delivery of goods or the conduct of activity (livelihood assistance, technical assistance, workshops, trainings or other related field activity where stakeholders are involved).

When to accomplish the form: The client/beneficiary/stakeholder is given time to observe the quality of goods delivered and/or the effectiveness of the activity undertaken. After the lapse of five (5) months from the date of delivery or activity, the client accomplishes the form given.

Where and How to submit the accomplished form: Through ordinary mail, email or personal delivery to the program/project/office implementer. The latter in turn submits the same to the Fisheries Planning and Economics Division (FPED) for evaluation and assessment.

C. Through official website and social media account

Where and How to get the Client Feedback Form thru **Website:** <https://www.bfar.da.gov.ph/> by clicking and answering the specially designed client feedback widget.

Facebook: <https://www.facebook.com/BFAR.Central/>

After the client's inquiry has been answered, the client will be provided a feedback form

How to send a feedback?



Except for letter **b** hereunder, all feedbacks are collected every FRIDAY by the following offices:

- a. **For walk-in clients – Anti-Red Tape Unit (ARTU)** of the Administrative Division, HRM Section;
- b. **For goods, projects or programs** of the Bureau - will be collected by the project/program implementer or the office who delivered the goods then submits the same to the Fisheries Planning and Economics Division (FPED) for assessment and evaluation;
- c. **BFAR website:** Fisheries Information Management Section (FRIMS)
- d. **BFAR social media:** Information and Fisherfolk Coordination Unit (IFCU)

Feedback requiring answers will be forwarded to the appropriate offices, by the above-mentioned offices and they are required to relay their answer to the client within three (3) days from receipt of the feedback, copy furnish the office. Negative feedbacks, which do not affect policies, processes or established rules, are immediately brought to the concerned office for their appropriate action.

Meanwhile, feedbacks which affects policies, processes or established rules, are discussed during the Quality Management System (QMS) management review or during Management Committee Meeting (ManCom)

The above-mentioned offices are required to make quarterly report containing the summary of the feedbacks collected. The same will be reported during the QMS Management Review

All offices will be furnished the Client Satisfaction Measurement Survey Report by the above-mentioned offices

a. For complaint involving disciplinary and non-disciplinary actions against civil service official or employee, the complaint must comply with the form required under the Revised Rules on Administrative Cases in the Civil Service (RRACCS) .

b. For other complaints, the client will be requested to fill out the Client Feedback/Complaint Form then proceed to the Anti-Red Tape Unit (ARTU) office located at the Ground Floor Lobby, Fisheries Bldg., BPI Compound, Visayas Ave., Q.C. thru the designated Complaint Officer to assess the validity of the complaint or can be dropped at the drop-box located at the Guard podium at the Fisheries building lobby.

How feedback is processed

How to file a complaint




How complaints are processed	<p>a. For complaint involving disciplinary and non-disciplinary actions against civil service official or employee, the complaint will be processed in accordance with the Revised Rules on Administrative Cases in the Civil Service (RRACCS) .</p> <p>b. For other complaints, the Complaints Action Officer or Staff assigned in the Anti-Red Tape Unit-(ARTU) opens the suggestion drop box on a weekly basis, every Friday in the afternoon or the following day which is Monday morning and evaluates the filled up complaint form, if any, found at the Public Assistance Counter Desk (PACD).</p> <p>Upon evaluation, if the Complaints Action Officer found a complaint, it shall start the investigation and forward or send a Memorandum to the concerned/relative office must attached the received accomplished Client Feedback or Survey/Complaint Form with the details of the complaint and/or letter of complaint for their reply and explanation. The Complaints Action Officer will give the office concerned two (2) days to respond to the forwarded Memorandum for appropriate action.</p> <p>Upon receipt of reply from the office concerned the client will be informed in writing, of the action taken by the management and its results by sending thru the e-mail address provided by the complainant or thru its provided information, company address or contact number.</p> <p>c. A yearly report containing the summary of client complaints will discussed during the QMS Management Review</p>
Contact Information of CCB, PCC, ARTA, BFAR Hotline Number	<p>ARTA: complaints @arta.gov.ph 1-ARTA (2782) PCC : 8888 CCB : 0908-881-6565 (SMS) Anti-Red Tape Unit (ARTU) : 8-294-3620 Client Satisfaction Measurement Survey 0919-0943116 or 8929-6484</p>

LIST OF OFFICES			
DIVISION	SECTION / UNIT	LOCATION	CONTACT INFORMATION
Office of the Director	Bureau Director's Office	3rd Flr., Fisheries Main Complex Bldg., BPI Compound, Visayas Avenue, Q.C.	(340) 9 8539-5685
	Vessel Monitoring System (VMS)		9188075020
	Fisheries Regulatory Information Management Center (FRIMC)	2nd Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(228) 9 8539-5661
Assistant Director for Technical Services (ADOTECH)		3rd Flr., Fisheries Main Complex Bldg., BPI Compound, Visayas Avenue, Q.C.	(334) 9 8539-5658
Assistant Director for Administrative Services (ADAS)		4th Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(444) 9 8539-5677
ADMINISTRATIVE DIVISIONS			
DIVISION	SECTION / UNIT	LOCATION	CONTACT INFORMATION
Finance and Management Division (FMD)	Budget Section	4th Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(441) 8539-5675
	Accounting Section		(440) 8539-5674
Legal Division	Admin Section Litigation Section Policy Section	2nd Flr., Fisheries Main Bldg., BPI Compound, Visayas Avenue, Q.C.	(333) 9 8539-5670
	Adjudication Committee	3rd Flr., Fisheries Complex Bldg., BPI Compound, Visayas Avenue, Q.C.	(333) 9 8539-5670
Fisheries Planning & Economic Division (FPED)	Fisheries Planning & Economic Division (FPED)	4th Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(447) 9 8539-5680/09989943360
	Fisheries Information Management Center (FIMC)	2nd Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(228) 9 8539-5661
	Human Resource Management Section (HRMS)	3rd Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(331) 9 8539-5667

Administrative Division	Anti-Red Tape Unit (ARTU)	Ground Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	9190943116 
	Cashier Section	4th Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(443) 9 8539-5682
	Records Section	Ground Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	09190084622/(15) 9 8539-5657
	Property & Inventory Section	2nd Flr., Fisheries Annex Bldg., BPI Compound, Visayas Avenue, Q.C.	(502) 9 8539-5673/09190075941
	General Services Section (GSS)	2nd Flr., Fisheries Annex Bldg., BPI Compound, Visayas Avenue, Q.C.	(501) 9 8539-5652
	Bids & Awards Committee (BAC)	2nd Flr., Fisheries Main Bldg., BPI Compound, Visayas Avenue, Q.C.	(223) 9 8539-5662/9988665159
Information & Fisherfolk Coordination Unit (IFCU)	Information and Public Relations Office	4th Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(459) 9 8539-5683
	Library Section	Ground Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(111) 8539-5654
	Fisherfolk FARMC Coordination Office	2nd Flr., Fisheries Annex Bldg., BPI Compound, Visayas Avenue, Q.C.	(503) 9 8539-5687/9190098947

TECHNICAL DIVISIONS			
DIVISION	SECTION / UNIT	LOCATION	CONTACT INFORMATION
Inland Fisheries & Aquaculture Division (IFAD)		2nd Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(226) 9 8539-5665/09985561836
Fisheries Industry Dev't Support & Services Division (FIDSSD)		3rd Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(336) 9 8539-95669
Fisheries Post-Harvest Technology Division (FPHTD)		2nd Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(223) 9 3589-5663
Capture Fisheries Division (CFD)		2nd Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(225) 9 8539-5664
Fisheries Resource Management Division (FRMD)	Coastal Resource Management Section (CRMS)	3rd Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(335) 9 8539-5671
	Conservation & Environmental Protection Section (CEPS)	3rd Flr., Fisheries Bldg., BPI Compound, Visayas Avenue, Q.C.	(504) 9 8539-5671
Fisheries Regulatory & Licensing Division (FRLD)	Aquatic Wildlife Regulatory Section (AWRS)		0985395655 09320078557
	Capture Fisheries Licensing Section (CFLS)	Ground Flr., Fisheries Complex Bldg., BPI Compound, Visayas Avenue, Q.C.	9219888342
	Fishpond Lease Section (FLS)		985395655

Fisheries Inspection & Quarantine Division (FIQD)	Fisheries Certification Section (FCS)	Ground Flr., Fisheries Main Complex Bldg., BPI Compound, Visayas Avenue, Q.C.	(108) 9 8539-5651/09985567859 
	Fisheries Inspection Section (FIS)		(108) 9 8539-5651/09190014318
	Fisheries Quarantine Section (FQS)		(108) 9 8539-5651
	Fisheries Audit Section (FAS)		(108) 9 8539-5651
National Fisheries Laboratory Division (NFLD)	NFLD Laboratory	860 Arcadia Bldg., 2nd Flr., Quezon Avenue, Q.C.	9190041280
	Product Testing Lab		



BFAR NATIONAL CENTERS

EXTERNAL SERVICES (FRONTLINE)

PART III

CITIZEN'S CHARTER

2023 (3rd Edition)

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1. Request for Fisheries Observer Deployment to Commercial Fishing Vessels Operating in High Seas Pocket 1 (HSP1)
2. Request for Fisheries Observer Deployment to Commercial Fishing Vessels Operating in the Philippines Exclusive Economic Zone (EEZ), Fish Aggregating Device (FAD) Closure and During the Implementation of FAO 261
3. Request For the Conduct Of Collaborative Research On-board M/V DA-BFAR
4. Request for the use of BFAR Vessels
5. Request for Specialized Training Program
6. Request of Technical Assistance for On-Site Visits / Inspection / Training
7. Provision of Technical Assistance for Walk-in Clients

I. Marine Fisheries Development and Vessel Operations Center (MFD-VOC) Sangley Point, Cavite City

1. Request for Fisheries Observer Deployment to Commercial Fishing Vessels Operating in High Seas Pocket 1 (HSP1)

The BFAR-Marine Fisheries Development and Vessel Operations Center (MFD-VOC) specifically the Fisheries Observer Program Section, trains and maintains a Cadre of Fisheries Observers deployable to various commercial fishing vessels in the country or internationally. All catcher fishing vessels operating in HSP1 are required to have 100% Fisheries Observer coverage in compliance with the requirement of FAOs 245 and 261 and in compliance with the Western and Central Pacific Fisheries Commission (WCPFC) Conservation Management Measure (CMM) to come up with a technical reports/ paper that can be a basis for the formulation of various regulations to protect, conserve and attain sustainable fishery resources.

Office or Division	BFAR - Marine Fisheries Development and Vessel Operations Center (MFD-VOC) - Sangley Point, Cavite City
Classification	Highly Technical
Type of Transaction	G2B - Government to Business Entity
Who may avail	EXTERNAL: Commercial Fishing Vessel, Fishing Companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal Letter Request	Fishing Company/Owner/Operator
2. Observer Contracts	Fisheries Observer Program Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to taddressed to the BFAR Director	1. Receive Letter Request and forward to the concern office	None	5 Minutes	<i>Administrative Staff; Office of the Director, 3F, Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Quezon City</i>



None	1.1 Review letter request; Coordinate the request to the Western and Central Pacific Fisheries Commission (WCPFC) for Fisheries Observers from the other Fisheries Observer Programme	None	15 Minutes	<i>Head, MFD-VOC Fisheries Observer Program, Sangley Point, Cavite City</i>
None	1.2 Anticipate reply from WCPFC on the availability of Fisheries Observers from Another Fisheries Observer Programme	None	7 Days	<i>BFAR National Coordinator, Fisheries Observer Program; MFD-VOC Philippine Fisheries Observer Program Management Office Sangley Point, Cavite City</i>
None	1.3 Notify the fishing company if the requested observer will come from other Member countries of the Fisheries Observer Program or from the BFAR Cadres of Fisheries Observers	None	15 Minutes	<i>Head, MFD-VOC Fisheries Observer Program; MFD-VOC Philippine Fisheries Observer Program Management Office Sangley Point, Cavite City</i>
2. Sign the Contract between BFAR Fisheries Observer Program and Commercial Fishing Company (owner)	2. Identify/assign Fisheries Observer to a commercial fishing vessel with knowledge of his duties and responsibilities and other conditions stated in the signed MOA for the duration of the Observer Trip	None	2 Days	<i>Head, MFD-VOC Fisheries Observer Program; MFD-VOC Philippine Fisheries Observer Program Management Office Sangley Point, Cavite City</i>



3. Assign Fisheries Observer and attends briefing session prior to vessel embarkation	3. Conduct briefing procedure for the assigned Fisheries Observer before embarkation on the commercial fishing vessels	None	1 Day	<i>Head, Fisheries Observer Program; Philippine Fisheries Observer Program Management Office MFD-VOC Sangley Point, Cavite City</i>
4. Accept / receive Fisheries Observer to be deployed	4. Deploy Fisheries Observer on board commercial fishing vessels operating in HSP1	None	1 Day	<i>Head, Fisheries Observer Program; Philippine Fisheries Observer Program Management Office MFD-VOC Sangley Point, Cavite City</i>
TOTAL:		None	11 Days, 35 Minutes	

2. Request for Fisheries Observer Deployment to Commercial Fishing Vessels Operating in the Philippines Exclusive Economic Zone (EEZ), Fish Aggregating Device (FAD) Closure and During the Implementation of FAO 261

The BFAR-Marine Fisheries Development and Vessel Operations Center (MFD-VOC) specifically the Fisheries Observer Program Section, trains and maintains a Cadre of Fisheries Observers deployable to various commercial fishing vessels in the country or internationally. The deployment of Fisheries Observers is in accordance with the Sec 116 of RA 10654 and the Western and Central Pacific Fisheries Commission (WCPFC) to provide sufficient fisheries observer coverage to Philippine Commercial Fishing Vessels operating in the waters within the Philippine Exclusive Economic Zone (EEZ) to come up with a technical reports/papers that can be a basis for the formulation of various regulations to protect, conserve and attain sustainable fishery resources.

Office or Division	BFAR - Marine Fisheries Development and Vessel Operations Center (MFD-VOC) - Sangley Point, Cavite City			
Classification	Complex			
Type of Transaction	G2B - Government to Business Entity			
Who may avail	External: Commercial Fishing Vessel, Fishing Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal Letter Request		Fishing Company/Owner/Operator		
2. Observer Contracts		Fisheries Observer Program Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to taddressed to the BFAR Director	1. Receive Letter Request and forward to the concern office	None	5 Minutes	<i>Administrative Staff; Office of the Director, 3F, Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Quezon City</i>
None	1.1 Review the letter request and prepare a letter reply to the request	None	1 Day	<i>Head, MFD-VOC Fisheries Observer Program Sangley Point, Cavite City</i>
2. Sign the Contract between BFAR Fisheries Observer Program and Commercial Fishing Company (owner)	2. Identify/assign Fisheries Observer to a commercial fishing vessel with knowledge of his duties and responsibilities and other conditions stated in the signed MOA for the duration of the Observer Trip	None	2 Days	<i>Head, Fisheries Observer Program; MFD-VOC Philippine Fisheries Observer Program Management Office Sangley Point, Cavite City</i>



3. Fisheries Observer attends the briefing session before embarkation to the commercial fishing vessel	3. Conduct briefing procedure to the assigned Fisheries Observers before embarkation onboard commercial fishing vessels	None	1 Day	<i>Head, Fisheries Observer Program; MFD-VOC Philippine Fisheries Observer Program Management Office Sangley Point, Cavite City</i>
4. Accept/receive Fisheries Observer to be deployed	4. Deploy the Fisheries Observers on board commercial fishing vessels operating in HSP1	None	1 Day	<i>Head, Fisheries Observer Program; MFD-VOC Philippine Fisheries Observer Program Management Office Sangley Point, Cavite City</i>
TOTAL:		None	5 Days, 5 Minutes	

3. Request for the Conduct of Collaborative Research On-board M/V DA-BFAR

M/V DA-BFAR is to be used as a platform for the conduct of collaborative researches within the Philippine waters by any Government agencies and institutions. Included in the collaboration is the participation of onboard researchers and the expertise of the onboard crew to assist collaborators in the collection of scientific data and operation of machineries for the success of the research activities.

Office or Division	BFAR - Marine Fisheries Development and Vessel Operations Center (MFD-VOC) - Sangley Point, Cavite City
Classification	Highly Technical
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen
Who may avail	Internal: BFAR Central and Regional Offices External: Academic Institutions, Non-Government Organizations (NGOs), Local Government Units (LGUs) and other Government Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal Request Letter		Agency/Intitution who intends to collaborate		
2. Research Proposal		Agency/Intitution who intends to collaborate		
3. Memorandum of Agreement/ Memorandum of Understanding		Drafted and agreed by the collaborators, NMFD&VOC		
4. Technical Report		Collaborators and M/V DA-BFAR Technical Staff		
5. Clients Feedback and Evaluation Form		Collaborators		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Formal Request Letter and research proposal to the Office of the Director	1. Receive Request Letter and research proposal	None	3 Minutes	<i>Administrative Staff; Office of the Director, 3F, Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Quezon City</i>
None	1.1 Evaluate request and review of proposals	None	1 Day	<i>BFAR Director; BFAR VOC OIC Sangley Point, Cavite City</i>
2. Receive letter reply and attendance to meetings	2. Prepare/send letter reply and schedule a consultative meeting	None	10 Minutes	<i>BFAR VOC OIC; Administrative Officer; Chief Scientist, M/V DA-BFAR Sangley Point, Cavite City</i>
3. Attend a series of consultative meetings and provides comments, suggestions, and other inputs for the MOA/MOU	3. Invite/conduct a series of consultative meetings with the collaborators and prepares draft MOA/MOU for comments, suggestions, and other inputs	None	7 Days	<i>BFAR VOC OIC; VOC Personnel; Vessel Officers and Researchers VOC Representatives; Collaborating Agency/Institution Sangley Point, Cavite City</i>



4. Submit a revised MOA/ MOU.	4. Receive, review and finalize the MOA/ MO.	None	1 Day	<i>BFAR VOC OIC; BFAR Director Sangley Point, Cavite City</i>
5. Attend the MOA/MOU signing between BFAR and requesting party	5. Schedule and invite requesting party for the MOA signing	None	2 Hours	<i>BFAR Director; Head of Collaborating Agency; VOC OIC Sangley Point, Cavite City</i>
None	5.1 Preparation of the vessel for the pre-deployment activities	None	3 Days	<i>BFAR-VOC Operations and Logistics Officers; MRG; Vessel Officers; Researchers Sangley Point, Cavite City</i>
6. Receive a notification on the scheduled embarkation and Cruise Plan	6. Notify the client on the scheduled embarkation and Cruise Plan	None	5 Minutes	<i>Admin and Operations Officer; Vessel Officers; Chief Scientist BFAR-VOC Sangley Point, Cavite City</i>
7. Boarding and loading of research equipment/materials and embarkation of researchers/scientist	7. Conduct onboard briefing/ Orientation for the accommodation assignment, house rules, and scientific briefing	None	1 Day	<i>M/V DA-BFAR Vessel Officers and Researchers; Researchers of Collaborating Agency Sangley Point, Cavite City</i>



8. Conduct collection of scientific data/samples	8. Departure of the vessel from homeport to the destination on the specified coordinates or sampling areas for data collection and sampling	None	as to the duration of the activity	<i>M/V DA-BFAR Vessel Officers and Researchers; Researchers of Collaborating Agency Sangley Point, Cavite City</i>
9. Ensure complete disembarkation of respective personnel, equipment, collected samples, and other materials; and accomplish Client Satisfaction Feedback Form	9. Disembarkation of researchers/scientists and unloading of research equipment/materials and samples; and receive/complied Client Satisfaction Feedback Form	None	1 Day	<i>M/V DA-BFAR Vessel Officers and Researchers; Researchers of Collaborating Agency Sangley Point, Cavite City</i>
None	9.1 Prepare and submit after travel report/cruise report	None	3 Days	<i>Vessel Captain and Chief Scientist M/V DA-BFAR; Collaborating Agency Sangley Point, Cavite City</i>
None	9.2 Process and analyse data/samples collected by M/V DA-BFAR Researchers	None	3 Months	<i>Researchers M/V DA-BFAR Sangley Point, Cavite City</i>
10. Prepare Technical Report after sample/data analyses of respective studies	10. Prepare a Technical Report after sample/data analyses of respective studies	None	20 Days	<i>Researchers M/V DA-BFAR; Collaborating Agency Sangley Point, Cavite City</i>



11. Submit a copy of the final Technical Report to BFAR	11. Receive a copy of Technical Report from the Collaborating Agency	None	15 Minutes	<i>Researchers M/V DA-BFAR; Collaborating Agency Sangley Point, Cavite City</i>
None	11.1 Consolidate all reports and submit to BFAR-FPED	None	15 Minutes	<i>Planning Officer MFD-VOC Sangley Point, Cavite City</i>
None	11.2 Secure file	None	5 Minutes	<i>Planning Officer MFD-VOC Sangley Point, Cavite City</i>
TOTAL:		None	4 Months, 7 Days, 2 Hours, 53 Minutes	

4. Request for the Use of BFAR Vessels

The Vessel Operations Center (VOC) manages and operates 18 units of BFAR vessels comprised of 1-unit 60-meter M/V DA-BFAR, 2-units 50-meter Multi-Mission Offshore Vessels; 14 units of combined 30-meter and 11-meter Monitoring Control and Surveillance (MCS) Patrol Vessel and 1-unit 25-meter FV Tambakol. Aside from the regular conduct of maritime patrols for fisheries law enforcement activities, these BFAR vessels are also utilized/requested by BFAR offices and other agencies to provide a platform for various assistance and needs.

Office or Division	BFAR - Marine Fisheries Development and Vessel Operations Center (MFD-VOC) - Sangley Point, Cavite City
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government



Who may avail:	<p>Internal: BFAR Regional Offices, Centers and Central Office</p> <p>External: Other Government Agencies, Local Government Units (LGUs), Academe (Students, Professors, Researchers)</p>
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal Letter Request	Client/Requesting Party/ies
2. Clients Feedback and Evaluation Form	Client/Requesting Party/ies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request to the Office of the Director	1. Receive Letter Request for appropriate action	None	5 Minutes	<i>Administrative Staff; Office of the Director, 3F, Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Quezon City</i>
None	1.1 Review the activities according to the request. Prepare a reply letter and schedule deployment	None	30 Minutes	<i>Officer-in-Charge, Operation Officer Vessel Operations Section Sangley Point, Cavite City</i>
None	1.2 Approval of the reply letter	None	3 Days	<i>Director's Office 3F, Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Quezon City</i>



None	1.3 Conduct pre-deployment preparations: - logistical requirements - Sailing Order and Travel Order - Coordination with requesting parties - Itineraries and boarding requirements	None	1 Hour	<i>Operations and Logistics Officers, Vessel Commanding Officer; Vessel Operations Center Sangley Point, Cavite City</i>
None	1.4 Approval of Sailing Order	None	1 Day	<i>Director's Office 3F, Fisheries Bldg. Complex, BPI Compound, Visayas Ave., Quezon City</i>
2. Receive notification of the status of request through email coordination with the VOC Operations Office	2. Inform requesting party on the status of the request through email	None	15 Minutes	<i>Operation Officer Vessel Operations Section Sangley Point, Cavite City</i>
3. Implement activities as scheduled	3. Conduct coordination with the Vessel Officers for the vessel for the schedule of the deployment in compliance with the details of the request	None	1Day	<i>Vessel Officers and Crew Operation Section Requesting Agency/Office Sangley Point, Cavite City</i>
4. Accomplish Client Satisfaction Feedback Form prior to disembarkation	4. Receive/compile the Client Satisfaction Feedback Form	None	15 Minutes	<i>Operations personnel Vessel personnel Vessels Operation Section Sangley Point, Cavite City</i>
None	4.1 Prepare After Operations Report from the vessel personnel	None	1 Day	<i>Sangley Point, Cavite City</i>
TOTAL:		None	6 Days, 2 Hours, 5 Minutes	



5. Request For Specialized Training Program

The BFAR-Marine Fisheries Development and Vessel Operations Center (MFD-VOC) also conducts other specialized training programs as requested by the interested clientele. These may either be a live-in training or on-site training as the case maybe. The duration of the training will depend on its nature and the expected output.

Office or Division	BFAR - Marine Fisheries Development and Vessel Operations Center (MFD-VOC) - Sangley Point, Cavite City			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entity			
Who may avail	<p>Internal: BFAR Regional Offices and Centers, Provincial Fisheries Offices, Regional Fishery Officers</p> <p>External: Academe (students, professors, researchers) Other government agencies (Non- Government Organization (NGOs), Local Government Units (LGUs), Private Institutions; Fisherfolk organization/association. Women's associations, Housewives, Senior Citizens, Indigenous People</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client/Requesting Party/ies		
2. Nomination Letter		Client/Requesting Party/ies		
3. Participant Profile Form		BFAR-MFD-VOC Training and Extension Section		
4. Training Evaluation Form		BFAR-MFD-VOC Training and Extension Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to the Director's Office or Center Chief	1. Receive, record, review and evaluate the said Request for appropriate action	None	5 Minutes	<i>MFD-VOC Center Chief; Head of Training & Extension Section; Sangley Point, Cavite City</i>



2. Receive approved confirmation letter and confirmed attendance via email or phone call	2. Prepare a reply letter with final schedule of activity and counterparts of the requesting party	None	3 Days	<i>BFAR Director; MFD-VOC Center Chief; Head of Training & Extension Section; Sangley Point, Cavite City</i>
3. Provide a list of participants and comply with the entry clearance on the Naval Base entry requirements (only for Cavite Trainings)	3. Prepare and submit the Naval Base Entry Clearance requirements	None	1 Day	<i>Head of Training and Extension Section Sangley Point, Cavite City</i>
4. Attend/ Participate on the training programme	4. Conduct and facilitate overall training activities	None	as to the duration of the activity	<i>Head of Training and Extension Section, Training/Technical Staff Participants of Collaborating Agency/Institution Sangley Point, Cavite City</i>
5. Fill-out Training Evaluation Form	5. Receive the accomplished training Evaluation Form provided as a requirement	None	5 Minutes	<i>Training Staff MFD-VOC; Participants Sangley Point, Cavite City</i>
6. Receive signed Certificate of Training	6. Issue an approved and signed Certificate of Training	None	2 Minutes	<i>MFD-VOC Center Chief; Head of Training and Extension Section; Participants Sangley Point, Cavite City</i>
TOTAL:		None	4 Days, 12 Minutes	

6. Request of Technical Assistance for On-Site Visits / Inspection / Training

The BFAR-Marine Fisheries Development and Vessel Operations Center (MFD-VOC), provides technical assistance to various on-site clients to cater the needs in the field of marine/capture fisheries and marine engineering such as; fishing technology, navigation and seamanship, marine engineering, fisheries management, fiberglass boat construction and maintenance etc.

Office or Division	BFAR - Marine Fisheries Development and Vessel Operations Center (MFD-VOC) - Sangley Point, Cavite City
Classification	Complex
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may avail	Internal: BFAR Regional Offices and Centers External: Academe (students, professors, researchers) Other government agencies (Non- Government Organizations (NGOs), Local Government Units (LGUs), Private Institutions; Fisherfolk organization/association

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request Form		Client/Requesting Party/ies		
2. Feedback/ Evaluation Form		BFAR-MFD-VOC- Sangley Point, Cavite City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to the Director's Office or Center Chief	1. Receive and record the Letter Request and forward to the concerned office for appropriate action	None	5 Minutes	<i>Administrative Staff; BFAR Director's Office; MFD-VOC Center Chief Sangley Point, Cavite City</i>
None	1.1 Review/ Evaluate request for appropriate action	None	1 Hour	<i>Administrative Officer MFD-VOC Sangley Point, Cavite City</i>



2. Receive reply letter and schedule of activities	2. Prepare a reply letter with a schedule of activities for on-site visits/inspection/training activities conducted	None	3 Days	<i>BFAR Director's Office; MFD-VOC Center Chief; Head of Training and Extension Section Sangley Point, Cavite City</i>
3. Requesting agency/party to accommodate MFD-VOC personnel; prepare a list of participants/ trainees	3. Conduct on-site visits/inspection/training in the area	None	as to the duration of the activity	<i>MFD-VOC Center Chief; Head of the Section involved A representative from requesting party Sangley Point, Cavite City</i>
4. Accomplish on-site Feedback/ Evaluation form based on the activities undertaken	4. Receive the same accomplished Feedback/ Evaluation Form	None	15 Minutes	<i>Head of the Section involved MFD-VOC A representative from requesting party Sangley Point, Cavite City</i>
5. Provide a Certificate of appearance to the BFAR MFD-VOC technical personnel	5. Prepare a report of the activities conducted/ undertaken	None	1 Day	<i>Technical personnel MFD-VOC Sangley Point, Cavite City</i>
TOTAL:		None	4 Days, 1 Hour, 20 Minutes	

7. Provision of Technical Assistance for Walk-in Clients

<p>The BFAR-Marine Fisheries Development and Vessel Operations Center (MFD-VOC), provides technical assistance to different walk-in clients on the various programs and projects of the Center such as: Training and Extension services, Fisheries Observer Program, technology transfer in the field of marine/capture fisheries (marine engineering and fishing technology), livelihood development, fiberglass reinforced plastic (FRP) products innovation, production and distribution; boat/vessel operation, repair, and maintenance assistance (navigation and seamanship and marine engineering)</p>				
Office or Division	BFAR - Marine Fisheries Development and Vessel Operations Center (MFD-VOC) - Sangley Point, Cavite City			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity			
Who may avail	External: Academe (students, professors, researchers) Other government agencies (Non- Government Organizations (NGOs), Local Government Units (LGUs), Private Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Inquiry Form		BFAR-MFD-VOC-Sangley Point, Cavite City		
2. Client Feedback Form		BFAR-MFD-VOC-Sangley Point, Cavite City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in visitors' logbook and accomplish the Client Inquiry Form	1. Receive the accomplished Client Inquiry Form	None	5 Minutes	<i>Administrative Staff MFD-VOC Sangley Point, Cavite City</i>
None	1.1 Endorse to appropriate Section and render needed assistance / information	None	5 Minutes	<i>Section Head and technical Staff MFD-VOC Sangley Point, Cavite City</i>
2. Discuss inquiry/concerns	2. Render the appropriate technical assistance	None	2 Hours	<i>Section Head and Technical Staff MFD-VOC Sangley Point, Cavite City</i>



3. Fill-out Client Satisfaction and Feedback Form provided and log out to the visitor's logbook	3. Receive the accomplished Client Feedback Form	None	5 Minutes	<i>Administrative Staff MFD-VOC Walk-in Client Sangley Point, Cavite City</i>
TOTAL:		None	2 Hours, 15 Minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	A feedback form is prepared and handed to the clientele. The form(s) can be sent to the concerned office either thru mails or submitted directly to the assigned staff
	Feedbacks are also obtained during the conduct of monitoring and evaluation of programs and trainings implemented;
	Feedbacks can also be sent via text messages at numbers provided by the office
How feedback is processed	The collected feedback forms from the clientele are evaluated by this office. If the feedback is deemed urgent or if it concerns the improvement on the effective and timely delivery of the services of this office, immediate action is taken
	If the feedback concerns an individual or personnel of this office, commendation is given to that staff if the feedback is positive and admonishment if the feedback is negative or undesirable. A memorandum shall be issued against the concerned personnel or staff who warranted a negative feedback.
How to file a complaint	A formal complaint is filed using a complaint form issued upon request by the aggrieved party
	The complaint form is placed in a locked "drop box". The said drop box is only opened on Mondays during the Office General Assembly
How complaints are processed	Once the complaints have been reviewed, the officer in charge will summon those who are concerned and conduct an investigation. Depending on the gravity of the offense(s), a verbal warning will be dispensed on the first offense, a suspension on the second offense and recommendation for termination in the third offense. If the complaint concerns the operation or the delivery of services of the office, immediate action shall be taken to address and correct the said issue(s) or complaints.
Contact Information of CCB, PCC, ARTA	<p>Napoleon Salvador J. Lamarca Chief, MFDC mfdmmvoc@gmail.com</p> <p>Shaimae S. Ignacio Admin. Aide V shaimaeseraspi@gmail.com 0907-342-7116</p>



LIST OF OFFICE

Office	Address	Contact Person
BFAR MFD-VOC	BFAR Central Office, Quezon City Sangley Point, Cavite City Navotas Fishport, Navotas City mfdmmvoc@gmail.com Viber: 09228145488	Napoleon Salvador J. Lamarca <i>Center Chief</i> Contact No.: 09273513879
		Marlo B. Demo-os <i>OIC, Vessel Operations Section</i> Contact No.: 09189640454
		Engr. Don George R. Tana <i>Head, Vessel maintenance and Repair Unit</i> Contact No.: 09178914496
		Peter Erick M. Cadapan <i>Head, Training and Extension</i> Contact No.: 09281883100
		Pierre Easter L. Velasco <i>Focal Person, FB Pagbabago Livelihood Development Program</i> Contact No.: 09998847632

II. National Brackishwater Fisheries Technology Center (NBFTC) Pagbilao, Quezon

A. Fisheries Production and Distribution

1. Distribution of Fish Seed (Milkfish fingerling and Mangrove crablets) For Free
2. Distribution of Seedstock (Mangrove crablets) For Purchase

B. Provision of Extension Support, Education and Training Services

1. Training Assistance As Requested by Clients
2. Training Assistance (On-the-Job Training of Students)
3. Technical Assistance for Walk-in Clients
4. Technical Assistance On-site Visit / Inspection
5. Technical Assistance thru Social Media (E-mail, Facebook Messenger, etc.)
6. Technical Assistance thru Phone Inquiry
7. Distribution of Information, Education, and Communication Materials
8. Request for the Conduct of Collaborative Study
9. Request for the Venue (Training Hall) and Accomodation (Dormitory)

II. National Brackishwater Fisheries Technology Center (NBFTC) Pagbilao, Quezon

A. Fisheries Production and Distribution

1. Distribution of Fish Seed (Milkfish fry/fingerling) For Free

Distribution of Fish Seed (Milkfish fingerlings and mangrove crablets) is a service to groups or individuals requesting for fish seedstock free of charge. For group request, a list of beneficiaries is a requirement. The distribution will depend on the availability of stock, thus the schedule will be on a first-come-first-serve basis. The plastic bags and rubber bands will come from the requesting party. After receiving the fingerlings, the clients fill out the client feedback form.

Office or Division	BFAR - National Brackishwater Fisheries Technology Center Pagbilao, Quezon			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entity			
Who may avail:	Internal - BFAR Regional Offices, Provincial Fishery Offices, BFAR Central Office, and other BFAR National Centers			
	External - Fish Farmers/Fishpond Operators, Fisherfolk Organizations/Associations/Cooperatives, Senior Citizens, Indigenous People, Academe (Students, Professors, Researchers), Other Government Agencies (NGAs, LGUs), Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Client/ Requesting Party		
2. Letter request and list of beneficiaries (Group)		Client/ Requesting Party		
3. Client Request Form (Individual)		Aquaculture Production and Dispersal Section (APDS), BFAR-NBFTC, Pagbilao, Quezon		
4. Client Satisfaction Form		Administrative Section, BFAR-NBFTC, Pagbilao, Quezon		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request with requirements or accomplish Client Request Form	1. Receive Letter Request with requirements or accomplished Client Request Form and process request	None	3 Minutes	<i>Records Officer Administrative Section, BFAR-NBFTC, Pagbilao, Quezon</i>



None	1.1 Approval of the Center Chief on the request and refer/forward to the concerned section	None	5 Minutes	<i>Center Chief Office of the Chief, BFAR-NBFTC, Pagbilao, Quezon</i>
2. Receive notification on the scheduled distribution	2. Schedule the distribution and notify client on the scheduled of distribution of Fish Seed	None	15 Minutes	<i>Dispersal Officer Aquaculture Production and Dispersal Section, BFAR-NBFTC, Pagbilao, Quezon</i>
3. Receive fish seed (fingerlings or crablets)	3. Conduct actual distribution (packing and loading)	None	2 Hours	<i>Dispersal Officer Aquaculture Production and Dispersal Section, BFAR-NBFTC, Pagbilao, Quezon</i>
4. Fill-out Client Satisfaction Form	4. Receive accomplished Client Satisfaction Form	None	3 Minutes	<i>Administrative Officer Administrative Section BFAR-NBFTC, Pagbilao, Quezon</i>
TOTAL:		None	2 Hours, 26 Minutes	

2. Distribution of Seedstocks (Crablets) For Purchase

Distribution of seedstocks (mangrove crablets) is a service to groups or individuals requesting for seedstock for purchase. For group request, a list of beneficiaries is a requirement. The distribution will depend on the availability of stock, thus the schedule will be on a first-come-first-serve basis. Packing materials will be shouldered by BFAR-NBFTC. After receipt of the crablets, the clients shall fill out the client feedback form and submit it to the Administrative Section.

Office or Division	BFAR - National Brackishwater Fisheries Technology Center Pagbilao, Quezon			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entity			
Who may avail:	Internal - BFAR Regional Offices, Provincial Fishery Offices, BFAR Central Office, and other BFAR National Centers			
	External - Fish Farmers/Fishpond Operators, Fisherfolk Organizations/Associations/Cooperatives, Senior Citizens, Indigenous People, Academe (Students, Professors, Researchers), Other Government Agencies (NGAs, LGUs), Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Client/ Requesting Party		
2. Letter request and list of beneficiaries (Group)		Client/ Requesting Party		
3. Client Request Form (Individual)		Aquaculture Production and Dispersal Section (APDS), BFAR-NBFTC, Pagbilao, Quezon		
4. Client Satisfaction Form		Administrative Section, BFAR-NBFTC, Pagbilao, Quezon		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request with requirements or accomplish Client Request Form	1. Receive Letter Request with requirements or accomplished Client Request Form and process request	None	3 Minutes	<i>Records Officer Administrative Section, BFAR- NBFTC Pagbilao, Quezon</i>



None	1.1 Approval of Center Chief on the request and refer/forward to the concerned section	None	5 Minutes	Center Chief Office of the Chief, BFAR- NBFTC Pagbilao, Quezon
2. Receive notification on the scheduled distribution	2. Schedule the distribution and notify client on the scheduled of distribution of Fish Seed	None	15 Minutes	Dispersal Officer Aquaculture Production and Dispersal Section BFAR- NBFTC Pagbilao, Quezon
3. Receive seedstock (crablets)	3. Actual distribution (packing and loading)	None	1 Hour	Dispersal Officer Aquaculture Production and Dispersal Section BFAR- NBFTC Pagbilao, Quezon
4. Payment for the procured mangrove crablets	4. Receive payment for the procured mangrove crab	Refer to Annex A for price list	3 minutes	Collecting Officer Administrative Section BFAR- NBFTC Pagbilao, Quezon
5. Fill-out Client Satisfaction Form	5. Receive accomplished Client Satisfaction Form	None	3 Minutes	Administrative Officer Administrative Section BFAR- NBFTC Pagbilao, Quezon
TOTAL:		Refer to Annex A for price list	1 Hour, 29 Minutes	



B. Provision of Extension Support, Education and Training Services

1. Training Assistance as Requested by Clients

Training on brackishwater aquaculture technologies and related subjects as requested by clients. NBFTC staff serve as lecturers/resource speakers.

Office or Division	BFAR - National Brackishwater Fisheries Technology Center Pagbilao, Quezon
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entity
Who may avail:	Internal - BFAR Regional Offices, Provincial Fishery Offices, BFAR Central Office, and other BFAR National Centers
	External - Fish Farmers/Fishpond Operators, Fisherfolk Organizations/Associations/Cooperatives, Senior Citizens, Indigenous People, Academe (Students, Professors, Researchers), Other Government Agencies (NGAs, LGUs), Non-Government Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Client/ Requesting Party/ies
2. Client Request Form	Administrative Section, BFAR-NBFTC - Pagbilao, Quezon
3. Client Satisfaction Form	Aquaculture Training and Information Section, BFAR-NBFTC - Pagbilao, Quezon

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplish Client Request Form	1. Receive Letter Request or accomplished Client Request Form	None	3 Minutes	<i>Records Officer Administrative Section, BFAR- NBFTC Pagbilao, Quezon</i>
None	1.1 Approval of the Center Chief on the request and refer/forward to the concerned section	None	5 Minutes	<i>Center Chief Office of the Chief, BFAR- NBFTC Pagbilao, Quezon</i>



None	1.2 Schedule the appropriate training requested	None	5 Minutes	<i>Training Officer Aquaculture Training and Information Section, BFAR- NBFTC Pagbilao, Quezon</i>
2. Receive a notification on the schedule of training and confirm attendance on the scheduled training	2. Notify client, trainees and stakeholders for the training schedule and ask confirmation of attendance	None	15 Minutes	<i>Training Officer Aquaculture Training and Information Section, BFAR- NBFTC Pagbilao, Quezon</i>
3. Accomplish Client Satisfaction Form	3. Receive accomplished Client Satisfaction Form	None	5 Minutes	<i>Administrative Officer Administrative Section BFAR- NBFTC Pagbilao, Quezon</i>
TOTAL:		None	33 Minutes	

2. Training Assistance (On-the-Job Training of Students)

Provision of training on brackishwater technologies to OJT students. The students undergo fieldwork on actual on-site technology demonstration projects implemented at the Center.	
Office or Division	BFAR - National Brackishwater Fisheries Technology Center Pagbilao, Quezon
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail:	External - Students (HEI, DepEd, Vocational Institutions)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request	Respective School (where student enrolled)
2. Memorandum of Agreement (MOA)	Respective School (where student enrolled)
3. Waiver	Respective School (where student enrolled)
4. Medical Certificate (Fit to Train)	Respective School (where student enrolled)



5. Agreement to Train		Aquaculture Training and Information Section, BFAR-NBFTC - Pagbilao, Quezon		
6. Accomplished Evaluation Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with requirements	1. Receive letter request with its requirements	None	3 Minutes	<i>Records Officer Administrative Section, BFAR- NBFTC Pagbilao, Quezon</i>
None	1.1 Approval of Center Chief on the request and refer/forward to the concerned section	None	5 Minutes	<i>Center Chief Office of the Chief BFAR- NBFTC Pagbilao, Quezon</i>
None	1.2 Review schedule of training activity and prepare response to the requesting institution	None	5 Minutes	<i>Training Officer Aquaculture Training and Information Section, BFAR- NBFTC Pagbilao, Quezon</i>
2. Receive notification on the approval of the request	2. Notify the requesting School on the approval of the request.	None	3 Minutes	<i>Records Officer Administrative Section, BFAR- NBFTC Pagbilao, Quezon</i>
3. Fill out Client Satisfaction Form	3. Receive accomplished Client Satisfaction Form	None	3 Minutes	<i>Administrative Officer Administrative Section BFAR- NBFTC Pagbilao, Quezon</i>
TOTAL:		None	19 Minutes	

3. Technical Assistance for Walk-in Clients

Technical assistance is provided to clients who personally visit the Center to inquire about their aquaculture project. The service rendered depends on the subject matter requested by the client.

Office or Division	BFAR - National Brackishwater Fisheries Technology Center Pagbilao, Quezon
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entity
Who may avail:	Internal - BFAR Regional Offices, Provincial Fishery Offices, BFAR Central Office, and other BFAR National Centers
	External - Fish Farmers/Fishpond Operators, Fisherfolk Organizations/Associations/Cooperatives, Senior Citizens, Indigenous People, Academe (Students, Professors, Researchers), Other Government Agencies (NGAs, LGUs), Non-Government Organizations

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Request Form	Administrative Section, BFAR-NBFTC Pagbilao, Quezon			
2. Client Satisfaction Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Client logbook and accomplish Client Request Form	1. Receive the accomplished Client Request Form	None	3 Minutes	<i>Administrative Officer Administrative Section BFAR- NBFTC Pagbilao, Quezon</i>
None	1.1 Endorse to appropriate staff and provide needed assistance/ information	None	3 Minutes	<i>Administrative Officer Administrative Section BFAR- NBFTC Pagbilao, Quezon</i>



2. Discuss inquiry/concerns	2. Render the appropriate technical assistance	None	2 Hours	<i>Focal Person Aquaculture Advisory and Extension Services Section BFAR- NBFTC Pagbilao, Quezon</i>
3. Fill-out Client Satisfaction Form	3. Receive the accomplished Client Feedback Form	None	5 Minutes	<i>Administrative Officer Administrative Section BFAR- NBFTC Pagbilao, Quezon</i>
TOTAL:		None	2 Hours, 11 Minutes	

4. Technical Assistance On-site Visit / Inspection

Technical assistance on-site is a service to clients who requested to personally visit or inspect their project by the NBFTC technical staff.

Office or Division	BFAR - National Brackishwater Fisheries Technology Center Pagbilao, Quezon		
Classification	Simple		
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entity		
Who may avail:	Internal - BFAR Regional Offices, Provincial Fishery Offices, BFAR Central Office, and other BFAR National Centers		
	External - Fish Farmers/Fishpond Operators, Fisherfolk Organizations/Associations/Cooperatives, Senior Citizens, Indigenous People, Academe (Students, Professors, Researchers), Other Government Agencies (NGAs, LGUs), Non-Government Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter Request		Client/ Requesting Party	
2. Client Request Form		Administrative Section, BFAR-NBFTC, Pagbilao, Quezon	
3. Client Satisfaction Form			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplish Client Request Form	1. Receive Letter Request or accomplished Client Request Form	None	3 Minutes	<i>Records Officer Administrative Section, BFAR- NBFTC Pagbilao, Quezon</i>
None	1.1 Approval of the Center Chief on the request and refer/forward to the concerned section	None	2 Minutes	<i>Center Chief Office of the Chief, BFAR- NBFTC Pagbilao, Quezon</i>
2. Receive notification on the schedule of On-site visit/inspection.	2. Schedule site visit/inspection and notify clients on the visit/ inspection	None	5 Minutes	<i>Focal Person Aquaculture Advisory and Extension Services Section BFAR- NBFTC Pagbilao, Quezon</i>
3. Allow to conduct site visit/ inspections	3. Conduct actual site visit/ inspection/ sampling	None	1 Day	<i>Focal Person Aquaculture Advisory and Extension Services Section BFAR- NBFTC Pagbilao, Quezon</i>
None	3.1 Prepare inspection report and its recommendations	None	1 Hour	<i>Focal Person Aquaculture Advisory and Extension Services Section BFAR- NBFTC Pagbilao, Quezon</i>
4. Receive inspection report and its recommendations	4. Release inspection report and its recommendations	None	3 Minutes	<i>Records Officer Administrative Section, BFAR- NBFTC Pagbilao, Quezon</i>



5. Fill-out Client Satisfaction Form	5. Receive accomplished Client Satisfaction Form	None	3 Minutes	Administrative Officer Administrative Section BFAR- NBFTC Pagbilao, Quezon
TOTAL:		None	1 Day, 1 Hour, 16 Minutes	

5. Technical Assistance thru Social Media (E-mail, Facebook, Messenger and Text)

Technical assistance through Social Media is a service to the client who inquires and asks for assistance via email, Facebook, Messenger, and text. The staff who directly received the inquiry via social media will immediately reply to the client regarding the assistance needed.

Office or Division	BFAR - National Brackishwater Fisheries Technology Center Pagbilao, Quezon	
Classification	Simple	
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entity	
Who may avail:	Internal - BFAR Regional Offices, Provincial Fishery Offices, BFAR Central Office, and other BFAR National Centers	
	External - Private Fish Farmers/Fishpond Operators, Fisherfolk Organizations/ Associations/ People's Organizations/ Cooperatives/ Women's Associations, Senior Citizens, Indigenous People, and Out of School Youth, Academe (Students, Professors, Research) Other Government Agencies: (National Government Agencies (NGAs), Local Government Units (LGUs), House of Representatives) Non-Government Organizations (NGOs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Email, SMS, Social Media Message Request		Requesting Institution/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send messages through E-mail, SMS, other types of message channel thru Social Media	1. Receive E-mail SMS, other types of message channel thru Social Media and forwarded to the Center Chief for appropriate action	None	3 Minutes	<i>Records Officer Administrative Section, BFAR- NBFTC Pagbilao, Quezon</i>
None	1.1 Approval of Center Chief on the request and refer/forward to the concerned section	None	3 Minutes	<i>Center Chief Office of the Chief BFAR- NBFTC Pagbilao, Quezon</i>
2. Receive appropriate technical assistance	2. Render the appropriate technical assistance	None	5 Minutes	<i>Focal Person Aquaculture Advisory and Extension Services Section BFAR- NBFTC Pagbilao, Quezon</i>
TOTAL:		None	11 Minutes	



6. Technical Assistance through Phone Inquiry

Technical advisory services on brackishwater aquaculture and related subject matter are provided, and inquiries are answered through phone calls.

Office or Division	BFAR - National Brackishwater Fisheries Technology Center Pagbilao, Quezon			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
Who may avail:	Internal - BFAR Regional Offices, Provincial Fishery Offices, BFAR Central Office, and other BFAR National Centers			
	External - Fish Farmers/Fishpond Operators, Fisherfolk Organizations/Associations/Cooperatives, Senior Citizens, Indigenous People, Academe (Students, Professors, Researchers), Other Government Agencies (NGAs, LGUs), Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Phone Call		Requesting Institution/Client		
2. Client Profile				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Telephone call for inquiry/concern	1. Answer/ Attend to telephone call and ask for necessary information to be written in the inquiry form	None	5 Minutes	<i>Administrative Officer Administrative Section BFAR-NBFTC Pagbilao, Quezon</i>
2. Discuss inquiry concerns	2. Provide needed information or refer to concerned technical staff	None	30 Minutes	<i>Focal Person Aquaculture Advisory and Extension Services Section, BFAR-NBFTC Pagbilao, Quezon</i>
TOTAL:		None	35 Minutes	



7. Distribution of Information, Education, and Communication Materials

Technical assistance thru the distribution of IEC materials is a service that provides awareness and information to clients who want to avail of materials such as flyers, posters, and other forms of IEC available in the Center.

Office or Division	BFAR - National Brackishwater Fisheries Technology Center Pagbilao, Quezon			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entity			
Who may avail:	Internal - BFAR Regional Offices, Provincial Fishery Offices, BFAR Central Office, and other BFAR National Centers			
	External - Fish Farmers/Fishpond Operators, Fisherfolk Organizations/Associations/Cooperatives, Senior Citizens, Indigenous People, Academe (Students, Professors, Researchers), Other Government Agencies (NGAs, LGUs), Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Request Form for Information, Education and Communication (IEC) materials		Administrative Section, BFAR-NBFTC, Pagbilao, Quezon		
2. Client Satisfaction Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplish Client Request Form for IEC materials	1. Receive Letter Request or accomplished Client Request Form	None	3 Minutes	<i>Records Officer Administrative Section, BFAR-NBFTC Pagbilao, Quezon</i>
None	1.2 Approval of Center Chief on the request and refer/forward to the concerned section	None	3 Minutes	<i>Center Chief Office of the Chief BFAR- NBFTC Pagbilao, Quezon</i>
2. Receive the IEC materials	2. Provide the IEC materials needed/requested	None	4 Minutes	<i>Information Officer Aquaculture Training and Information Section, BFAR-NBFTC Pagbilao, Quezon</i>



3. Fill out Client Satisfaction Form	3. Receive accomplished Client Satisfaction For,	None	3 Minutes	Administrative Officer Administrative Section BFAR- NBFTC Pagbilao, Quezon
TOTAL:		None	13 Minutes	

8. Request for the Conduct of Collaborative Research/Study

NBFTC assists collaborators in the collection of scientific data for the success of the research activities.

Office or Division	BFAR - National Brackishwater Fisheries Technology Center Pagbilao, Quezon			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entity			
Who may avail:	Internal - BFAR Regional Offices, BFAR Central Office, and other BFAR National Centers External - Academic and Research Institutions (Students, Professors, Researchers), Other Government Agencies (NGAs, LGUs), Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Agency/Institution who intends to collaborate		
2. Study/Research Proposal		Agency/Institution who intends to collaborate		
3. Memorandum of Agreement/ Memorandum of Understanding		Agency/Institution who intends to collaborate		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Request Letter and Study Research Proposal	1. Receive Request Letter and Research/ Study Proposal	None	3 Minutes	Records Officer Administrative Section, BFAR- NBFTC, Pagbilao, Quezon



None	1.1 Evaluation and Approval of Center Chief on the request and refer/forward to the concerned section	None	10 Minutes	<i>Center Chief Office of the Chief, BFAR- NBFTC, Pagbilao, Quezon</i>
None	1.2 Evaluate request and review proposal and prepare response letter	None	1 Day	<i>Section Chief Aquaculture Verification Services Section, BFAR- NBFTC, Pagbilao, Quezon</i>
2. Receive letter reply and the scheduled meeting	2. Send reply letter and scheduled a meeting	None	3 Minutes	<i>Records Officer Administrative Section, BFAR- NBFTC, Pagbilao, Quezon</i>
TOTAL:		None	1 Day and 16 minutes	



9. Request for the Venue (Training Hall) and Accommodation (Dormitory)

NBFTC assists collaborators in the collection of scientific data for the success of the research activities.				
Office or Division	BFAR - National Brackishwater Fisheries Technology Center Pagbilao, Quezon			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entity			
Who may avail:	Internal - BFAR Regional Offices, BFAR Central Office, and other BFAR National Centers			
	External - Academic and Research Institutions (Students, Professors, Researchers), Other Government Agencies (NGAs, LGUs), Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Client/Requesting Party		
2. Client Satisfaction Form		Administrative Section, BFAR-NBFTC, Pagbilao, Quezon		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Request Letter for venue or accommodation	1. Receive Request Letter for venue or accommodation	None	3 Minutes	<i>Records Officer Administrative Section, BFAR- NBFTC, Pagbilao, Quezon</i>
None	1.1 Evaluation and Approval of Center Chief on the request and refer/forward to the concerned section	None	5 Minutes	<i>Center Chief Office of the Chief, BFAR- NBFTC, Pagbilao, Quezon</i>



None	1.2 Evaluate request and review training schedules and dormitory availability and prepare response letter	None	10 Minutes	<i>Training Officer and Dormitory Manager Aquaculture Training and Information Section, BFAR- NBFTC, Pagbilao, Quezon</i>
2. Receive letter reply for the request	2. Send reply letter on the approval of request	None	3 Minutes	<i>Records Officer Administrative Section, BFAR- NBFTC, Pagbilao, Quezon</i>
3. Fill out Client Satisfaction Form	3. Receive accomplished Client Satisfaction Form	None	3 Minutes	<i>Administrative Officer Administrative Section, BFAR- NBFTC, Pagbilao, Quezon</i>
TOTAL:		None	24 minutes	

ANNEX A. MANGROVE CRABLETS PRICE LIST

SPECIES	STANDARD BODY LENGTH (CM)	WEIGHT (GRAMS)	PRICE (PER PIECE) Php
Mangrove Crablets	1.0 - 2.0	0.5-2.25	15
	2.1 - 3.0	0.6 4.0	25
	5.0 - 6.0	60 - 100	35

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Fill out the client feedback form and drop it at the designated drop box in front of the Administrative Section Office
	<i>Send at the email address: nbftc@bfar.da.gov.ph</i>
How feedback is processed	Every Friday the designated focal person for the Citizen/Client Satisfaction Survey (CCSS) opens the drop box, and compiles and records all feedback submitted.
	Feedback requiring answers is forwarded to the concerned person and they are required to answer within three (3) days upon the receipt of the feedback.
	The reply of the concerned staff will be approved by the Center Chief, and is then relayed to the client.
	<i>Send at the email address: nbftc@bfar.da.gov.ph</i>
How to file a complaint	Fill out the Client Complaint Form and drop it at the designated drop box in front of the Administrative Section Office. Complaints can also be filed via email address. Make sure to provide the following information:
	Name of person being complained
	Incident
	Evidence
	<i>Send at the email address: nbftc@bfar.da.gov.ph</i>
How complaints are processed	The designated focal person for the CCSS opens the complaints dropbox every Friday and evaluates each complaint.
	Upon evaluation, the designated focal person for the CCSS shall start the investigation and forward the complaint to the concerned person/section for their explanation.
	The designated focal person for the CCSS will create a report after the investigation and shall submit it to the Center Chief for appropriate action.
	The designated focal person for the CCSS will give feedback to the client.
	<i>Send at the email address: nbftc@bfar.da.gov.ph</i>
Contact Information of NBFTC Pagbilao	nbftc@bfar.da.gov.ph



LIST OF OFFICE

Office	Address	Contact Information
BFAR- National Brackishwater Fisheries Technology Center	Sitio Iringan, Brgy. Palsabangon, Pagbilao, Quezon	nbftc@bfar.da.gov.ph
Administrative Section	Sitio Iringan, Brgy. Palsabangon, Pagbilao, Quezon	0961 397 2933
Aquaculture Technology Verification Services Section	Sitio Iringan, Brgy. Palsabangon, Pagbilao, Quezon	0917 480 6050
Aquaculture Training and Information Section	Sitio Iringan, Brgy. Palsabangon, Pagbilao, Quezon	0929 686 0906
Aquaculture Advisory and Extension Services	Sitio Iringan, Brgy. Palsabangon, Pagbilao, Quezon	0999 337 1960
Aquaculture Production and Dispersal Section	Sitio Iringan, Brgy. Palsabangon, Pagbilao, Quezon	0927 223 6557

III. NATIONAL FRESHWATER TECHNOLOGY CENTER (NFTC)

A. Extension Support, Education and Training Services

1. Technical Assistance for Distribution of Information, Education and Communication (IEC) Materials
2. Technical Assistance For Walk-in Clients
3. Technical Assistance On-site Visit / Inspection
4. Technical Assistance Thru Social Media (E-mail, Facebook, Messenger and Text)
5. Technical Assistance Thru Telephone Inquiry
6. Training Assistance (On-the-Job Trainee Students)
7. Training Assistance As Requested by Clients

B. Fisheries Production and Distribution

1. Distribution of Fish Seed (Fry, Fingerlings, Post-larvae) For Free
2. Distribution of Fish Seed (Fry, Fingerlings, Post-larvae) For Purchase
3. Free Distribution of Organic Inputs (Duckweed, Azolla, Vermicast) as per Request Basis

III. NATIONAL FRESHWATER TECHNOLOGY CENTER (NFTC)

A. Extension Support, Education and Training Services

1. Technical Assistance for Distribution of Information, Education and Communication (IEC) Materials

Technical assistance for distribution of IEC materials is a service to client who wants to avail copies of IEC materials. The client will simply fill out IEC inquiry form and submit it to Front desk Officer. The IEC materials requested will be given free of charge to the client.

Office or Division	BFAR-National Freshwater Technology Center (NFTC) Muñoz, Nueva Ecija			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity; G2G- Government to Government			
Who may avail:	1. Internal - BFAR Regional Offices, Provincial Fishery Offices (PFOs), BFAR Central Office Personnel and other BFAR National Centers 2. External - Academe (Students, Professors, On-the-Job Trainees, Researches); Operators and Potential Operators (Fishpond/Fish Cage); Fisherfolk Organizations/Asssociations/People's Organization/Cooperatives; Other Government Agencies; National Government Agencies (NGAs); Local Government Units(LGUs); Senior Citizens; Indigenous People			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IEC Inquiry Form/Request Form		Aquaculture Training, Information and Extension Section (ATIES) Office, BFAR-NFTC, Science City of Munoz, Nueva Ecija		
2. Client Feedback Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the provided Information, Education and Communication (IEC) Inquiry Form/Request Form	1. Receive the submitted accomplished Information, Education and Communication (IEC) Inquiry Form/Request Form	None	5 Minutes	<i>ATIES Office Lilibeth B. Afan, Head, ATIES Lea S. Valerozo, Admin. Officer I BFAR-NFTC Muñoz, Nueva Ecija</i>



2. Receive Information, Education and Communication (IEC) materials	2. Provide the requested Information, Education and Communication (IEC) materials to client	None	2 Minutes	<i>ATIES Office Lilibeth B. Afan, Head, ATIES Lea S. Valerozo, Admin. Officer I BFAR-NFTC Muñoz, Nueva Ecija</i>
3. Submit filled out Client's Feedback Form provided	3. Receive the submitted Accomplished Client Feedback Form provided	None	5 Minutes	<i>ATIES Office Lilibeth B. Afan, Head, ATIES Lea S. Valerozo, Admin. Officer I BFAR-NFTC Muñoz, Nueva Ecija</i>
TOTAL:		None	12 Minutes	



2. Technical Assistance for Walk-in Clients

Technical assistance to walk-in client is a service to client who personally visited the Center to ask for a technical assistance regarding his/her aquaculture project. The NFTC technical staff provide the technical assistance needed by the client. The service rendered depends on the subject matter requested by the client.

Office or Division	BFAR-National Freshwater Technology Center (NFTC) Muñoz, Nueva Ecija			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity; G2G- Government to Government			
Who may avail:	1. Internal - BFAR Regional Offices, Provincial Fishery Offices (PFOs), BFAR Central Office Personnel and other BFAR National Centers			
	2. External - Academe (Students, Professors, On-the-Job Trainees, Researches); Operators and Potential Operators (Fishpond/Fish Cage); Fisherfolk Organizations/Asssociations/People's Organization/Cooperatives; Other Government Agencies; National Government Agencies (NGAs); Local Government Units(LGUs); Senior Citizens; Indigenous People			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Inquiry Form		Administrative Office, BFAR-NFTC, Science City of Munoz, Nueva Ecija		
2. Client's Feedback Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and Submit the Client Inquiry Form provided	1. Receive the submitted accomplished Client Inquiry Form	None	5 Minutes	<i>Kris Marie Infante</i> , <i>Communication Equipment Operator Administration Office BFAR-NFTC Muñoz, Nueva Ecija</i>



None	1.1 Endorse to appropriate technical official/staff to render the needed technical assistance/ information	None	5 Minutes	Kris Marie Infante , <i>Communication Equipment Operator Administration Office BFAR-NFTC Muñoz, Nueva Ecija</i>
None	1.2. Render the needed technical assistance/ information	None	5 Minutes	<i>Aquaculturist (Concerned Technical staff) BFAR-NFTC Muñoz, Nueva Ecija</i>
2. Submit the filled out Client's Feedback Form provided	2. Receive the submitted accomplished Client's Feedback Form provided	None	5 Minutes	<i>Aquaculturist (Concerned Technical staff) BFAR-NFTC Muñoz, Nueva Ecija</i>
TOTAL:		None	20 Minutes	



3. Technical Assistance On-site Visit / Inspection

Technical assistance on-site is a service to client who requested to personally visit or inspect their project by the NFTC technical Staff. The request may be done thru phone call, send a letter request via postage mail or social media. Based on the needs of the client, the Center Chief will assign technical staff who will provide the necessary technical assistance. The client and technical staff will discuss and schedule the visit. A client feedback form will be given to the client for him to fill up after the technical assistance.

Office or Division	BFAR-National Freshwater Technology Center (NFTC) Muñoz, Nueva Ecija
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity;G2G- Government to Government
Who may avail:	1. Internal - BFAR Regional Offices, Provincial Fishery Offices (PFOs), BFAR Central Office Personnel and other BFAR National Centers
	2. External - Academe (Students, Professors, On-the-Job Trainees, Researches); Operators and Potential Operators (Fishpond/Fish Cage); Fisherfolk Organizations/Asssociations/People's Organization/Cooperatives; Other Government Agencies; National Government Agencies (NGAs); Local Government Units(LGUs); Senior Citizens; Indigenous People

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (walk-in or via E-mail)	Requesting Party/Client
2. Client Request Form	Administrative Office, BFAR-NFTC, Science City of Munoz, Nueva Ecija
3. Client's Feedback Form	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplish Client Request Form or send Letter request via Email	1. Receive Letter Request or accomplished Client Request Form or receive Letter request via Email	None	5 Minutes	Kris Marie Infante, Communication Equipment Operator <i>Administration Office BFAR-NFTC Muñoz, Nueva Ecija</i>



None	1.1. Forward request/ document to the Center Chief for appropriate action	None	5 Minutes	Kris Marie Infante , <i>Communication Equipment Operator Administration Office BFAR-NFTC Muñoz, Nueva Ecija</i>
None	1.2. Assign technical staff to assist the client	None	5 Minutes	Ma. Jodecel C. Danting , <i>Center Chief BFAR-NFTC Muñoz, Nueva Ecija</i>
None	1.3. Schedule site visit/inspection	None	5 Minutes	<i>Aquaculturist (Concerned Technical staff) BFAR-NFTC Muñoz, Nueva Ecija</i>
2. Receive Report and Recommendation	2. Provide Report and Recommendation	None	5 Minutes	<i>Aquaculturist (Concerned Technical staff) BFAR-NFTC Muñoz, Nueva Ecija</i>
3 Fill-out Client's Feedback Form	3. Recieve Client's Feedback Form	None	5 Minutes	<i>Aquaculturist (Concerned Technical staff) BFAR-NFTC Muñoz, Nueva Ecija</i>
TOTAL:		None	30 Minutes	

4. Technical Assistance thru Social Media (E-mail, Facebook, Messenger and Text)

Technical assistance thru Social media is a service to client who asked technical assistance via email, facebook, messenger and text. The staff who directly received the inquiry by social media will immediately reply to the client regarding the assistance needed.

Office or Division	BFAR-National Freshwater Technology Center (NFTC) Muñoz, Nueva Ecija			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity; G2G- Government to Government			
Who may avail:	1. Internal - BFAR Regional Offices, Provincial Fishery Offices (PFOs), BFAR Central Office Personnel and other BFAR National Centers			
	2. External - Academe (Students, Professors, On-the-Job Trainees, Researches); Operators and Potential Operators (Fishpond/Fish Cage); Fisherfolk Organizations/Associations/People's Organization/Cooperatives; Other Government Agencies; National Government Agencies (NGAs); Local Government Units(LGUs); Senior Citizens; Indigenous People			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email, SMS		Administrative Office, BFAR-NFTC, Science City of Munoz, Nueva Ecija		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send messages through SMS and other types of message channel thru Social Media	1. Receive and reply to SMS and other types of message channel thru Social Media	None	5 Minutes	<i>Administration Office Kris Marie Infante, Communication Equipment Operator & Aquaculturist BFAR-NFTC Muñoz, Nueva Ecija</i>
TOTAL:		None	5 Minutes	

5. Technical Assistance thru Telephone Inquiry

Technical assistance thru telephone inquiry is a service for client who inquire and ask for technical assistance thru telephone call. The Front Desk Officer will answer the call and give technical assistance or information right away if he/she knows the information being asked by the client. If the inquiry needs the service of a subject matter specialist, the call will be referred to concerned technical staff to answer the inquiry of the client.

Office or Division	BFAR-National Freshwater Technology Center (NFTC) Muñoz, Nueva Ecija			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity; G2G- Government to Government			
Who may avail:	1. Internal - BFAR Regional Offices, Provincial Fishery Offices (PFOs), BFAR Central Office Personnel and other BFAR National Centers			
	2. External - Academe (Students, Professors, On-the-Job Trainees, Researches); Operators and Potential Operators (Fishpond/Fish Cage); Fisherfolk Organizations/Associations/People's Organization/Cooperatives; Other Government Agencies; National Government Agencies (NGAs); Local Government Units(LGUs); Senior Citizens; Indigenous People			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Phone Call		Administrative Office, BFAR-NFTC, Science City of Munoz, Nueva Ecija		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a telephone call and discuss the inquiry	1. Answer telephone call and provide needed information or refer to concern technical staff	None	5 Minutes	<i>Administration Office Kris Marie Infante, Communication Equipment Operator & Aquaculturist BFAR-NFTC Muñoz, Nueva Ecija</i>
TOTAL:		None	5 Minutes	



6. Training Assistance (On-the-Job Trainee Students)

Training assistance (OJT students) is a service to students who are interested to conduct their on-the-job training at the Center. A letter request should be submitted by the Adviser/facilitator to the Training Staff. A Memorandum of Agreement between the School and the Center is signed by the Center Chief and the respective School. The program of activities for the students is prepared by the Training facilitator wherein the students have the chance to have experience on all programmed activities of the Center. Students are required to submit report regarding the learnings acquired.

Office or Division	BFAR-National Freshwater Technology Center (NFTC) Muñoz, Nueva Ecija
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may avail:	(External) On-the-Job Training Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Respective School (where student enrolled)
2. Memorandum of Agreement	Respective School (where student enrolled)
3. Waiver	Aquaculture Training, Information and Extension Section (ATIES) Office, BFAR-NFTC, Science City of Munoz, Nueva Ecija
4. Medical Certificate	
5. Student's Profile	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Receive Letter Request	None	5 Minutes	<i>Administration Office Kris Marie Infante Communication Equipment Operator BFAR-NFTC Muñoz, Nueva Ecija</i>



None	1.1 Assessment/ Approval of Center Chief	None	10 minutes	<i>Ma. Jodecel C. Danting NFTC Center Chief BFAR-NFTC Muñoz, Nueva Ecija</i>
None	1.2 Route to the concerned section/staff	None	5 minutes	<i>ATIES Office Lilibeth B. Afan Head, ATIES Lea S. Valerozo, Admin. Officer I BFAR-NFTC Muñoz, Nueva Ecija</i>
None	1.3 Prepare schedule and course design of On-the-Job trainees	None	30 minutes	<i>ATIES Office Lilibeth B. Afan Head, ATIES Lea S. Valerozo, Admin. Officer I BFAR-NFTC Muñoz, Nueva Ecija</i>
None	1.4 Prepare confirmation letter/acceptance letter	None	10 minutes	<i>ATIES Office Lilibeth B. Afan Head, ATIES Lea S. Valerozo, Admin. Officer I BFAR-NFTC Muñoz, Nueva Ecija</i>
2. Receive notification/confirmation/letter of acceptance and schedule of training and confirmed attendance	2. Notify client/students for the training acceptance and schedule of the training	None	5 Minutes	<i>ATIES Office Lilibeth B. Afan Head, ATIES Lea S. Valerozo, Admin. Officer I BFAR-NFTC Muñoz, Nueva Ecija</i>



3. Report for On-the-Job Training initial interview and briefing	3. Accept trainees, conduct initial interview and briefing	None	15 Minutes	ATIES Office <i>Lilibeth B. Afan</i> <i>Head, ATIES</i> <i>Lea S. Valerozo,</i> <i>Admin. Officer I</i> <i>BFAR-NFTC</i> <i>Muñoz, Nueva Ecija</i>
TOTAL:		None	1 hour, 15 minutes	

7. Training Assistance as Requested by Clients

Training assistance as requested by client is a service to client requesting for a training. The client should send a letter request or fill our client request form. Based on the subject matter requested, the training staff will prepare a course design and notify the client of the schedule. Training duration is dependent on the needs of the client. Regular training duration is five days. Pre-test are given prior to training and post-test after the training. Participant should fill out Traing Evaluation Form before the issuance of Training Certificate.

Office or Division	BFAR-National Freshwater Technology Center (NFTC) Muñoz, Nueva Ecija
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity; G2G- Government to Government
Who may avail:	1. Internal - BFAR Regional Offices, Provincial Fishery Offices (PFOs), BFAR Central Office Personnel and other BFAR National Centers 2. External - Academe (Students, Professors, On-the-Job Trainees, Researches); Operators and Potential Operators (Fishpond/Fish Cage); Fisherfolk Organizations/Asssociations/People's Organization/Cooperatives; Other Government Agencies; National Government Agencies (NGAs); Local Government Units(LGUs); Senior Citizens; Indigenous People

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request Form		Client/ Requeing Party/ies		
2. Client Request Form		Aquaculture Training, Information and Extension Section (ATIES) Office, BFAR-NFTC, Science City of Munoz, Nueva Ecija		
3. Training Evaluation Form				
4. Certificate of Training				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Receive Letter Request or accomplished Client Request Form	None	5 Minutes	<i>Kris Marie Infante Communication Equipment Operator BFAR-NFTC Muñoz, Nueva Ecija</i>
None	1.1 Approval of Center Chief	None	5 minutes	<i>Ma. Jodecel C. Danting NFTC Center Chief BFAR-NFTC Muñoz, Nueva Ecija</i>
None	1.2 Route to the concerned section/staff	None	5 minutes	<i>ATIES Office Lilibeth B. Afan Head, ATIES Lea S. Valerozo, Admin. Officer I BFAR-NFTC Muñoz, Nueva Ecija</i>
None	1.3 Schedule training requested	None	5 Minutes	<i>ATIES Office Lilibeth B. Afan Head, ATIES Lea S. Valerozo, Admin. Officer I BFAR-NFTC Muñoz, Nueva Ecija</i>



None	1.4 Prepare Confirmation/ Acceptance Letter	None	10 minutes	<i>ATIES Office</i> <i>Lilibeth B. Afan</i> <i>Head, ATIES</i> <i>Lea S. Valerozo,</i> <i>Admin. Officer I</i> <i>BFAR-NFTC</i> <i>Muñoz, Nueva Ecija</i>
2. Receive notification/confirmation/letter of acceptance and schedule of training and confirmed attendance	2. Notify client, stakeholders, trainees for the training schedule	None	5 Minutes	<i>ATIES Office</i> <i>Lilibeth B. Afan</i> <i>Head, ATIES</i> <i>Lea S. Valerozo,</i> <i>Admin. Officer I</i> <i>BFAR-NFTC</i> <i>Muñoz, Nueva Ecija</i>
TOTAL:		None	35 Minutes	

B. Fisheries Production and Distribution

1. Distribution of Fish Seed (Fry, Fingerlings, Post-larvae) For Free

Distribution of Fish Seed (Fry, fingerlings and post larvae) for free is a service to individual or group requesting for fish seedstock free of charge. The individual or group must submit letter request attached with pond layout/sketch map of the project to be stocked. For group request, a list of beneficiaries is a requirement. Once the letter request is approved by the Center Chief, schedule of distribution will be done. The client will be asked to fill out client request form and should also fill out client feedback form after receiving the fry/fingerlings/post larvae.

Office or Division	BFAR-National Freshwater Technology Center (NFTC) Muñoz, Nueva Ecija
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity; G2G- Government to Government



Who may avail:	1. Internal - BFAR Regional Offices, Provincial Fishery Offices (PFOs), BFAR Central Office Personnel and other BFAR National Centers
	2. External - Academe (Students, Professors, On-the-Job Trainees, Researches); Operators and Potential Operators (Fishpond/Fish Cage); Fisherfolk Organizations/Associations/People's Organization/Cooperatives; Other Government Agencies; National Government Agencies (NGAs); Local Government Units(LGUs); Senior Citizens; Indigenous People

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Letter request and pond-layout (Individual)	Client/ Requesting Party
2. Letter request, list of beneficiaries and pond-layout/sketch map (Group)	Client/ Requesting Party
3. Client's Feedback Form	Dispersal Area at BFAR-NFTC, Science City of Munoz, Nueva Ecija

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request with attachments or accomplish Client Request Form	1. Receive Letter Request with attachments or accomplished Client Request Form and process the request for approval	None	10 Minutes	<i>Emma Agustin Dispersal Officer BFAR-NFTC Muñoz, Nueva Ecija</i>
None	1.1 Approval of Center Chief	None	5 Minutes	<i>Ma. Jodecel C. Danting NFTC Center Chief BFAR-NFTC Muñoz, Nueva Ecija</i>
None	1.2 Schedule the distribution and notify client on the schedule pick up date	None	5 Minutes	<i>Michelle J. Pascua Head, Fish Dispersal Unit BFAR-NFTC Muñoz, Nueva Ecija</i>



2. Receive fry or fingerlings at the Dispersal Area	2. Actual distribution (loading and packing)	None	30 Minutes	<i>Dario M. Hilarion and Marlon T. Olayres Dispersal Aide BFAR-NFTC Muñoz, Nueva Ecija</i>
3. Fill-out client Feedback Form	3. Receive Accomplished Client Feedback Form	None	5 minutes	<i>Emma Agustin Dispersal Officer BFAR-NFTC Muñoz, Nueva Ecija</i>
TOTAL:		None	55 Minutes	

2. Distribution of Fish Seed (Fry, Fingerlings, Post-larvae) For Purchase

Distribution of Fish Seed (Fry, Fingerlings, post larvae) Purchase is a service to client individual and group client who are willing to purchase fish seed stock . The client must fill out client request form and submit it to the Dispersal Officer.He/she will be notified by the Dispersal Officer of the schedule of pick up once already approved by the Center Chief. However, in the case of request wherein the quantity is available on that day, the client may pick up right away the request.The payment will be collected by the cashier. A client feedback form shall be fill out by the clientele before lieaving the office.

Office or Division	BFAR-National Freshwater Technology Center (NFTC) Muñoz, Nueva Ecija
Classification	Simple
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity; G2G- Government to Government



Who may avail:	1. Internal - BFAR Regional Offices, Provincial Fishery Offices (PFOs), BFAR Central Office Personnel and other BFAR National Centers
	2. External - Academe (Students, Professors, On-the-Job Trainees, Researches); Operators and Potential Operators (Fishpond/Fish Cage); Fisherfolk Organizations/Assocations/People's Organization/Cooperatives; Other Government Agencies; National Government Agencies (NGAs); Local Government Units(LGUs); Senior Citizens; Indigenous People

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Request Form		Administrative Office, BFAR-NFTC, Science City of Munoz, Nueva Ecija		
2. Client's Feedback Form				
3. Official Receipt of Fingerlings Purchased		Cashier, Admin Building, BFAR-NFTC, Science City of Munoz, Nueva Ecija		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Client Request Form	1. Receive accomplished Client Request Form and process request for approval	None	10 Minutes	<i>Emma Agustin Dispersal Officer BFAR-NFTC Muñoz, Nueva Ecija</i>
None	1.1. Approval of Center Chief	None	5 Minutes	<i>Ma. Jodecel C. Danting NFTC Center Chief BFAR-NFTC Muñoz, Nueva Ecija</i>
2. Receive schedule of distribution and confirmed pick- up date	2. Schedule the distribution and notify client on the schedule pick up date	None	5 Minutes	<i>Michelle J. Pascua Head, Fish Dispersal Unit BFAR-NFTC Muñoz, Nueva Ecija</i>



3. Receive fish seed at the Dispersal Area	3. Actual distribution (loading and packing)	None	30 Minutes	<i>Dario M. Hilarion and Marlon T. Olayres Dispersal Aide BFAR-NFTC Muñoz, Nueva Ecija</i>
4. Secure Order of Payment at the Dispersal Area	4. Issue Order of Payment	None	5 Minutes	<i>Emma Agustin Dispersal Officer BFAR-NFTC Muñoz, Nueva Ecija</i>
5. Pay the necessary fees for fry or fingerlings in the Cashier office at Admin Building	5. Receive/ Accept payment and issue Official Receipt	refer to table below	5 minutes	<i>Jesusa Q. Undan Clerk Personnel/Cashier BFAR-NFTC Muñoz, Nueva Ecija</i>
6. Fill-out client Feedback Form	6. Receive Accomplished Client Feedback Form	None	5 minutes	<i>Emma Agustin Dispersal Officer BFAR-NFTC Muñoz, Nueva Ecija</i>
TOTAL:		refer to table below	1 hour, 5 minutes	

Required Fees:

PRICE LIST OF TILAPIA FRY, FINGERLINGS AND BREEDERS FOR SALE BY THE BFAR BASED ON FOO NO. 338

MESH SIZE	WEIGHT RANGE (in g.)	PRICE (per piece)
a. Tilapia fry/ fingerlings (for grow out purposes)		
Fry/ Post fry		0.07
Size 32	0.02 - 0.06	0.10
Size 24	0.07 – 0.20	0.20
Size 22	0.21 – 0.40	0.30

Size 20	0.41 – 0.60	0.35
Size 17	0.61 – 1.0	0.40
b. Tilapia Broodstock (for hatchery purposes)	0.02 – 3.2	2.0
Common Carp		
Size 24-22	1 - 2	0.25
Size 17	3 - 5	0.5
Size 14	6 - 8	1
MESH SIZE	WEIGHT RANGE (in g.)	PRICE (per piece)
Catfish		
Size 24	1 - 2	1
Size 17	6 - 8	3
Size 14	9 - 10	4
Giant Gourami		
Size 24 - 22	1 - 2	1
Size 17	3 - 5	2
Size 14	6 - 8	3
Dalag		
Size 24 - 22	1 - 2	1



3. Free Distribution of Organic Inputs (Duckweed, Azolla, Vermicast) as per Request

Distribution of Organic Inputs (Duckweed, Azolla, Vermicast) is a service for client who would like to avail organic inputs for free. The client must fill out client request form indicating the particular organic inputs requested. The request will be approved by the Center Chief. If the input is available, the client may pick up the request on the same day, However, if not ye available he/she will be notified by the Dispesal Officer in another day. The client will likewise be rquired to fill out client feedback form after the transaction.

Office or Division	BFAR-National Freshwater Technology Center (NFTC) Muñoz, Nueva Ecija			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity; G2G- Government to Government			
Who may avail:	1. Internal - BFAR Regional Offices, Provincial Fishery Offices (PFOs), BFAR Central Office Personnel and other BFAR National Centers			
	2. External - Academe (Students, Professors, On-the-Job Trainees, Researches); Operators and Potential Operators (Fishpond/Fish Cage); Fisherfolk Organizations/Asssociations/People's Organization/Cooperatives; Other Government Agencies; National Government Agencies (NGAs); Local Government Units(LGUs); Senior Citizens; Indigenous People			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Request Form		BFAR- NFFTC- Administrative Office, BFAR- NFFTC, Science City of Munoz, Nueva Ecija		
2. Client's Feedback Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Client Request Form	1. Receive accomplished Client Request Form and process request for approval	None	5 Minutes	<i>Emma Agustin Dispersal Officer BFAR-NFTC Muñoz, Nueva Ecija</i>



None	1.1. Approval of Center Chief	None	5 Minutes	<i>Ma. Jodecel C. Danting NFFTC Center Chief BFAR-NFTC Muñoz, Nueva Ecija</i>
2. Receive organic inputs at the Dispersal Area	2. Actual Packing for distribution	None	5 Minutes	<i>Dario M. Hilarion and Marlon T. Olayres Dispersal Aide BFAR-NFTC Muñoz, Nueva Ecija</i>
3. Submit. fill-out client Feedback Form provided	3. Receive Accomplished Client Feedback Form	None	5 minutes	<i>Emma Agustin Dispersal Officer BFAR-NFTC Muñoz, Nueva Ecija</i>
TOTAL:		None	20 Minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How feedback is processed	Send Email to: nfftc@bfar.da.gov.ph or Call directly to: 044-511-5570
	Feedback are received and validated by the Communication Officer
	Feedback requiring answers are forwarded to the relevant sections and they are required to answer as soon as possible
	The answer of the NFTC is then relayed to the client
How to file a Complaint	Send email directly to nfftc@bfar.da.gov.ph with the following information:
	Type of Complaint:
	Date and Time of Transaction:
	Person Responsible:
How complaints are processed	The Administrative Communication Officer opens the complaints by e-mail every day and evaluates each complaint. Upon evaluation, the Communication Officer reads and forward the complaint to the Center Chief for endorsement to the concerned section for their explanation. The Communication Officer will create a report and shall submit it to the Center Chief for approval and then will give the feedback to the client.
Contact Information of CCB, PCC, ARTA, Malasakit Help Desk	Send Email to: nfftc@bfar.da.gov.ph
	Contact person: Kris Marie G. Infante
	Contact Number: 044-511-5570



LIST OF OFFICE/S

Office	Address	Contact Information
BFAR- National Freshwater Technology Center (NFTC)	BFAR-NFFTC, CLSU Compound., Science City of Munoz, Nueva Ecija	<u>MA. JODECEL C. DANTING, DFT</u> Center Chief Tel. No. 044-511-5570 email: nfftc@bfar.da.gov.ph
Support Services Section (SSS)		<u>EVLYN H. ZAFRA</u> Head, SSS Tel. No. 044-511-5570
Fish Dispersal Unit (FDU)		<u>MICHELLE J. PASCUA</u> Head, FDU Contact No. 09238577241
Fish Seed Production Section (FSPS)		<u>Dr. ANGELITO E. DELA CRUZ, PhD</u> Head, FSPS Contact No. 09338201992
Tilapia Broodstock Development and Production Section (TBDPS)		<u>MILAGROS M. APAGA, DFT</u> Head, TBDPS Contact No. 09564422766
Organic Aquaculture Production and Nutrition Section (OAPNS)		<u>ZALDY H. HECHANOVA</u> Head, OAPNS Contact No. 09455832987
Fish Health Management Section (FHMS)		<u>MICHELLE E. PATOC</u> Head, FHMS Contact No. 09224586218
Aquaculture Training, Information and Extension Section (ATIES)		<u>LILIBETH B. AFAN, DFT</u> Head, ATIES Contact No. 09228826936

IV. National Inland Fisheries Technology Center (NIFTC) Tanay, Rizal

1. Distribution of Fish Seed (Fry, Fingerlings, Broodstock, Post-Larvae) for Free
2. Distribution of Fish Seed (Fry, Fingerlings, Broodstock, Post-Larvae) with Payment
3. Technical Assistance, Distribution of Information, Education and Communication (IEC) Materials (Internal and External)
4. Technical Assistance for Regular Training (Internal & External)
5. Technical Assistance for Walk-In Client (Inquiry)
6. Technical Assistance for Walk-In Client (Fish Farmer's Seminar)
7. Technical Assistance for Inquiries thru Phone and Social Media (Email, Facebook, Messenger and Text Messages)
8. Technical Assistance Site Visit/Inspection On-Site
9. Technical Assistance (On-the-Job-Training)

IV. National Inland Fisheries Technology Center (NIFTC) Tanay, Rizal

1. Distribution of Fish Seed (Fry, Fingerlings, Broodstock, Post-Larvae) for Free

Distribution of fish seeds for free will be conducted to clients with letter requests depending on the availability of fingerlings. If there are no available fingerlings during the time of the request, the dispersal will be scheduled on a first come first serve basis.

Office or Division	BFAR- National Inland Fisheries Technology Center (NIFTC) Tanay, Rizal
Classification	Simple
Type of Transaction	G2C-Government to Citizen; G2B- Government to Business Entity; G2G - Government to Government
Who may avail:	<p>Internal: Provincial Fishery Offices (PFOs), Regional Fishery Officers, BFAR Central Office Personnel, BFAR-National Centers</p> <p>External: Academe (Students, Faculties, On-the-Job Training, Researcher); Fisherfolk Organization Associations, People's Organization, Cooperatives, Women's Association, Housewives, Senior Citizens, Differently-abled Persons, Indigenous People; Other government agencies, (National Government Agencies (NGAs), Local Government Units (LGUs), House Representatives); Non-Government Organizations (NGOs)</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client/Requesting Party/Business Entity		
2. Client Request Form		Provided by BFAR-NIFTC Tanay, Rizal - Admin Office		
3. Client Satisfaction/Feedback Form		BFAR-NIFTC Tanay, Rizal - Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and/or accomplished Client Request Form provided	1. Receive client's letter request and/or accomplished Client Request Form then advice client to wait for the notification of distribution schedule	None	20 Minutes	<i>Administrative Assistant IV Administrative Office BFAR-NIFTC Tanay, Rizal</i>



None	1.1 Prepare a reply letter and/or endorse the filled out Client Request Form to the Chief Aquaculturist for his/her approval on the request	None		<i>Sr. Admin. Asst. I Administrative Office BFAR-NIFTC Tanay, Rizal</i>
None	1.2 Approve and sign the reply letter and or Client Request Form to allow the distribution and endorse to the Production and Dispersal Office for scheduling of distribution	None	5 minutes	<i>Chief Aquaculturist, Office of the Chief BFAR-NIFTC Tanay, Rizal</i>
2. Receive notification thru call/text on the approved request and schedule of distribution of fish seed	2. Notify the client on the scheduled distribution thru call/text	None	5 minutes	<i>Head Production and Dispersal Unit Production and Dispersal Unit BFAR-NIFTC Tanay, Rizal</i>
3. Receive the approved requested fish seed	3. Distribute the requested fish seed (actual loading and packing of fingerlings)	None	1 hour (depending on the volume of fish fingerlings requested)	<i>Head Production and Dispersal Unit Production and Dispersal Unit BFAR-NIFTC Tanay, Rizal</i>
4. Secure and submit the filled-out Client Satisfaction/Feedback Form	4. Receive the accomplished Client Satisfaction/Feedback Form provided	None	10 minutes	<i>Administrative Assistant IV Administrative Office BFAR-NIFTC Tanay, Rizal</i>
TOTAL:		None	1 Hour, 40 Minutes	

2. Distribution of Fish Seed (Fry, Fingerlings, Broodstock, Post-Larvae) with Payment

Distribution of fish seeds with payment will be conducted to clients with letter requests depending on the availability of fingerlings. If there are no available fingerlings during the time of the request, the dispersal will be scheduled on a first come first serve basis.

Office or Division	BFAR- National Inland Fisheries Technology Center (NIFTC) Tanay, Rizal
Classification	Simple
Type of Transaction	G2C-Government to Citizen; G2B- Government to Business Entity; G2G - Government to Government
Who may avail:	<p>Internal: Provincial Fishery Offices (PFOs), Regional Fishery Officers, BFAR Central Office Personnel, BFAR-National Centers</p> <p>External: Academe (Students, Faculties, On-the-Job Training, Researcher); Fisherfolk Organization Associations, People's Organization, Cooperatives, Women's Association, Housewives, Senior Citizens, Differently-abled Persons, Indigenous People; Other government agencies, (National Government Agencies (NGAs), Local Government Units (LGUs), House Representatives); Non-Government Organizations (NGOs)</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Client/Requesting Party/Business Entity
2. Client Request Form	BFAR-NIFTC, Tanay, Rizal - Admin Office
3. Fish Seed Request Form	BFAR-NIFTC, Tanay, Rizal - Admin Office
4. Official Receipt / Order of Payment	BFAR-NIFTC, Tanay, Rizal - Admin Office
5. Client Satisfaction/Feedback Form	BFAR-NIFTC, Tanay, Rizal - Admin Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and/or accomplished Client Request Form provided	1. Receive client's letter request and/or accomplished Client Request Form	None		<i>Administrative Assistant IV Administrative Office BFAR-NIFTC Tanay, Rizal</i>



None	1.1 Prepare a reply letter .and/or endorse the filled out Client Request Form to the Chief Aquaculturist for his/her approval on the request	None	20 Minutes	<i>Sr. Admin. Asst. I Administrative Office BFAR-NIFTC Tanay, Rizal</i>
None	1.2 Approve and sign the reply letter and or the Client Request Form to allow the distribution and endorse to the Production and Dispersal Office for scheduling of distribution	None	3 minutes	<i>Chief Aquaculturist, Office of the Chief BFAR-NIFTC Tanay, Rizal</i>
2. Receive the approved fish seed requested	2. Distribute the requested fish seed (actual loading and packing)	None	1 hour (depending on the volume of fish fingerlings requested)	<i>Head Production and Dispersal Unit Production and Dispersal Unit BFAR-NIFTC Tanay, Rizal</i>
3. Fill-out and submit Fish Seed Request Form, secure order of payment, pay necessary fees, and secure an official receipt at the designated Special Collecting Officer	3. Receive the accomplished Fish Seed Request Form provided, issue order of payment, receive payment, and issue official receipt	Price vary depending on Sizes of Fingelrings (See the table below)	7 minutes	<i>Special Collecting Officer Administrative Office BFAR- NIFTC Tanay, Rizal</i>
4. Secure and fill-out Client Satisfaction/Feedback Form and submit	4. Receive the accomplished Client Satisfaction/Feedback Form provided	None	2 minutes	<i>Administrative Assistant IV Administrative Office BFAR- NIFTC Tanay, Rizal</i>
TOTAL:		None	1 Hour, 32 Minutes	

* *Guidelines on the Dispersal/Distribution of Fish Fingerlings and Broodstock (Fisheries Office Order No. 338 Series of 2019)*

**Price list of Fingerling:*

Tilapia: 0.07-0.40/pc

Major Carps: 1.00-3.00/pc

Pangasius: 2.00-5.00/pc

Ulang: 3.00-6.00/pc

Biya: 1.00/pc

Martiniko: 1.00/pc

Common Carps: 0.25-1.00/pc

Catfish: 1.00-4.00/pc

Giant Gourami: 1.00-3.00/pc

Ayungin: 1.00/pc

Dalag: 1.00/pc

3. Technical Assistance, Distribution of Information, Education and Communication (IEC) Materials (Internal and External)

Technical assistance thru the distribution of IEC materials will be conducted to assist/guide walk-in clients, fish farmers, training participants and other beneficiaries, on the proper operational procedure for aquaculture (hatchery and culture systems) management, inland resource management, and information on invasive fishes in the Philippines.

Office or Division	BFAR- National Inland Fisheries Technology Center (NIFTC) Tanay, Rizal
Classification	Simple
Type of Transaction	G2C-Government to Citizen; G2B- Government to Business Entity; G2G - Government to Government
Who may avail:	Internal: Provincial Fishery Offices (PFOs), Regional Fishery Officers, BFAR Central Office Personnel, BFAR-National Centers External: Academe (Students, Faculties, On-the-Job Training, Researcher); Fisherfolk Organization Associations, People's Organization, Cooperatives, Women's Association, Housewives, Senior Citizens, Differently-abled Persons, Indigenous People; Other government agencies, (National Government Agencies (NGAs), Local Government Units (LGUs), House Representatives); Non-Government Organizations (NGOs)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Provided by Client/Requesting Party		
2. Client Request Form for Information, Education and Communication materials		BFAR-NIFTC, Tanay, Rizal - Admin Office		
3. Client Satisfaction/Feedback Form		BFAR-NIFTC, Tanay, Rizal - Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and/or accomplished Client Request form	1. Receive client's letter request and/or accomplished Client Request Form	None	10 minutes	<i>Information Officer, Sr. Admin. Asst. I, Administrative Assistant IV Administrative Office BFAR- NIFTC Tanay, Rizal</i>
None	1.1 Prepare a reply letter and/or endorse the filled-out Client Request Form to the Chief Aquaculturist for his approval on the request.	None		
None	1.2 Approve and sign the reply letter and or the Client Request Form to allow the distribution of IEC and endorse to the office concerned.	None		
2. Receive IEC materials requested/needed,	2. Provide the IEC materials requested needed.	None	1 minute	<i>Administrative Assistant VI Administrative Office BFAR- NIFTC Tanay, Rizal</i>
3. Secure and fill-out Client Satisfaction/Feedback Form, and submit to the attending staff.	3. Receive the accomplished Client Satisfaction/Feedback Form provided	None	2 minutes	<i>Administrative Assistant VI Administrative Office BFAR- NIFTC Tanay, Rizal</i>
TOTAL:		None	16 minutes	



4. Technical Assistance for Regular Training (Internal & External)

Conduct of National Training Course on Freshwater Aquaculture (Breeding and Grow-out Culture Systems) Management and Inland Resource Management. The Regular Training conducted is based on the mandates of the Center.

Office or Division	BFAR- National Inland Fisheries Technology Center (NIFTC) Tanay, Rizal
Classification	Complex
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government
Who may avail:	<p>Internal: Provincial Fishery Offices (PFOs), Regional Fishery Officers, BFAR Central Office Personnel, BFAR-National Centers</p> <p>External: Academe (Students, Faculties, On-the-Job Training, Researcher); Fisherfolk Organization Associations, People's Organization, Cooperatives, Women's Association, Housewives, Senior Citizens, Differently-abled Persons, Indigenous People; Other government agencies, (National Government Agencies (NGAs), Local Government Units (LGUs), House Representatives); Non-Government Organizations (NGOs)</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Provided by Client/Requesting Party
2. Client Request Form	BFAR-NIFTC Tanay, Rizal - Admin Office
3. Invitation Letter	BFAR-NIFTC Tanay, Rizal - Admin Office
4. Training Evaluation Form	BFAR-NIFTC Tanay, Rizal - Admin Office
5. Personal Information Sheet	BFAR-NIFTC Tanay, Rizal - Admin Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive invitation letter or fill-out Client Request Form	1. Send invitation letter or receive accomplished Request Form and process the request by endorsing to Chief Aquaculturist for appropriate action	None	7 Minutes	<p><i>Sr. Admin. Asst. I, Administrative Assistant VI, Administrative Office BFAR- NIFTC Tanay, Rizal</i></p> <p><i>Chief Aquaculturist Office of the Chief BFAR- NIFTC Tanay, Rizal</i></p>

None	1.1 Receive and prepare response letter and forward reply letter to Technical Staff for appropriate action	None	10 Minutes	<i>Sr. Admin. Asst. I Administrative Office BFAR-NIFTC Tanay, Rizal</i>
2. Receive notification thru call/text/email on the training schedule and confirm attendance to the training	2. Notify client thru call/text/email on the training schedule and receive confirmation of attendance to the training	None	5 minutes	<i>Sr. Admin. Asst. I, Administrative Assistant VI Administrative Office BFAR-NIFTC Tanay, Rizal</i>
3. Attend appropriate training	3. Conduct appropriate training	None	5 Days	<i>ALL TECHNICAL STAFF Training Hall BFAR- NIFTC Tanay, Rizal</i>
4. Secure and fill-out Training Evaluation Form and Personal Information Sheet, and submit	4. Receive filled-out Training Evaluation Form and Personal Information Sheet provided	None	5 Minutes	<i>Sr. Admin. Asst. I, Administrative Assistant VI Administrative Office BFAR-NIFTC Tanay, Rizal</i>
None	4.1 Prepare and print training certificate and endorse it to the Chief for his/her signature and approval	None	8 minutes	<i>Administrative Assistant VI Administrative Office BFAR-NIFTC Tanay, Rizal</i>
None	4.2 Approval/ signing of Training Certificates	None	5 minutes	<i>Chief Aquaculturist, Office of the Chief BFAR-NIFTC Tanay, Rizal</i>



5. Receive signed Certificate of Training for the Completion of the Training	5. Release the signed Certificate of Training to the client thru graduation rites	None	5 Minutes	<i>Administrative Assistant VI, Chief Aquaculturist BFAR- NIFTC Training Hall Tanay, Rizal</i>
TOTAL:		None	5 days, 45 Minutes	

5. Technical Assistance for Walk-In Client (Inquiry)

Technical assistance for walk-in clients physically appearing in the NIFTC Office to inquire about their issues and concerns on Aquaculture (Hatchery and Grow-Out Culture Systems) Management. These involve giving appropriate technical advisory services such as operational procedures for breeding and culture of freshwater fishes, materials, and supplies needed, and the budget/cost for the operation.

Office or Division	BFAR- National Inland Fisheries Technology Center (NIFTC) Tanay, Rizal		
Classification	Simple		
Type of Transaction	G2C - Government to Citizen; G2G Government to Government; G2B - Government to Business Entity		
Who may avail:	<p>Internal: Provincial Fishery Offices (PFOs), Regional Fishery Officers, BFAR Central Office Personnel, BFAR-National Centers</p> <p>External: Academe (Students, Faculties, On-the-Job Training, Researcher); Fisherfolk Organization Associations, People's Organization, Cooperatives, Women's Association, Housewives, Senior Citizens, Differently-abled Persons, Indigenous People; Other government agencies, (National Government Agencies (NGAs), Local Government Units (LGUs), House Representatives); Non-Government Organizations (NGOs)</p>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter Request		Provided by Client/Requesting Party	
2. Client Request Form		BFAR-NIFTC Tanay, Rizal - Admin Office	
3. Client Satisfaction/Feedback Form		BFAR-NIFTC Tanay, Rizal - Admin Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Client Request Form or submit letter request	1. Receive the Client Request Form or Letter Request	None	5 Minutes	<i>Administrative Assistant IV, Sr. Admin. Asst. I, Administrative Assistant VI Administrative Office BFAR-NIFTC Tanay, Rizal</i>
None	1.1 Endorse letter request/form to the appropriate technical staff/official who is authorized to render the needed assistance	None	5 Minutes	<i>Sr. Admin. Asst. I, Administrative Assistant VI Administrative Office BFAR-NIFTC Tanay, Rizal</i>
2. Discuss inquiry/concerns needed	2. Provide the appropriate technical advisory and assistance	None	1 hour	<i>ALL TECHNICAL STAFF Administrative Office, Production and Dispersal Unit BFAR- NIFTC</i>
3. Secure and submit filled-out Client Satisfaction/Feedback Form	3. Receive the accomplished Client Satisfaction/Feedback Form provided	None	3 Minutes	<i>Sr. Admin. Asst. I, Administrative Assistant VI Administrative Office BFAR-NIFTC Tanay, Rizal</i>
TOTAL:		None	1 Hour, 13 Minutes	

6. Technical Assistance for Walk-In Client (Fish Farmer's Seminar)

Technical assistance for walk-in clients availing of the free Fish Farmer's Seminar on Hatchery and Grow-Out Culture Systems Management being offered by NIFTC involve an in-depth one-on-one or small group lecture/discussion on the operational procedures for breeding and culture of freshwater fishes/ preferred species of the clients.

Office or Division	BFAR- National Inland Fisheries Technology Center (NIFTC) Tanay, Rizal
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2G Government to Government; G2B - Government to Business Entity
Who may avail:	<p>Internal: Provincial Fishery Offices (PFOs), Regional Fishery Officers, BFAR Central Office Personnel, BFAR-National Centers</p> <p>External: Academe (Students, Faculties, On-the-Job Training, Researcher); Fisherfolk Organization Associations, People's Organization, Cooperatives, Women's Association, Housewives, Senior Citizens, Differently-abled Persons, Indigenous People; Other government agencies, (National Government Agencies (NGAs), Local Government Units (LGUs), House Representatives); Non-Government Organizations (NGOs)</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Provided by Client/Requesting Party		
2. Accomplished Client Request Form		BFAR-NIFTC Tanay, Rizal - Admin Office		
3. Client Satisfaction/Feedback Form		BFAR-NIFTC Tanay, Rizal - Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Client Request Form or submit letter request	1. Receive the Client Request Form/ Letter Request	None	5 Minutes	<i>Administrative Assistant IV, Sr. Admin. Asst. I, Administrative Assistant VI Administrative Office BFAR-NIFTC Tanay, Rizal</i>



None	1.1 Endorse the client to the appropriate technical staff/personnel and schedule Fish Farmers' Seminar based on preferred topic/s (Common carp, Tilapia, Catfish/Pangasius, Giant Gourami, and Others) of the client	None	5 Minutes	<i>Sr. Admin. Asst. I, Administrative Assistant VI Administrative Office BFAR-NIFTC Tanay, Rizal</i>
2. Receive notification regarding the schedule of the seminar and confirm attendance to NIFTC staff	2. Notify Client on the schedule seminar and received confirmation of attendance	None	10 minutes	<i>Sr. Admin. Asst. I, Administrative Assistant VI Administrative Office BFAR-NIFTC Tanay, Rizal</i>
3. Attend the Fish Farmer's Seminar	3. Conduct Fish Farmer's Seminar	None	3 hours	<i>Technical Staff, Lecturer Audio-Visual Room (AVR) BFAR-NIFTC Tanay, Rizal</i>
4. Secure and submit filled-out Client Satisfaction/Feedback Form and submit	4. Receive the accomplished Client Satisfaction/Feedback Form provided	None	3 Minutes	<i>Sr. Admin. Asst. I, Administrative Assistant VI Administrative Office BFAR-NIFTC Tanay, Rizal</i>
TOTAL:		None	3 Hours, 23 Minutes	



7. Technical Assistance for Inquiries thru Phone and Social Media (Email, Facebook, Messenger, and Text Messages)

<p>Technical assistance thru social media (email, facebook meta and messenger) and phone (call and SMS) will be conducted to render advisory services on aquaculture (hatchery and culture systems) management. These involve inquiry on the breeding and culture of freshwater fishes, its cost and return analysis, and other related experiments and studies conducted by the Center.</p>				
Office or Division	BFAR- National Inland Fisheries Technology Center (NIFTC) Tanay, Rizal			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G Government to Government; G2B - Government to Business Entity			
Who may avail:	<p>Internal: Provincial Fishery Offices (PFOs), Regional Fishery Officers, BFAR Central Office Personnel, BFAR-National Centers</p> <p>External: Academe (Students, Faculties, On-the-Job Training, Researcher); Fisherfolk Organization Associations, People's Organization, Cooperatives, Women's Association, Housewives, Senior Citizens, Differently-abled Persons, Indigenous People; Other government agencies, (National Government Agencies (NGAs), Local Government Units (LGUs), House Representatives); Non-Government Organizations (NGOs)</p>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Email, Call, SMS, Chat Messages			Client/Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Telephone Call for Inquiry/Concern or Send messages through Email, SMS, and other type of message channel thru Social Media	1. Receive and reply/answer to Email, Chat, Call, SMS and other types of message channel thru phone and Social Media	None	15 Minutes	<i>Administrative Assistant IV, Sr. Admin. Asst. I, Administrative Assistant VI Administrative Office BFAR-NIFTC Tanay, Rizal</i>

2. Discuss inquiry/concerns	2. Provide needed information or refer to concern technical staff	None	20 minutes	<i>Information Officer, Sr. Admin. Asst. I, Administrative Assistant VI, Administrative Assistant IV, Administrative Assistant II, Production Head, Dispersal Officer and other Technical Staff Administrative Office Production and Dispersal Office BFAR- NIFTC Tanay, Rizal</i>
TOTAL:		None	35 Minutes	

8. Technical Assistance Site Visit/Inspection on-Site

<p>Technical assistance thru site visits will be conducted by NIFTC Technical Staff to assist/guide clients by physically conducting an ocular inspection/ site visit in their grow-out farms/hatchery facilities, data gathering, assessment, and provision of adequate technical advisory.</p>				
Office or Division	BFAR- National Inland Fisheries Technology Center (NIFTC) Tanay, Rizal			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G Government to Government; G2B - Government to Business Entity			
Who may avail:	<p>Internal: Provincial Fishery Offices (PFOs), Regional Fishery Officers, BFAR Central Office Personnel, BFAR-National Centers</p> <p>External: Academe (Students, Faculties, On-the-Job Training, Researcher); Fisherfolk Organization Associations, People's Organization, Cooperatives, Women's Association, Housewives, Senior Citizens, Differently-abled Persons, Indigenous People; Other government agencies, (National Government Agencies (NGAs), Local Government Units (LGUs), House Representatives); Non-Government Organizations (NGOs)</p>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request			Provided by Client/Requesting Party	
2. Client Request Form			BFAR-NIFTC Tanay, Rizal - Admin Office	
3. Client Satisfaction/Feedback Form			BFAR-NIFTC Tanay, Rizal - Admin Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplished Client Request Form	1. Receive letter request or accomplished Client Request Form	None	4 Minutes	<i>Information Officer, Sr. Admin. Asst. I, Administrative Assistant VI, Administrative Assistant IV Administrative Office BFAR-NIFTC Tanay, Rizal</i>



None	1.1. Forward document received to the Chief Aquaculturist for appropriate action	None	2 Minutes	<i>Information Officer, Sr. Admin. Asst. I, Administrative Assistant VI, Administrative Assistant IV Administrative Office BFAR-NIFTC Tanay, Rizal</i>
None	1.2. Assign technical staff to assist the client's request	None	2 Minutes	<i>Chief Aquaculturist, Office of the Chief BFAR-NIFTC Tanay, Rizal</i>
2. Receive notification and confirmed scheduled visitation/inspection	2. Schedule site visit/inspection and notify clients on schedule visit	None	5 Minutes	<i>Information Officer, Sr. Admin. Asst. I, Administrative Assistant VI, Administrative Assistant IV Administrative Office BFAR-NIFTC Tanay, Rizal</i>
3. Allow the conduct of site visit	3. Conduct actual site visit/ inspection/ sampling	None	Minimum of 5 hours or depending on the site location to be visited	<i>SELECTED TECHNICAL STAFF Actual Site</i>
None	3.1 Prepare report of inspection and its recommendation then advice client to secure a copy of the request	None	1 hour	<i>SELECTED TECHNICAL STAFF Admin Office BFAR-NIFTC Tanay, Rizal</i>



4. Receive inspection report and its recommendation	4. Release inspection report and its recommendation signed by the Chief Aquaculturist to client	None	4 minutes	<i>Sr. Admin. Asst. I, Administrative Assistant VI, Administrative Staff Chief Aquaculturist Administrative Office Office of the Chief BFAR-NIFTC Tanay, Rizal</i>
5. Secure and fill-out Client Satisfaction/Feedback Form and submit to the attending staff	5. Receive the accomplished Client Satisfaction/Feedback Form provided	None	2 minutes	<i>Sr. Admin. Asst. I, Administrative Assistant VI, Administrative Assistant IV Administrative Office BFAR-NIFTC Tanay, Rizal</i>
TOTAL:		None	6 hours, 19 Minutes	

NOTE: Travel time by land if within CALABARZON and NCR may take up to 2-5 hours; for Northern regions and Bicol Region may take up to 5-9 hours. If by plane, may take 2-4 hours from Rizal to Manila Airport to Regional Airport (excluding travel time from Regional Airport to the site itself).

9. Technical Assistance (On-the-Job-Training)

<p>Technical assistance for On-the-Job Training of students shall involve complete agency immersion in the activities being conducted in the Center especially on Freshwater Aquaculture Management through lectures accompanied by practicum activities.</p>				
Office or Division	BFAR- National Inland Fisheries Technology Center (NIFTC) Tanay, Rizal			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G Government to Government			
Who may avail:	External: Academe (students, faculties, On-the-Job Trainees, Researchers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Provided by Client/Requesting Party		
2. Waiver and Trainee's Profile/ Curriculum Vitae		Client/Requesting Party		
3. Accomplished Training Evaluation Form		BFAR-NIFTC Tanay, Rizal - Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Receive Letter Request	None	5 Minutes	<i>Administration Office BFAR-NIFTC Tanay, Rizal</i>
None	1.1 Assessment/ Approval of Center Chief	None	10 minutes	<i>Center Chief BFAR-NIFTC Tanay, Rizal</i>
None	1.2 Route to the concerned section/staff	None	5 minutes	<i>Administrative Staff BFAR-NIFTC Tanay, Rizal</i>



None	1.3 Prepare schedule and course design of On-the-Job trainees	None	30 minutes	<i>Administrative Staff BFAR-NIFTC Tanay, Rizal</i>
None	1.4 Prepare confirmation letter/acceptance letter	None	10 minutes	<i>Administrative Staff BFAR-NIFTC Tanay, Rizal</i>
2. Receive notification/confirmation/letter of acceptance and schedule of training and confirmed attendance	2. Notify client/students for the training acceptance and schedule of the training	None	5 Minutes	<i>Administrative Staff BFAR-NIFTC Tanay, Rizal</i>
3. Report for On-the-Job Training initial interview and briefing	3. Accept trainees, conduct initial interview and briefing	None	15 Minutes	<i>Administrative Staff BFAR-NIFTC Tanay, Rizal</i>
TOTAL:		None	1 hour, 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Send Email to: niftc@bfar.da.gov.ph Call directly to: 0997-745-9961
How feedback is processed	Feedback are received and validated by Malasakit Help Desk officer/focal person.
	Validated feedback are relayed during regular meeting and or depending in the level of urgency
How to file a Complaint	Send email directly to niftc@bfar.da.gov.ph with the following information: Type of Complaint: Date and Time of Transaction: Person Responsible:
How complaints are processed	Complaints will be received and validated by a designated Malasakit Help Desk officer/focal person and shall be forwarded/endorsed to the Chief Aquaculturist for proper action
Contact Information of CCB, PCC, ARTA, Malasakit Help Desk	Send Email to: niftc@bfar.da.gov.ph Contact us: 0997-745-9961

LIST OF OFFICE

Office	Address	Contact Information
BFAR- National Inland Fisheries Technology Center	#51 KM Manila East Road, Sauyoc, Tanay Rizal	<u>(02) 806-4323/ 666-9518 (fax)</u>

V. National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City

A. Environmental Assessment Services

B. Environmental Laboratory Services

C. Fisheries Production And Distribution

1. Free Distribution of Broodstock, Eggs, Fry and Fingerlings, (Milkfish, Seabass, Catfish, Siganids, Saline Tilapia (Molobicus), Post-larvae of Freshwater Shrimp, and Oyster and Mussel Spats)

2. Payment of Broodstock, Eggs, Fry and Fingerlings, (Milkfish, Saline Tilapia Molobicus, Seabass, Catfish, Siganids) Postlarvae of freshwater and Spats of Oyster and Mussel)

D. Microbiology Laboratory Services

E. Provision Of Extension Support, Education And Training Services

1. Distribution of Information, Education and Communication (IEC) Materials

2. Technical Assistance On-the-Job Training (Immersion)

3. Technical Assistance for Walk-in Clients

4. Technical Assistance thru Social Media (E-mail, Facebook, Messenger and Text (SMS)

5. Technical Assistance On-site Visit/Inspection and Sampling Collections

6. Technical Assistance thru Telephone Inquiry

7. Training Assistance as Requested by Clients

F. Request Distribution of Fry, Fingerlings, Post Larvae and Spat Via Airport/ Seaport

1. Free Distribution of Fry, Fingerlings, Postlarvae, Spat (Saline Tilapia Molobicus, Freshwater Shrimp, Oyster and Mussel)

2. Sold/Purchased Fry, Fingerlings, Postlarvae, Spat (Saline Tilapia (Molobicus), Freshwater Shrimp, Seabass, Catfish, Siganids, Oyster and Mussel) For Distribution

G. Distribution of Natural Food

1. Free Distribution of Primary, Secondary and Mass Culture of Natural Food Organisms (Microalgae, Daphnia and Rotifer)

2. Sold/Purchased Distribution of Primary, Secondary and Mass Culture of Natural Food Organisms (Microalgae, Daphnia and Rotifer)

H. Toll Processing of Frozen Milkfish

**V. National Fisheries Development Center (NFDC)
Bonuan Binloc, Dagupan City**

A. Environmental Assessment Services

Environmental assessment services are provided through bathymetric, current and physico-chemical profiling of water	
Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City
Classification	Highly Technical
Type of Transaction	G2G - Government to Government; G2B - Government to Business Entity
Who may avail:	1. Internal - BFAR Provincial Fishery Officers, BFAR Regional Fishery Officers 2. External - Local Government Units (LGUs), Private hatchery owners, Private fish pond owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (1 original)	Client/ Requesting Party/ies
2. Client Request Form (1 original)	BFAR NFDC, Environmental Monitoring Laboratory, Bonuan Binloc, Dagupan City
3. Billing Form (1 original)	
4. Order of Payment (1 original)	
5. Official Receipt (1 original)	
6. Laboratory Analysis Report (1 original)	
7. Survey Report (1 original)	
8. Client Satisfaction/Feedback Form (1 original)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or filled-out Client Request Form	1.Receive request letter and approve request for environmental assessment	None	5 Minutes	<i>Laboratory Technical staff Environmental Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.1 Coordinate the request and/or schedule environmental assessment	None	5 Minutes	
None	1.2 Preparation of survey equipment and other survey paraphernalia	None	1 day	
2. Allow the conduct of assessment/survey and/or provide samples when needed/requested upon received of schedule	2. Conduct assessment survey and collect samples if needed	None	*15 Days	
3. Secure Billing Form and Order of Payment before payment is done	3. Prepare Billing Form and Order of Payment	Refer to Table 1.	5 Minutes	



4. Pay laboratory fees depending on number of samples and type of analyses requested or secured Official Receipt at the BFAR-NFDC Admin Unit	4. Accept payment and issue Official Receipt	Refer to Table 1.	5 minutes	<i>Collecting Officer Administrative Unit Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	4.1 Conduct analysis of sample/s	None	10 Days	<i>Laboratory Technical staff Environmental Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	4.2 Process the survey data and preparation of survey and laboratory analysis reports	None	8 Days	
None	4.3 Approve by signing of Survey and Laboratory Analysis Reports	None	3 Days per client/ transaction	<i>Laboratory Technical staff Environmental Laboratory Main Building Center Chief Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>

5. Present official receipt to receive the Survey and Laboratory Analysis Reports	5. Release the Survey and Laboratory Analysis Reports to Client upon presenting the official receipt and require to accomplish the Client Satisfaction/Feedback Form	None	5 Minutes	<i>Laboratory Technical staff Environmental Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
6. Secure and fill out Client Satisfaction/ Feedback Form and submit the accomplished form	6. Receive accomplished Client Satisfaction/ Feedback Form	None	5 Minutes	
TOTAL:		Refer to Table 1.	1 Month, 15 Days, 30 Minutes	

*including travel time

TABLE 1. List of Laboratory Analysis and Corresponding Number of Days/Duration and Laboratory Fees

Required Fees: Will depend on the type of analysis requested and number of samples.

PARAMETERS	DAYS/ DURATION	FEE PER SAMPLE
Determination of salinity	5 minutes	PHP 30.00
Determination of water pH	5 minutes	PHP 30.00
Determination of soil pH	2 hours	PHP 30.00
Determination of total suspended solids	1 day, 2 hours	PHP 200.00
Determination of total ammonia	4 hours	PHP 180.00
Determination of chlorophyll-a/phaeopigment	3 days	PHP 150.00
Determination of phosphate	4 hours	PHP 300.00
Determination of nitrite	4 hours	PHP 180.00



Determination of nitrate	4 hours	PHP 180.00
Determination of total hardness/alkalinity	2 hours	PHP 200.00
Determination of hydrogen sulphide	1 day, 3 hours	PHP 300.00
Determination of organic matter	2 days, 1 hour	PHP 300.00
Determination of inorganic matter	2 days, 1 hour	PHP 300.00
Determination of Ignition Loss	3 days	PHP 200.00
Biochemical Oxygen Demand	6 days	PHP 900.00

("Environmental Assessment Services) qualified for multi-stage processing."

Conduct of on-site assessment/monitoring

- Bathymetric profiling
- Current profiling
- Physico-chemical profiling

B. Environmental Laboratory Services

<p>Samples such as soil and water from coastal areas, river systems, seawater and other aquaculture areas are submitted to the laboratory for analysis of various physico-chemical and hydrological parameters, as requested by clients. Laboratory fees are paid by the client depending on the analyses done.</p>	
Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City
Classification	Complex
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business Entity
Who may avail:	(Internal) - BFAR Provincial Fishery Officers, BFAR Regional Fishery Officers
	(External) - Academe (students, professors, On-the-Job Trainees, researchers), Local Government Units (LGUs), Private hatchery owners, Private fish pond owners

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original)		Client/Requesting Party/ies		
2. Client Request Form (1 original)		BFAR NFDC, Environmental Monitoring Laboratory, Bonuan Binloc, Dagupan City		
3. Technical Service Request Form (1 original)		BFAR NFDC, Environmental Monitoring Laboratory, Bonuan Binloc, Dagupan City		
4. Billing Form (1 original)		BFAR NFDC, Environmental Monitoring Laboratory, Bonuan Binloc, Dagupan City		
5. Order of Payment (1 original)		BFAR NFDC, Environmental Monitoring Laboratory, Bonuan Binloc, Dagupan City		
6. Official Receipt (1 original)		BFAR NFDC, Administrative Unit, Bonuan Binloc, Dagupan City		
7. Laboratory Analysis Report (1 original)		BFAR NFDC, Environmental Monitoring Laboratory, Bonuan Binloc, Dagupan City		
8. Client Satisfaction/Feedback Form (1 original)		BFAR NFDC, Environmental Monitoring Laboratory, Bonuan Binloc, Dagupan City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplish Client Request Form	1. Receive Letter Request, accomplished Client Request Form and process request for approval	None	5 Minutes	<i>Laboratory Technical staff Environmental Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.1 Approve request for Analysis and provide a technical service form to accomplished	None	15 Minutes	
2. Fill out Technical Service Form provided and submit samples	2. Receive Technical Service Form and submitted samples	None	5 Minutes	



None	2.1 Check sample condition in the container and with proper labelling; Log in samples	None	10 Minutes	<i>Laboratory Technical staff Environmental Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
3. Secure Billing Form and Order of Payment and proceed to Admin for payment	3. Prepare Billing Form and Order of Payment for the required laboratory fees	Refer to Table 2	5 Minutes	
4. Pay for laboratory analysis fee and receive Official Receipt at the BFAR-NFDC, Admin Unit	4. Collect/accept payment and issue Official Receipt	None	5 minutes	<i>Collecting Officer Administrative Unit Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	4.1 Prepare/process the sample	None	30 Minutes	<i>Laboratory Technical staff Environmental Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	4.2 Conduct analysis of sample/s	None	5 Days	
None	4.3 Prepare of Laboratory Analysis Report	None	30 Minutes	
None	4.4 Approve the Result of Analysis	None	5 Minutes	



5. Present Official Receipt to claim Laboratory Analysis Report	5. Release the copy of Laboratory Analysis Report to client upon presenting the Official Receipt and require to accomplish the Client Satisfaction Feedback Form	None	5 Minutes	<i>Laboratory Technical staff Environmental Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
6. Fill out Client Satisfaction Feedback Form and submit the accomplished form	6. Receive the accomplished Client Satisfaction Feedback Form	None	5 Minutes	
TOTAL:		Refer to Table 2.	5 Days, 2 Hours	

Table 2. List of Laboratory Analysis and Corresponding Number of Days/Duration and Laboratory Fees

Required Fees to be paid will depend on the analysis requested and number of samples.

PARAMETERS	DAYS/ DURATION	FEE PER SAMPLE
Determination of salinity	5 minutes	PHP 30.00
Determination of water pH	5 minutes	PHP 30.00
Determination of soil pH	20 minutes	PHP 30.00
Determination of total suspended solids	1 day, 2 hours	PHP 200.00
Determination of total ammonia	4 hours	PHP 180.00
Determination of chlorophyll-a/phaeopigment	3 days	PHP 150.00
Determination of phosphate	4 hours	PHP 300.00
Determination of nitrite	4 hours	PHP 180.00
Determination of nitrate	4 hours	PHP 180.00
Determination of total hardness/alkalinity	2 hours	PHP 200.00
Determination of hydrogen sulphide	1 day, 3 hours	PHP 300.00



Determination of organic matter	2 days, 1 hour	PHP 300.00
Determination of inorganic matter	2 days, 1 hour	PHP 300.00
Determination of Ignition Loss	3 days	PHP 200.00
Biochemical Oxygen Demand	6 days	PHP 900.00

C. Fisheries Production And Distribution

1. Free Distribution of Broodstock, Eggs, Fry and Fingerlings, (Milkfish, Seabass, Catfish, Siganids, Saline Tilapia (Molobicus), Post-larvae of Freshwater Shrimp, and Oyster and Mussel Spats)

Broodstock, Eggs, Fry and Fingerlings (Milkfish, Saline Tilapia Molobicus, Seabass, Catfish and Siganids) Post-larvae of Freshwater Shrimp and Oyster and Mussel Spats), are distributed for free and are picked up at the Center by the clients.

Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City	
Classification	Simple	
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business Entity	
Who may avail:	1. Internal -Provincial Fisheries Offices (PFOs), Regional Fishery Officers, Central Office Personnel, other Centers	
	2. External - Academe (students, professors, OJTs, researchers); Fisherfolk organizations/ associations/ people's organizations/ cooperatives/ Women's associations. Other government agencies, National Government Agencies (NGAs); Local Government Units (LGUs); Non-Government Organizations (NGOs); Private hatchery owners; Private fish pond/fish pen owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (1 original)		Client/ Requesting Party/ies
2. Client Request Form (Individual and Group) (1 original)		BFAR NFDC Hatchery, Bonuan Binloc, Dagupan City
3. Payment for packing/transport materials		Client/ Requesting Party/ies
4. Client Satisfaction/ Feedback Form (1 original)		BFAR NFDC Hatchery, Bonuan Binloc, Dagupan City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplished Client Request Form	1. Receive Letter Request accomplished Client Request Form and process request for approval	None	30 Minutes	<i>Secretary of the Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.1 Review and approval of request by the Center Chief	None	15 Minutes	<i>Center Chief Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
2. Receive notice of the schedule of distribution	2. Inform/Notify client of the schedule of distribution and advise to pay necessary fees for materials	None	5 Minutes	<i>Unit Head Hatchery Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
3. Pay for the packing/transport materials	3. Receive payment for packing/ transport materials	Refer to Table 3. (PHP 10.00)	5 Minutes	
4. Receive the distributed broodstock, eggs, fry, fingerlings, postlarvae, spat (loading and packing)	4. Actual distribution (loading and packing)	None	1 Hour	
5. Fill out Client Satisfaction/ Feedback Form Provided	5. Receive submitted filled out Client Satisfaction/ Feedback Form	None	5 Minutes	
TOTAL:		Refer to Table 3. (PHP 10.00)	2 Hours	

Table 3.

Schedule Fees:
Payment for transport materials (plastic bags) - PHP 10.00 per piece

2. Payment of Broodstock, Eggs, Fry and Fingerlings, (Milkfish, Saline Tilapia Molobicus, Seabass, Catfish, Siganids) Postlarvae of freshwater and Spats of Oyster and Mussel)

Broodstock, eggs, fry, fingerlings, (Milkfish, Saline Tilapia Molobicus,) postlarvae of Freshwater Shrimp, and Oyster and Mussel spats are distributed and picked up at the Center by the clients for a certain fee.

Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City
Classification	Simple
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business Entity
Who may avail:	1. Internal - BFAR Regional Fishery Officers
	2. External - MSMEs, Academe (students, professors, OJTs, researchers); Fisherfolk organizations/ associations/ people’s organizations/ cooperatives/ Women’s associations, Housewives, Senior Citizens, IPs, Other government agencies: National Government Agencies (NGAs), Local Government Units (LGUs); Non-Government Organizations (NGOs); Private hatchery owners; Private fish pond/pen owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (1 original)	Client/ Requesting Party/ies
2. Client Request Form (Individual and Group) (1 original)	BFAR NFDC Hatchery Bonuan Binloc, Dagupan City
3. Billing Form (1 original)	BFAR NFDC Hatchery Bonuan Binloc, Dagupan City



4. Order of Payment (1 original)		BFAR NFDC Hatchery Bonuan Binloc, Dagupan City		
5. Official Receipt (1 original)		BFAR NFDC Administrative Unit, Bonuan Binloc, Dagupan City		
6. Client Satisfaction/ Feedback Form (1 original)		BFAR NFDC Hatchery Bonuan Binloc, Dagupan City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplished Client Request Form	1. Receive Letter Request or accomplished Client Request Form and process the request	None	30 Minutes	<i>Secretary of the Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.1 Approve request to buy fry or fingerlings	None	15 Minutes	<i>Center Chief Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
2. Receive the notification on the scheduled distribution	2. Schedule the distribution and notify client on the scheduled distribution	None	5 Minutes	<i>Unit Head Hatchery BFAR-NFDC Bonuan Binloc, Dagupan City</i>
3. Receive the distributed fry or fingerlings on the schedule date of distributions	3. Actual distribution (loading and packing)	None	1 Hour	
4. Secure billing form and order of payment to the technical staff	4. Provide the billing form and order of payment	None	5 Minutes	



5. Pay for the fingerlings/fry requested and secure official receipt	5. Receive payment and issue official receipt	Refer to Table 4	5 Minutes	Collecting Officer Administrative Unit Main Building BFAR-NFDC Bonuan Binloc, Dagupan City
6. Fill out Client Satisfaction Feedback Form	6. Receive accomplished Client Satisfaction Feedback Form	None	5 Minutes	Front Desk Officer Hatchery BFAR-NFDC Bonuan Binloc, Dagupan City
TOTAL:		Refer to Table 4	2 Hours, 5 Minutes	

Table 4:

Payment for transport materials (plastic bags), fry, fingerlings, spat, post larvae, eggs, or broodstock (Total fees will depend on purchased species or commodities).
Transport Materials - (plastic bags) - PHP 10.00 per piece
Milkfish Fry - PHP 0.30 per piece
Milkfish Breeder - PHP1,000.00 per kilogram
Milkfish Eggs - PHP 8,000.00 per 1M eggs
Freshwater Shrimp Post Larvae- PHP 1.00 per piece
Spats: seeded collectors (plastic strings) - PHP40.00 per string
Oyster/Mussel Seedlings:
PHP 0.30 per piece
4-5 inches - PHP 5.00 per piece
<u>Saline Tilapia Fingerlings:</u>
size 22 -PHP 0.35 per piece
size 17 - PHP 0.45 per piece
size 14 -PHP 0.55 per piece
size 12- PHP 0.65 per piece
Seabass Fingerlings
0.5 inches - PHP 2.00
<u>1 inches - PHP 4.00</u>
Catfish Fingerlings-
1 inch - PHP 1.00

D. Microbiology Laboratory Services

Samples of water, fish and fishery products are examined for various microbiological food pathogens. Laboratory fees are paid by clients depending on the analyses done or requested.

Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City
Classification	Highly Technical
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business Entity
Who may avail:	<p>1. Internal - Regional Fishery Officers</p> <p>2. External - Exporters/fish processors; Potential fish processors, exporters; Academe (students, professors, OJTs, researchers); Fisherfolk organizations/ associations/ people's organizations/ cooperatives/ Women's associations, Housewives, Senior Citizens, IPs; Other government agencies: National Government Agencies (NGAs), Local Government Units (LGUs); Non-Government Organizations (NGOs); Private hatchery owners; Private fish pond/fish pen owners; Water Refilling Station Owners; Private Individuals; Private Institutions</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (1 original)	Client or Requesting Party/ies
2. Client Information Form (1 original)	BFAR NFDC Main Building Microbiology Laboratory, Bonuan Binloc, Dagupan City
3. Technical Service Request Form (1 original)	BFAR NFDC Main Building Microbiology Laboratory, Bonuan Binloc, Dagupan City
4. Billing Form (1 original)	BFAR NFDC Main Building Microbiology Laboratory, Bonuan Binloc, Dagupan City
5. Official Receipt (1 original)	BFAR NFDC Administrative Unit, Bonuan Binloc, Dagupan City
6. Laboratory Analysis Report (1 original)	BFAR NFDC Main Building Microbiology Laboratory, Bonuan Binloc, Dagupan City
7. Client Satisfaction/Feedback Form (1 original)	BFAR NFDC Main Building Microbiology Laboratory, Bonuan Binloc, Dagupan City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and/or accomplished Client Information Form	1. Receive Letter Request and accomplished Client Information Form and endorse the request to the Office of the Center Chief for approval	None	5 Minutes	<i>Secretary of the Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
2. Receive approved letter request and proceed to Microbiology laboratory to submit samples	2. Approve the request by endorsing to the Microbiology Laboratory for processing	None	5 Minutes	<i>Center Chief and Secretary of the Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
3. Submit samples to the Microbiology Laboratory	3. Receive and check submitted samples for numbering and logging/recording purposes	None	5 Minutes	
4. Fill-up Technical Service Request Form Provided	4. Provide technical assistance and recommendation to the clients	None	20 Minutes	<i>Laboratory Technical staff Environmental Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	4.1 Receive accomplished Technical Service Request Form and endorse the request to the technical staff/office for approval	None	10 Minutes	



None	4.2 Approve Technical Service Request Form for the needed request	None	5 Minutes	<i>Unit Head Microbiology Laboratory BFAR-NFDC Bonuan Binloc, Dagupan City</i>
5. Secure Billing Form and Order of Payment for the required fees and proceed to Admin for payment	5. Provide the prepare Billing and Order of Payment Form	Refer to Table 5 for the required fees	5 Minutes	<i>Laboratory Technical staff Environmental Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
6. Pay the required laboratory fees and secured Official Receipt	6. Receive payment for laboratory fees and issue Official Receipt	Refer to Table 5 for the required fees	5 minutes	<i>Collecting Officer Administrative Unit Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
7. Receive notification on the schedule site visit	7. Schedule the site visit and notify the client	None	5 minutes	<i>Laboratory Technical staff Environmental Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	7.1 Process conduct analysis	None	10 Days	<i>Laboratory Technical Staff and Unit Head, Microbiology Laboratory BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	7.2 Prepare Laboratory Analysis Report and have it checked by the Head of the Microbiology Laboratory	None	30 Minutes	<i>Laboratory Technical Staff and Unit Head, Microbiology Laboratory BFAR-NFDC Bonuan Binloc, Dagupan City</i>



None	7.3 Approve by the Center Chief/OIC	None	10 Minutes	Center Chief Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City
8. Present Official Receipt as Proof of Payment and Receive Laboratory Analysis Report	8. Release the Laboratory Analysis Report to client	None		Laboratory Technical Staff Microbiology Laboratory BFAR-NFDC Bonuan Binloc, Dagupan City
9. Accomplish Client Satisfaction/ Feedback Form Provided	9. Receive the accomplished Client Satisfaction/ Feedback Form Submitted	None	5 Minutes	Laboratory Technical Staff Microbiology Laboratory BFAR-NFDC Bonuan Binloc, Dagupan City
TOTAL:		Refer to Table 5	10 Days, 5 Hours, 50 Minutes	

Table 5. List of Microbiology Laboratory Analysis and Corresponding Fees

Required fees for Laboratory Analysis will depend on number of samples and type of analysis requested

TYPE OF ANALYSIS	FEES PER SAMPLE
Standard Plate Count /Aerobic Plate Count/Total Bacterial Count	PHP 200.00
Detection of <i>Vibrio sp.</i>	PHP 450.00
Total Coliform (MPN)	PHP 250.00
Fecal Coliform (MPN)	PHP 250.00
Test for <i>Escherichia coli</i>	PHP 350.00
Test for <i>Salmonella spp.</i>	PHP 400.00



E. Provision Of Extension Support, Education And Training Services

1. Distribution of Information, Education and Communication (IEC) Materials

Information, Education and Communication (IEC) materials on various aquaculture and post harvest technologies, such as technical brochures, manuals, posters and others are provided for free to interested clients and beneficiaries.

Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City			
Classification	Simple			
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business Entity			
Who may avail:	1. Internal - BFAR Provincial Fishery Officers, BFAR Regional Fishery Officers, Central Office Personnel, other BFAR National Centers			
	2. External - MSMEs, Exporters/fish processors, Potential fish processors and exporters, Academe (students, professors, OJTs, researchers), Fisherfolk organizations/ associations/ people's organizations/ cooperatives/ Women's associations, Housewives, Senior Citizens, IPs, Other government agencies, National Government Agencies (NGAs), Local Government Units (LGUs), House of Representatives, Non-Government Organizations (NGOs), Private hatchery owners, Private fish pond/fish pen owners, Private Individuals, Private Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original)		Client or Requesting Party/ies		
2. Client Request Form (1 original)		BFAR NFDC Asian Fisheries Academy, Bonuan Binloc, Dagupan City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and accomplished Client Request Form	1. Receive Letter Request or accomplished Client Request Form for Information, Education and Communication (IEC) materials	None	5 Minutes	<i>Secretary of the Center Chief/ Training staff Asian Fisheries Academy BFAR NFDC Compound Bonuan Binloc, Dagupan City</i>



2. Receive Information, Education and Communication (IEC) materials	2. Provide the Information, Education and Communication (IEC) materials	None	5 Minutes	<i>Training staff Asian Fisheries Academy BFAR NFDC Compound Bonuan Binloc, Dagupan City</i>
TOTAL:		None	10 Minutes	

2. Technical Assistance On-the-Job Training (Immersion)

On-the-Job trainings for College and University students and immersion for high school students, using lectures and hands-on activities on various Aquaculture and Post Harvest Technologies and laboratory techniques and instrumentation of the Center are provided.

Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	External - College Students, High School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original)		School/College /University		
2. Memorandum of Agreement (1 original)		School/College /University		
3. Waiver (1 original)		School/College /University		
4. Medical Certificate (for College and University students only) (1 original)		Clinic/Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and other requirements (Waiver, Memorandum of Agreement, Medical Certificate)	1. Receive Letter Request with the attached requirements (Waiver, Memorandum of Agreement, Medical Certificate)	None	5 Minutes	<i>Aquaculturist II/ Training Staff or Training Coordinator BFAR NFDC Compound Bonuan Binloc, Dagupan City</i>



None	1.1 Assess and approve the request for On-the-Job training	None	10 Minutes	<i>Center Chief, BFAR NFDC Compound Bonuan Binloc, Dagupan City</i>
	1.2 Route/Forward to the concerned section staff	None	5 Minutes	<i>Aquaculturist II/ Training Staff or Training Coordinator BFAR NFDC Compound Bonuan Binloc, Dagupan City</i>
	1.3 Prepare schedule and course design for the training	None	30 Minutes	
	1.4 Prepare confirmation/ acceptance letter	None	10 Minutes	
2. Receive notification/confirmation; acceptance schedule of training and confirm attendance	2. Notify clients/students on the acceptance and approval of request and schedule of the training	None	5 Minutes	
3. Report in BFAR NFDC for initial interview and briefing	3. Conduct initial interview and briefing	None	15 Minutes	<i>Aquaculturists/ Technical Staff BFAR NFDC Unit/Projects</i>
TOTAL:		None	1 hour, 20 minutes	

Table 6. List of Training Duration for On-the-Job Training and Immersion

Academic Level/Institution	Service Duration
High School	5 - 40 Days, 2 hours, 35 minutes
College	25 - 40 days, 2 hours, 35 minutes

3. Technical Assistance for Walk-in Clients

Walk-in clients are provided with technical assistance and advisory services needed.	
Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City
Classification	Simple
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business Entity
Who may avail:	1. Internal - BFAR Provincial Fishery Officers (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel, other BFAR National Centers
	2. External - MSMEs, Exporters/Fish Processors; Potential Fish Processors and Exporters; Academe (Students, Professors, OJTs, Researchers); Fisherfolk organizations/ associations/ people's organizations/ cooperatives/ Women's associations, Housewives, Senior Citizens, IPs; Other government agencies; National Government Agencies (NGAs); Local Government Units (LGUs) and Non- Government Organizations (NGOs); Private hatchery owners; Private fish pond/ fish pen owners; Private Individuals; Private Institutions
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter Request (1 original)	Client/Requesting Party/ies
2. Client Information Form (1 original)	BFAR- NFDC Main Building Lobby, Bonuan Binloc, Dagupan City
3. Client Satisfaction/Feedback Form (1 original)	BFAR- NFDC Unit/Project, Bonuan Binloc, Dagupan City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter or accomplished Client Information Form	1. Receive the request letter or accomplished Client Information Form	None	5 Minutes	<i>Secretariat, Office of the Center Chief BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.1 Endorse to appropriate technical staff	None	5 Minutes	
2. Discuss inquiry/concerns	2. Render the appropriate technical assistance	None	2 Hours	<i>Unit Head/Technical Staff of Concerned Unit/ Project BFAR-NFDC Bonuan Binloc, Dagupan City</i>
3. Fill out Client Feedback Form	3. Receive the accomplished Client Feedback Form	None	5 Minutes	
TOTAL:		None	2 Hours, 15 Minutes	



4. Technical Assistance thru Social Media (E-mail, Facebook, Messenger and Text (SMS))

Technical advisory services on Fisheries and Aquaculture are provided and inquiries are answered through social media.				
Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City			
Classification	Simple			
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business Entity			
Who may avail:	(Internal) BFAR Provincial Fishery Officers, BFAR Regional Fishery Officers, Central Office Personnel, other BFAR National Centers			
	(External) MSMEs, Exporters/fish processors, Potential fish processors, exporter, Academe (students, professors, OJTs, researchers), Fisherfolk organizations/ associations/ people's organizations/ cooperatives/ Women's associations, Housewives, Senior Citizens, IPs, Other government agencies, National Government Agencies (NGAs), Local Government Units (LGUs), House of Representatives, Non-Government Organizations (NGOs), Private hatchery owners, Private fish pond/fish pen owners, Private Individuals, Private Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. E-mail, SMS, MMS		Client/or Requesting Party/ies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send E-mail, SMS, MMS through internet, cell phone and social media accounts	1. Reply via E-mail, SMS, MMS through internet, cell phone and social media	None	5 Minutes	<i>Technical staff Asian Fisheries Academy BFAR-NFDC Bonuan Binloc, Dagupan City</i>
TOTAL:		None	5 Minutes	

5. Technical Assistance On-site Visit/Inspection and Sampling Collections

<p>Technical advisory services on fisheries and aquaculture are provided during on-site visits and inspection. Sampling or collection of samples is done, if needed or necessary.</p>											
Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City										
Classification	Simple										
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business Entity										
Who may avail:	1. Internal - BFAR Provincial Fishery Officers, BFAR Regional Fishery Officers, Central Office Personnel, other BFAR National Centers										
	2. External - MSMEs, Exporters/fish processors, Potential fish processors, exporter, Academe (students, professors, OJT, researchers), Fisherfolk organizations/ associations/ people's organizations/ cooperatives/ Women's associations, Housewives, Senior Citizens, IPs, Other government agencies, National Government Agencies (NGAs), Local Government Units (LGUs), House of Representatives, Non-Government Organizations (NGOs), Private Hatchery owners, Private fish pond/fish pen owners, Private Individuals, Private Institutions										
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:50%;">CHECKLIST OF REQUIREMENTS</th> <th style="width:50%;">WHERE TO SECURE</th> </tr> </thead> <tbody> <tr> <td>1. Letter Request (1 original)</td> <td>Requesting Party Individual/Group or Office/Agency or Private Entity</td> </tr> <tr> <td>2. Client Request Form (1 original)</td> <td>BFAR-NFDC Unit/ Project, Bonuan Binloc, Dagupan City</td> </tr> <tr> <td>3. Inspection On-Site Report (1 original)</td> <td>BFAR-NFDC Unit/ Project, Bonuan Binloc, Dagupan City</td> </tr> <tr> <td>3. Client Satisfaction/Feedback Form</td> <td>BFAR-NFDC Unit/ Project, Bonuan Binloc, Dagupan City</td> </tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Letter Request (1 original)	Requesting Party Individual/Group or Office/Agency or Private Entity	2. Client Request Form (1 original)	BFAR-NFDC Unit/ Project, Bonuan Binloc, Dagupan City	3. Inspection On-Site Report (1 original)	BFAR-NFDC Unit/ Project, Bonuan Binloc, Dagupan City	3. Client Satisfaction/Feedback Form	BFAR-NFDC Unit/ Project, Bonuan Binloc, Dagupan City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE										
1. Letter Request (1 original)	Requesting Party Individual/Group or Office/Agency or Private Entity										
2. Client Request Form (1 original)	BFAR-NFDC Unit/ Project, Bonuan Binloc, Dagupan City										
3. Inspection On-Site Report (1 original)	BFAR-NFDC Unit/ Project, Bonuan Binloc, Dagupan City										
3. Client Satisfaction/Feedback Form	BFAR-NFDC Unit/ Project, Bonuan Binloc, Dagupan City										

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplished Client Request Form	1. Receive Letter Request or accomplished Client Request Form	None	5 Minutes	<i>Secretariat, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.1 Forward/ Endorse to the Center Chief for appropriate action	None	5 Minutes	<i>Secretariat, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.2 Assign technical staff for appropriate action	None	5 Minutes	<i>Center Chief, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
2. Receive notification of the scheduled visit/inspection/ sampling	2. Schedule site visit/inspection/ sampling and notify client on scheduled visit	None	5 Minutes	<i>Unit Head/ Laboratory Technical Staff Unit/Project BFAR-NFDC Bonuan Binloc, Dagupan City</i>
3. Allow visit/inspection of facilities and sampling	3. Conduct actual site visit/inspection and sampling	None	1 Day	



4. Receive inspection on-site report and recommendation	4. Prepare inspection on-site report and recommendation after the conduct of site visit/inspection/sampling	None	1 Hour	<i>Unit Head/ Laboratory Technical Staff Unit/Project BFAR-NFDC Bonuan Binloc, Dagupan City</i>
5. Secure and submit accomplish filled-out Client Satisfaction Form	5. Receive submitted accomplished Client Satisfaction Form provided	None	5 Minutes	
TOTAL:		None	1 Day, 1 Hour, 25 Minutes	



6. Technical Assistance thru Telephone Inquiry

Technical advisory services on Fisheries and Aquaculture are provided and inquiries are answered through telephone.				
Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City			
Classification	Simple			
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business Entity			
Who may avail:	1. Internal - Provincial Fisheries Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel, other BFAR National Centers			
	2. External - MSMEs, Exporters/fish processors, Potential fish processors, exporter, Academe (students, professors, OJTs, researchers), Fisherfolk organizations/ associations/ people's organizations/ cooperatives/ Women's associations, Housewives, Senior Citizens, IPs, Other government agencies, National Government Agencies (NGAs), Local Government Units (LGUs), House of Representatives, Non-Government Organizations (NGOs), Private hatchery owners, Private fish pond/fish pen owners, Private Individuals, Private Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assistance through telephone call	1. Answer telephone call and give necessary information for the queries	None	5 Minutes	<i>Technical staff Unit/Project BFAR-NFDC Bonuan Binloc, Dagupan City</i>
2. Discuss with the attending staff on the concerns/inquiry	2. Provide needed information or refer client to concerned technical staff	None	30 Minutes	
TOTAL:		None	35 Minutes	



7. Training Assistance as Requested by Clients

Trainings on various aquaculture and post harvest technologies of the Center as requested by students, researchers, fisherfolk, and other interested individuals or groups are provided by NFDC technical staff.

Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City
Classification	Complex
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business Entity
Who may avail:	1. Internal - Provincial Fisheries Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel, other BFAR National Centers
	2. External - MSMEs, Exporters/Fish Processors; Potential Fish Processors, Exporters; Academe (Students, Professors, On-the-Job Training, Research); Fisherfolk organizations/ associations/ people's organizations/ cooperatives/ Women's associations, Housewives, Senior Citizens, IPs; Other government agencies, National Government Agencies (NGAs), Local Government Units (LGUs), Non-Government Organizations (NGOs); Private hatchery owners; Private fish pond owners; Private Individuals; Private Institutions

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original)		Client/Requesting Party/ies		
2. Training Evaluation Form (1 original)		BFAR- NFDC Asian Fisheries Academy, Bonuan Binloc, Dagupan City		
3. Certificate of Training (1 original)		BFAR- NFDC Asian Fisheries Academy, Bonuan Binloc, Dagupan City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Receive Letter Request and endorse to the Center Chief for appropriate action	None	5 Minutes	<i>Secretariat, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>



None	1.1 Receive endorsed request and schedule the appropriate training request	None	5 Minutes	<i>Training Coordinator , Asian Fisheries Academy BFAR-NFDC Compound Bonuan Binloc, Dagupan City</i>
2. Accept/ Receive notification of the scheduled training and confirm attendance on the said training	2. Notify client through e-mail or contact number on the scheduled trainings and confirm attendance	None	30 Minutes	<i>Training Coordinator , Asian Fisheries Academy BFAR-NFDC Compound Bonuan Binloc, Dagupan City</i>
3. Attend the training requested	3. Conduct/ Facilitate the training requested	None	5 Days	<i>Training Coordinator Asian Fisheries Academy and BFAR NFDC Unit/s or Project/s BFAR-NFDC Bonuan Binloc, Dagupan City</i>
4. Accomplish Training Evaluation Form provided	4. Receive submitted accomplished Training Evaluation Form	None	5 Minutes	
5. Receive signed Certificate of Training	5. Issue the approved and signed Certificate of Training for the completion of training	None	2 Minutes	<i>Training Coordinator , Asian Fisheries Academy BFAR-NFDC Compound Bonuan Binloc, Dagupan City</i>
TOTAL:		None	5 Days, 47 Minutes	

F. Request Distribution of Fry, Fingerlings, Post Larvae and Spat Via Airport/Seaport

1. Free Distribution of Fry, Fingerlings, Postlarvae, Spat (Saline Tilapia Molobicus, Freshwater Shrimp, Oyster and Mussel)

Fry, Fingerlings, Postlarvae, Spat (Saline Tilapia Molobicus, Freshwater Shrimp, Oyster and Mussel respectively, are distributed for free and transported by NFDC staff to the airport/seaport and sent via cargo, as requested by clients.

Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City	
Classification	Simple	
Type of Transaction	G2G - Government to Government	
Who may avail:	(Internal) - BFAR Regional Officers (External) - SUCs, LGUs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (1 original)		Client/ Requesting Party/ies
2. Payment for transport materials and other fees		Airport or Philippine Ports Authority (PPA)
3. Gate Pass (1 original)		BFAR- NFDC, Bonuan Binloc, Dagupan City
4. Shipment Form (1 original, 1 duplicate copy)		Cargo/Airline or Cargo/PPA
5. Local Transport Permit (2 original, 2 duplicate copies)		BFAR Region 1 (Point of origin) and BFAR Region 4 A Quarantine Office (Last Point of Entry)
6. Health Certificate (2 original, 2 duplicate copies)		
7. Clearance (1 original, 1 duplicate copy)		Cargo/Airline
8. Checklist (1 original, 1 duplicate copy)		Cargo/Airline
9. Waiver (1 original, 1 duplicate copy)		Cargo/Airline
10. Official receipt (1 original, 1 duplicate copy)		Cargo/Airline
11. Sticker (6 pieces) and 4-6 pieces		BFAR NFDC and Cargo
12. Client Satisfaction/ Feedback form (1 original)		BFAR NFDC Hatchery Bonuan Binloc, Dagupan City
13. NAIA gate pass for Quarantine		Airport

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter Request thru email	1. Receive Letter Request thru email and process the request for approval	None	15 Minutes	<i>Secretariat, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.1 Approve letter request	None	15 Minutes	<i>Center Chief, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
2. Receive notification for the approved request and schedule of distribution	2. Notify client of the approved request and schedule of distribution and advise client for the required payment	None	5 minutes	<i>Unit Head/ Technical staff of Concern Unit Hatchery BFAR-NFDC Bonuan Binloc, Dagupan City</i>
3. Send payment through banks/ courier for the needed expenses on transport materials, expressway toll fees, van hire, permits, courier and other fees required at the airport or seaport	3. Receive payment for the needed expenses transport materials, expressway toll fees, van hire, permits, courier and other fees at the airport or seaport and issue official receipts	Refer to Table: 7,8,9	10 Minutes	



None	3.1 Actual distribution (loading and packing)	None	*1 Hour	<i>Unit Head/ Technical staff of Concern Unit Hatchery BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	3.2 Prepare Gate Pass for fry/fingerlings, post larvae or spats	None	5 Minutes	
None	3.3 Transport fry, fingerlings, post larvae, spat, from NFDC (Dagupan City) to airport or Philippine Ports Authority (PPA) if via air or sea respectively	None	**4 Hours	<i>BFAR NFDC Unit heads and Technical Staff Airport or Philippine Ports Authority (PPA)</i>
None	3.4 Proceed to cargo and fill out Shipment Form	None	3 Minutes	
None	3.5 Repack and re-oxygen transport bags	None	3 Hours	<i>BFAR NFDC Technical Staff, Airport or Philippine Ports Authority (PPA)</i>
None	3.6 Weighing and checking of cargo	None	15 Minutes	



None	3.7 Present secured permits, certificates , clearance, checklist and waiver	None	1 Hour	<i>BFAR NFDC Technical Staff, Airport or Philippine Ports Authority (PPA)</i>
4. Secure items/goods at airport or port of destination	4. Facilitate payment of required fees and secure official receipts, issuance of sticker and proceed to cargo for receiving	Refer to Table: 7,8,9	1 Hour	
5. Submit the Client Satisfaction Feedback Form, official receipts and other important documents	5. Secure Client Satisfaction Feedback blank Form, official receipts and other important documents to client	None	5 Minutes	<i>Technical Staff, Hatchery BFAR-NFDC Bonuan Binloc, Dagupan City</i>
6. Submit the accomplished Client Satisfaction Feedback Form to NFDC attending staff	6. Receive accomplished Client Satisfaction Feedback Form	None	5 Minutes	
TOTAL:		Refer to Table: 7,8,9	1 Day, 3 Hours, 18 Minutes	

* includes seed counting, packing and loading

**depends on the destination/location of the recipient

Table 7.

Payment for transport materials, expressway toll fees, van hire, permits, certificates and other fees at the airport.

Saline Tilapia Molobicus

QUANTITY	UNIT	ITEM DESCRIPTION	UNIT COST	AMOUNT
10,000	pieces	Saline tilapia Molobicus fingerlings		
15	pieces	styrophor box (20'x 24' x 32')	PHP 400.00	PHP 6,000.00
15	pieces	carton box (22' x 26' x 34')	PHP 85.00	PHP 1,275.00
90	pieces	polyethylene bag (20' x 30' x 003)	PHP 10.00	PHP 900.00
30	pieces	polyethylene bag (40" x 40" x 003)	PHP 45.00	PHP 275.00
1	piece	rubber band (big)	PHP 195.00	PHP 195.00
1	piece	rubber band (small)	PHP 185.00	PHP 185.00
5	pieces	book sticker paper	PHP 45.00	PHP 225.00
5	rolls	packaging tape, brown 2"	PHP45.00	PHP 225.00
2	way	toll fee (NLEX, TPLEX, SCTEX)	PHP 1,300.00	PHP 1,300.00
15	boxes	airfreight, 15 kg per box (NAIA terminal 1 and 3)	PHP 1,200.00	PHP 18,000.00
1	copy	NAIA gate pass for Quarantine	PHP 100.00	PHP 100.00
2	copies	Local Transport Permit	PHP 100.00	PHP 200.00

PHP 28,880.00

Table 8.

Freshwater Shrimp

QUANTITY	UNIT	ITEM DESCRIPTION	UNIT COST	AMOUNT
10,000	pieces	freshwater shrimp post larvae	refer to Table 8	
5	pieces	styrophor box (20'x24' x 32')	PHP 400.00	PHP 2,000.00
15	pieces	carton box (22' x 26' x 34')	PHP 85.00	PHP 1,275.00
90	pieces	polyethylene bag (20' x 30' x 003)	PHP 10.00	PHP 900.00
30	pieces	polyethylene bag (40" x 40" x 003)	PHP 45.00	PHP 275.00
1	piece	rubber band (big)	PHP 195.00	PHP 195.00
1	piece	rubber band (small)	PHP 185.00	PHP 185.00
5	pieces	book sticker paper	PHP 45.00	PHP 225.00
5	rolls	packaging tape, brown 2"	PHP45.00	PHP 225.00
2	way	toll fee (NLEX, TPLEX, SCTEX)	PHP 1,300.00	PHP 1,300.00
15	boxes	airfreight, 15 kg per box (NAIA terminal 1 and 3)	PHP 1,200.00	PHP 18,000.00
1	copy	NAIA gate pass for Quarantine	PHP 100.00	PHP 100.00
2	copies	Local Transport Permit	PHP 100.00	PHP 200.00

PHP 24,880.00

Table 9.

Estimated Cost of Oyster Seedlings Transport to e.g BFAR Region XII

QUANTITY	UNIT	ITEM DESCRIPTION	UNIT COST	AMOUNT
2	rolls	plastic strips	PHP 160.00	PHP 320.00
1	roll	P.E. Rope # 8	PHP 320.00	PHP 320.00
1	spool	Nylone twine, 210/18	PHP 330.00	PHP 330.00
1	pack	Plastic transport bag (40 x 40 x 0.003, 10 pieces per pack)	PHP 180.00	PHP 180.00
1	box	rubber band, small	PHP 50.00	PHP 50.00
2	boxes	styrofoam box, (56 cm x 40 cm x 40 cm)	PHP 220.00	PHP 440.00
2	boxes	carton box	PHP 60.00	PHP 120.00
1	pack	sticker paper, 10 sheets per pack	PHP 39.75	PHP 39.75
1	roll	packaing tape, 2"	PHP 40.00	PHP 40.00
2	boxes	airfreight, (7 kg per box)	PHP 2,000.00	PHP 4,000.00
1		Van hire (Dagupan-Cargo-Manila)	PHP 8,000.00	PHP 8,000.00
2	copies	Local Transport Permit	PHP 30.00	PHP 60.00

PHP 13,899.75



2. Sold/Purchased Fry, Fingerlings, Postlarvae, Spat (Saline Tilapia (Molobicus), Freshwater Shrimp, Seabass, Catfish, Siganids, Oyster and Mussel) For Distribution

Fry, Fingerlings, Postlarvae, Spat (Milkfish, Saline Tilapia Molobicus, Freshwater Shrimp, Seabass, Catfish, Siganids, Oyster and Mussel respectively, are distributed for a certain fee and transported by NFDC staff to the airport or seaport, and sent via cargo as requested by the clients.	
Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City
Classification	Simple
Type of Transaction	G2G - Government to Government; G2B - Government to Business Entity; G2C - Government to Citizen
Who may avail:	(Internal) BFAR Regional Fishery Officers
	(External) Fisherfolk organizations/ associations/ people's organizations/ cooperatives/ Women's associations, SUCs
	(External) Other government agencies; Local Government Units (LGUs); Private fish pond owners
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter Request through email	Emails: nfdc@bfar.da.gov.ph
2. Payment for transport materials and for fingerlings	Client/Requesting Party/ies
3. Official Receipt (1 original)	BFAR NFDC Administrative Unit, Bonuan Binloc, Dagupan City
4. Gate Pass (1 original)	
5. Shipment Form (1 original, 1 duplicate copy)	Cargo/Airline
6. Local Transport Permit (2 original, 2 duplicate copies)	BFAR Region 1 (Point of origin) and BFAR Region 4 A Quarantine Office (Last Point of Entry)
7. Health Certificate (2 original, 2 duplicate copies)	
8. Clearance (1 original, 1 duplicate copy)	Cargo/Airline
9. Checklist (1 original, 1 duplicate copy)	Cargo/Airline
10. Waiver (1 original, 1 duplicate copy)	Cargo/Airline
11. Official receipt (1 original, 1 duplicate copy)	Cargo/Airline
12. Sticker (6 pieces) and 4-6 pieces	BFAR NFDC and Cargo
13. Client Satisfaction/ Feedback form (1 original)	BFAR NFDC Hatchery, Bonuan Binloc, Dagupan City
14. NAIA gate pass for Quarantine	Airport

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter Request through email	1. Receive Letter Request and process request for approval	None	15 Minutes	<i>Secretariat, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.1 Approve request	None	15 Minutes	<i>Center Chief, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
2. Receive notification on the approved request and schedule of distribution	2. Inform client of approved request and schedule of distribution and advise client to pay the required fees	None	5 Minutes	
3. Send payment for fry or fingerlings or post larvae, or spats, transport materials, toll fees, van hire, permits and other fees required by the airport or seaport cargo to NFDC	3. Receive payment required by the airport/seaport cargo	Refer to Table 7, 8, 9, 10	10 Minutes	<i>Technical staff Hatchery BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	3.1 Loading and packing	None	1 Hour	



None	3.2 Prepare and issue Gate Pass and Official Receipt for payment of fry, fingerlings, post larvae or spat	None	10 Minutes	<i>Technical staff Hatchery</i> <i>Collection Officer Administrative Unit Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	3.3 Transport eggs or fry or fingerlings or post larvae, or spat from NFDC to airport or Philippine Ports Authority (PPA) if via air or sea	None	3 Hours	<i>Technical staff Hatchery BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	3.4 Proceed to cargo and fill up Shipment Form	None	3 Minutes	<i>Technical staff Hatchery BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	3.5 Repack and re-oxygen transport bags	None	3 Hours	Airport or Philippine Ports Authority (PPA)
None	3.6 Weighing and checking of cargo	None	15 Minutes	<i>Cargo Personnel Airport or Philippine Ports Authority (PPA)</i>
None	3.7 Present secured permits, certificates, clearance, checklist and waiver	None	1 Hour	Airport or Philippine Ports Authority (PPA)

None	3.8 NFDC technical staff pay the required fees and issuance of sticker and proceed to cargo for receiving	Refer to Table 7, 8, 9, 10	1 Hour	Cashier Airport or PPA
4. Receive official receipts of fees and other documents and fill-out Client Satisfaction/Feedback form	4. Send Client Satisfaction/ Feedback Form, Official Receipts of fees and other documents to client	None	5 Minutes	Technical staff Hatchery BFAR-NFDC Bonuan Binloc, Dagupan City
5. Submit accomplished Client Satisfaction/ Feedback Form to BFAR NFDC attending staff	5. Receive accomplished Client Satisfaction/ Feedback Form	None	5 Minutes	
TOTAL:		Refer to Table 7, 8, 9, 10	1 Day, 2 Hours, 23 Minutes	

Table 7.

Payment for transport materials, expressway toll fees, van hire, permits, certificates and other fees at the airport.				
Saline Tilapia Molobicus				
QUANTITY	UNIT	ITEM DESCRIPTION	UNIT COST	AMOUNT
10,000	pieces	Saline tilapia Molobicus fingerlings		
15	pieces	styrophor box (20'x 24' x 32')	PHP 400.00	PHP 6,000.00
15	pieces	carton box (22' x 26' x 34')	PHP 85.00	PHP 1,275.00



90	pieces	polyethylene bag (20' x 30' x 003)	PHP 10.00	PHP 900.00
30	pieces	polyethylene bag (40" x 40" x 003)	PHP 45.00	PHP 275.00
1	piece	rubber band (big)	PHP 195.00	PHP 195.00
1	piece	rubber band (small)	PHP 185.00	PHP 185.00
5	pieces	book sticker paper	PHP 45.00	PHP 225.00
5	rolls	packaging tape, brown 2"	PHP45.00	PHP 225.00
2	way	toll fee (NLEX, TPLEX, SCTEX)	PHP 1,300.00	PHP 1,300.00
15	boxes	airfreight, 15 kg per box (NAIA terminal 1 and 3)	PHP 1,200.00	PHP 18,000.00
1	copy	NAIA gate pass for Quarantine	PHP 100.00	PHP 100.00
2	copies	Local Transport Permit	PHP 100.00	PHP 200.00

PHP 28,880.00

Table 8.

Freshwater Shrimp

QUANTITY	UNIT	ITEM DESCRIPTION	UNIT COST	AMOUNT
10,000	pieces	freshwater shrimp post larvae	refer to Table 8	
5	pieces	styrophor box (20'x24' x 32')	PHP 400.00	PHP 2,000.00
15	pieces	carton box (22' x 26' x 34')	PHP 85.00	PHP 1,275.00
90	pieces	polyethylene bag (20' x 30' x 003)	PHP 10.00	PHP 900.00
30	pieces	polyethylene bag (40" x 40" x 003)	PHP 45.00	PHP 275.00
1	piece	rubber band (big)	PHP 195.00	PHP 195.00
1	piece	rubber band (small)	PHP 185.00	PHP 185.00
5	pieces	book sticker paper	PHP 45.00	PHP 225.00
5	rolls	packaging tape, brown 2"	PHP45.00	PHP 225.00
2	way	toll fee (NLEX, TPLEX, SCTEX)	PHP 1,300.00	PHP 1,300.00
15	boxes	airfreight, 15 kg per box (NAIA terminal 1 and 3)	PHP 1,200.00	PHP 18,000.00
1	copy	NAIA gate pass for Quarantine	PHP 100.00	PHP 100.00
2	copies	Local Transport Permit	PHP 100.00	PHP 200.00

PHP 24,880.00

Table 9.

Estimated Cost of Oyster Seedlings Transport to e.g BFAR Region XII

QUANTITY	UNIT	ITEM DESCRIPTION	UNIT COST	AMOUNT
2	rolls	plastic strips	PHP 160.00	PHP 320.00
1	roll	P.E. Rope # 8	PHP 320.00	PHP 320.00
1	spool	Nylone twine, 210/18	PHP 330.00	PHP 330.00
1	pack	Plastic transport bag (40 x 40 x 0.003, 10 pieces per pack)	PHP 180.00	PHP 180.00
1	box	rubber band, small	PHP 50.00	PHP 50.00
2	boxes	styrofoam box, (56 cm x 40 cm x 40 cm)	PHP 220.00	PHP 440.00
2	boxes	carton box	PHP 60.00	PHP 120.00
1	pack	sticker paper, 10 sheets per pack	PHP 39.75	PHP 39.75
1	roll	packaing tape, 2"	PHP 40.00	PHP 40.00
2	boxes	airfreight, (7 kg per box)	PHP 2,000.00	PHP 4,000.00
1		Van hire (Dagupan-Cargo-Manila)	PHP 8,000.00	PHP 8,000.00
2	copies	Local Transport Permit	PHP 30.00	PHP 60.00

PHP 13,899.75

Table 10.

Cost of seeds, fry, and fingerlings

Transport Materials - (plastic bags) - PHP 10.00 per piece
Freshwater Shrimp Post Larvae- PHP 1.00 per piece
Spats: seeded collectors (plastic strings) - PHP40.00 per string
Oyster/Mussel Seedlings:
PHP 0.30 per piece
4-5 inches - PHP 5.00 per piece
Saline Tilapia Fingerlings:
size 22 -PHP 0.35 per piece
size 17 - PHP 0.45 per piece
size 14 -PHP 0.55 per piece
size 12- PHP 0.65 per piece

G. Distribution of Natural Food

1. Free Distribution of Primary, Secondary and Mass Culture of Natural Food Organisms (Microalgae, Daphnia and Rotifer)

Natural food organisms such as microalgae, Daphnia and rotifer are distributed for free to clients, and are picked up by the client at the Center	
Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City
Classification	Simple
Type of Transaction	G2G - Government to Government; G2B - Government to Business Entity; G2C - Government to Citizen
Who may avail:	(Internal) BFAR Regional Fishery Officers, other Centers (External): Private Hatchery Owners, SUCs, researchers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original)		Client/ Requesting Party/ies		
2. Client Request Form (Individual and Group) (1 original)		BFAR NFDC - Biology/Phycology Laboratory, Main Building, Bonuan Binloc, Dagupan City		
3. Payment for transport materials		Client/Requesting Party/ies		
4. Gate Pass (1 original)		BFAR NFDC - Biology/Phycology Laboratory, Main Building, Bonuan Binloc, Dagupan City		
5. Client Satisfaction/Feedback Form (1 original)		BFAR NFDC - Biology/Phycology Laboratory, Main Building, Bonuan Binloc, Dagupan City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplish Client Request Form	1. Receive Letter Request or accomplished Client Request Form and process request for approval	None	30 Minutes	<i>Secretariat, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.1 Approve request by the Center Chief	None	15 Minutes	<i>Center Chief, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>



None	1.2 Provide technical assistance and recommendation	None	15 Minutes	<i>Unit Head/ Laboratory Technical Staff Biology/Phycology Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
2. Receive notification on the scheduled distribution of request	2. Notify the client through e-mail or contact number of the scheduled distribution and advise to pay for the transport materials	None	5 Minutes	
3. Receive natural food organisms and pay for transport materials	3. Examine quality of starters under microscope/Actual distribution (loading and packing) and receive payment	Refer to Table 9	30 Minutes	<i>Laboratory Technical Staff Biology/Phycology Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
4. Secure gate pass for release of request	4. Prepare and issue gate pass for the release of request and give Client Satisfaction/ Feedback Form to accomplish	None	5 Minutes	
5. Secure and submit filled-out Client Satisfaction/ Feedback Form	5. Receive accomplished Client Satisfaction/ Feedback Form	None	5 Minutes	
TOTAL:		Refer to Table 9	1 Hour, 45 Minutes	

Table 9.

Total fees will depend on the amount in liters and the microalge requested

Transport materials (plastic bags) - PHP 10.00 per piece
--

2. Sold/Purchased Distribution of Primary, Secondary and Mass Culture of Natural Food Organisms (Microalgae, Daphnia and Rotifer)

Natural food organisms such as Microalgae, Daphnia and Rotifer are distributed and sold and picked up at the Center by the clients.

Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City
Classification	Simple
Type of Transaction	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business Entity
Who can Avail	(External) Academe, SUCs, researchers, students Private hatchery owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (1 original)	Client/ Requesting Party/ies
2. Client Request Form (Individual and Group) (1 original)	Biology/Phycology Laboratory, Main Building BFAR NFDC, Bonuan Binloc, Dagupan City
3. Payment for transport materials and natural food	Client/ Requesting Party/ies
4. Billing Form (1 original)	Biology/Phycology Laboratory, Main Building BFAR NFDC, Bonuan Binloc, Dagupan City
5. Order of Payment (1 original)	Biology/Phycology Laboratory, Main Building BFAR NFDC, Bonuan Binloc, Dagupan City
6. Official Receipt (1 original)	Collection Officer Administrative Unit, BFAR NFDC Main Building, Bonuan Binloc, Dagupan City
7. Gate pass (1 original)	Biology/Phycology Laboratory, Main Building BFAR NFDC, Bonuan Binloc, Dagupan City
8. Client Satisfaction/ Feedback Form (1 original)	Biology/Phycology Laboratory, Main Building BFAR NFDC, Bonuan Binloc, Dagupan City

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with requirements or filled-out Client Request Form	1. Receive Letter Request with requirements or filled-out Client Request Form and process request for approval	None	30 Minutes	<i>Secretariat, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.1 Approval of request and endorse to technical staff for appropriate action	None	15 Minutes	<i>Center Chief, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.2 Provide technical recommendation	None	15 Minutes	<i>Unit Head/ Laboratory Technical Staff Biology/Phycology Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
2. Receive notification of the scheduled distribution through e-mail or contact number	2. Notify client on the scheduled distribution through e-mail or contact number	None	5 Minutes	<i>Unit Head/ Laboratory Technical Staff Biology/Phycology Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
3. Receive natural food organisms	3. Examine quality of starters under microscope to be followed by actual distribution (loading and packing) and advise client to pay the required fees for the transport materials	None	30 Minutes	<i>Laboratory Technical Staff Biology/Phycology Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>



4. Secure Billing Form and Order of Payment and pay the required fee and secure official receipts	4. Prepare billing and order of payment forms, gate pass and issue official receipt after payment	Refer to Table 11, 12	15 Minutes	<i>Laboratory Technical Staff Biology/Phycology Laboratory Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
5. Secure and submit accomplished Client Satisfaction/ Feedback Form	5. Receive submitted accomplished Client Satisfaction/ Feedback Form	None	5 Minutes	
TOTAL:		Refer to Table 11, 12	1 Hour, 55 Minutes	

Table 11.

Transport materials (plastic bags) - PHP 10.00 per piece
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Table 12.

List of Algae with Corresponding Prices	
Phytoplankton (Microalgae)	
Nannochloropsis oculata	PHP 60.00
Nannochloropsis sp	PHP 60.00
Nannochlorum sp.*	PHP 60.00
Teraselmis tetrahele	PHP 60.00
Teraselmis batan	PHP 60.00
Chlorella vulgaris (marine species)	PHP 60.00
Chlorella sp. (freshwater species)	PHP 60.00
Dunalleila sp.	PHP 60.00
Spirulina sp.	PHP 60.00
Chaetoceros calcitrans *	PHP 60.00
Chaetoceros gracilis *	PHP 60.00
Nitzschia sp.	PHP 60.00



Isochrysis galbana *	PHP 60.00
Pavlova sp.	PHP 60.00
Navicula sp.	PHP 60.00
Amphora sp.	PHP 60.00
Thalassiosira pseudonana	PHP 60.00
Zooplankton	PHP 250.00

* Always available, while the rest of the microalgae are cultured in test tubes and need to be mass produced. Reservations should be made three weeks to one month in advance.

H. Toll Processing of Frozen Milkfish

Clients which include fish processors and exporters bring their raw materials such as fresh milkfish to the Korea-Philippines Seafood Processing Complex for toll processing into fresh frozen whole milkfish, or fresh frozen marinated milkfish or fresh frozen deboned milkfish for a toll processing fee.

Office or Division	BFAR- National Fisheries Development Center (NFDC) Bonuan Binloc, Dagupan City
Classification	Complex
Type of Transaction	G2G - Government to Government; G2B - Government to Business Entity
Who may avail:	Internal: BFAR Regional Offices
	(External) Private Fish Processors, Exporters

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (email) to the BFAR-NFDC Email Address	BFAR-NFDC, Korea-Philippines Seafood Processing Complex, Post Harvest Unit, Bonuan Binloc, Dagupan City
2. Service Agreement	BFAR NFDC Korea Philippines Seafood Processing Complex, Post Harvest Unit, Bonuan Binloc, Dagupan City
3. Billing Form (1 original)	BFAR NFDC Korea Philippines Seafood Processing Complex, Post Harvest Unit, Bonuan Binloc, Dagupan City
4. Order of Payment (1 original)	BFAR NFDC Korea Philippines Seafood Processing Complex, Post Harvest Unit, Bonuan Binloc, Dagupan City
5. Official Receipt (1 original)	BFAR NFDC Administrative Unit, Bonuan Binloc, Dagupan City



6. Transport Certificate (1 original)		BFAR NFDC Korea Philippines Seafood Processing Complex, Post Harvest Unit, Bonuan Binloc, Dagupan City		
7. Client Satisfaction/Feedback Form		BFAR NFDC Korea Philippines Seafood Processing Complex, Post Harvest Unit, Bonuan Binloc, Dagupan City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for toll processing of frozen milkfish	1. Receive Letter Request	None	5 Minutes	<i>Secretariat, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.1 Approve the request for toll processing of fish frozen products	None		<i>Center Chief, Office of the Center Chief Main Building BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.2 Process the request after approval.	None	10 Minutes	<i>Plant Manager Korea Philippines - Seafood Processing Complex (KP-SPC) Post Harvest Unit BFAR-NFDC Bonuan Binloc, Dagupan City</i>
None	1.3 Receive the raw materials	None	1 Hour	<i>Technical Staff; Plant Workers Korea Philippines - Seafood Processing Complex (KP-SPC) Post Harvest Unit BFAR NFDC</i>



None	1.4 Process by doing Initial washing	None	2 Hours	<i>Technical Staff; Plant Workers Korea Philippines - Seafood Processing Complex (KP-SPC) Post Harvest Unit BFAR NFDC Dagupan City</i>
None	1.5 Splitting	None	3 Hours	
None	1.6 Evisceration and washing	None	3 Hours	<i>Technical Staff; Plant Workers Korea Philippines - Seafood Processing Complex (KP-SPC) Post Harvest Unit BFAR NFDC Dagupan City</i>
None	1.7 Deboning of Milkfish	None	6 Hours	
None	1.8 Final washing	None	2 Hours	
None	1.9 Draining	None	30 Minutes	
None	1.10 Labelling/ Packaging/ Vacuum Packing	None	1 Hour	
None	1.11 Packing	None	1 Hour	

None	1.12 Layering/ Weighing	None	1 Hour	<i>Technical Staff; Plant Workers Korea Philippines - Seafood Processing Complex (KP-SPC) Post Harvest Unit BFAR NFDC Dagupan City</i>
None	1.13 Chilling	None	2 Hours	
None	1.14 Blast Freezing	None	5 Hours	
None	1.15 Packing in cartons	None	2 Hours	
None	1.16 Cold storage	None	2 Days	
2. Secure Billing Form and Order of Payment for payment of required fees	2. Prepare Billing Form and Order of Payment	None	5 minutes	<i>Technical Staff; Plant Workers Korea Philippines - Seafood Processing Complex (KP-SPC) Post Harvest Unit BFAR NFDC Dagupan City</i>
3.. Pay the necessary fees and secure Official Receipt	3. Receive payment and issue an Official Receipt	Refer to Table 13	5 Minutes	
4. Receive Certificate of Transport	4. Issue Certificate of Transport	None	5 minutes	<i>Plant Manager KP- SPC Post Harvest Unit BFAR-NFDC Bonuan Binloc, Dagupan City</i>



5. Secure and submit filled-out Client Satisfaction/Feedback Form	5. Receive filled-out Client Satisfaction/Feedback Form provided	None	5 minutes	<i>Technical Staff Korea Philippines - Seafood Processing Complex (KP-SPC) Post Harvest Unit BFAR-NFDC Bonuan Binloc, Dagupan City</i>
6. Receive finished products (fresh frozen whole milkfish, fresh frozen marinated milkfish, fresh frozen deboned milkfish)	6. Load products for transport/release	None	2 Hours	
TOTAL:		Refer to Table 12	3 Days, 8 Hours, 5 Minutes	

Table 13.

Toll Processing Fee (Plant and Labor fee) will depend on the total weight in kilograms of the finished product and type of fish and weight of raw materials

Plant fee - PHP 12.00 per kilogram of finished product
Labor Fee
a. Support Services - Team Leader - PHP 400.00 per day (8 hours)
Members- PHP 350.00 per day (8 hours)
b. Spitters - 200 grams and below - PHP 3.00 per kg
201 to 299 g - PHP 0.75 per piece
c. Washer - 200 grams and below - PHP 2.50 per kg
201 to 299 g - PHP 0.50 per piece
300 grams and above - PHP 0.75
d. Deboner - 200 to 299 g - PHP 2.00 per piece
300 to 500 g - PHP 2.75 per piece
501 g and above - PHP 3.00
300 grams and below, ribs only - PHP 5.00 per kg
e. Descaler - any weight - PHP 0.50 per piece

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Answer the Client feedback form and send or submit it to the Office of the Center Chief
	Contact Info: (075) 649-6086 or nfdc@bfar.da.gov.ph
How feedback is processed	Every Friday, the Complaints Officer/Administrative Officer reads all letters of complaints and feedback, and compiles and records all feedback submitted.
	Feedback requiring answers are forwarded to the relevant units/projects and they are required to answer within three (3) days of the receipt of the feedback.
	The answer of the unit/project is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: (075) 649-6086
How to file a complaint	Answer the Client Complaint Form and send or submit it to the Administrative Officer/Complaints Officer at the Administrative Unit Office. BFAR NFDC Bonuan Binloc, Dagupan City.
	Complaints can also be filed via telephone. Make sure to provide the following - information: Name of person being complained - Incident Evidence For inquiries and follow-ups, clients may contact the following telephone number: (075) 649-6086
How complaints are processed	The Complaints Officer/Administrative Officer opens the complaints email on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer/Administrative Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer/Administrative Officer will create a report after the investigation, and shall submit it to the Center Chief for appropriate action. The Complaints Officer /Administrative Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following contact number: (075) 649-6086
Contact Information of CCB, PCC, ARTA	A R T A : complaints@arta.gov.ph /1-ARTA(2782); PCCCCB: 80898088 - 881-6565 (SMS)



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Center Chief/Officer-in-Charge	Russia St., Barangay Bonuan Binloc, Dagupan City	nfdc@bfar.da.gov.ph (075) 648-6086
Administrative Unit	Russia St., Barangay Bonuan Binloc, Dagupan City	admdagupan0325@yahoo.com (075) 649-6068
Korea-Philippines Seafood Processing Complex	Russia St., Barangay Bonuan Binloc, Dagupan City	kpspcplant2020@gmail.com
		(075) 649-6086
Asian Fisheries Academy	Russia St., Barangay Bonuan Binloc, Dagupan City	(075) 649-6083

VI. National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon

1. Dispersal of Seaweed Propagules
2. Dispersal of Raw Dried Seaweeds
3. Seaweed Quality Analysis - Moisture Content
4. Seaweed Quality Analysis - Carrageenan Extraction & Yield
5. Seaweed Quality Analysis - Viscosity
6. Seaweed Quality Analysis - Gel Strength
7. Technical Assistance for Distribution of Information, Education and Communication (IEC) Materials
8. Technical Assistance for Walk-in Clients
9. Technical Assistance On-site Visit/ Inspection
10. Technical Assistance thru Social Media (E-mail, Facebook, Messenger and Text Messaging)
11. Technical Assistance thru Telephone Inquiry
12. Training Assistance as Requested by Clients
13. Technical Assistance - On-the-Job Training

VI. National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon

1. Dispersal of Seaweed Propagules

The service is to provide fresh quality seaweed propagules in support to livelihood projects of fisherfolk/seaweed farmers; To support research/study on seaweed and for other needs of the client.

Office or Division	BFAR-National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	(Internal) BFAR National and Regional Offices Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 copy, original or email)		Client/Requesting Party/ies		
2. Request Form (1 original copy)		BFAR-NSTDC Administrative Division Office, Public Assistance and Complaint Desk (PACD) Office		
3. Client Satisfaction Measurement Form (1 original copy)		BFAR-NSTDC Public Assistance and Complaint Desk (PACD), Technical-Extension Services, Technical Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and/ or accomplish the Technical Services Request Form provided at PACD Office	1. Receive and record the Letter Request and/or the accomplished Request Form then forward to the Office of the Center Chief for approval of the request	None	5 Minutes	<i>Administrative Staff, PACD Office, Administrative Division Office, BFAR-NSTDC, Cabid-an, Sorsogon</i>



None	1.1 Approval or other proper disposition of the request.	None	5 Minutes	Center Chief, Office of the Center Chief, BFAR-NSTDC, Cabid-an, Sorsogon
2. Receive notification on the status of request if approved/disapproved	2. Inform the client thru email and or phone call on the approval/ disapproval of the request by sending notification	None	5 Minutes	Technical Staff, Faming Section, Technical Division Office BFAR-NSTDC, Cabid-an, Sorsogon
3. Receive notification on the schedule of collection and distribution of request	3. Discuss with the client thru email and or phone call on the schedule of collection and distribution of the seaweed propagules	None	5 minutes	Technical Staff, Faming Section, Technical Division Office BFAR-NSTDC, Cabid-an, Sorsogon
None	3.1 Collection of seaweed propagules for scheduled distribution	None	1 day	Technical Staff, Faming Section, Technical Division Office BFAR-NSTDC, Cabid-an, Sorsogon
4. Receive the collected seaweed propagules and fill out Client Satisfaction Measurement Form and submit to attending Technical Staff.	4. Distribute the requested quality seaweed propagules and receive accomplished Client Satisfaction Measurement Form provided.	None	1 Day	Technical Staff, Faming Section, Technical Division Office BFAR-NSTDC, Cabid-an, Sorsogon
TOTAL:		None	2 Days, 20 Minutes	

2. Dispersal of Raw Dried Seaweeds

This service is the Dispersal of Raw Dried Seaweeds as per request of client to support and provide the needs on seaweeds

Office or Division	BFAR-National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	(Internal) BFAR Regional Offices Personnel			
	(External) Individual Seaweed Farmer, Fisherfolk Association, Academe (Students, Professors, OJTs, Researchers), Local Government Units (LGUs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 copy, email or original copy)		Client/Requesting Party/ies		
2. Request Form (1 original copy)		BFAR-NSTDC Administrative Division Office, Public Assistance and Complaint Desk (PACD) Office,		
3. Client Satisfaction Measurement Form (1 original copy)		BFAR-NSTDC Public Assistance and Complaint Desk (PACD) Office, Technical Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplished the Request Form provided available at PACD Office	1. Receive and record the Letter Request and/or the accomplished Request Form then forward to the Office of the Center Chief for approval of the request	None	2 Minutes	<i>Administrative Staff, PACD Office, Administrative Division Office, BFAR-NSTDC, Cabid-an, Sorsogon</i>
2. Receive/claim the raw dried seaweed distributed and fill out Client Satisfaction Measurement Form provided	2. Distribute the raw dried seaweeds requested and receive the submitted accomplished Client Satisfaction Measurement Form provided	None	10 Minutes	<i>Technical Staff, Technical Division Office, BFAR-NSTDC, Cabid-an, Sorsogon</i>
TOTAL:		None	12 minutes	

3. Seaweed Quality Analysis - Moisture Content

To conduct random sampling and test for Moisture Content of raw fresh or dried seaweed, alkali-treated chips, semi-/refined-carrageenan sample(s) in the Analytical Laboratory, as submitted by Fisherfolk/Seaweed Farmers and other requesting clients.

Office or Division	BFAR-National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may avail:	(Internal) BFAR- National and Regional Offices
	(External) Seaweed Farmers, Fisherfolk association, Seaweed Traders, Exporters, Academe (Students, Professors, Researchers, Trainees), Local Government Units (LGUs); Non-Government Organizations (NGOs).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request (1 copy, original or email)	Client/Requesting Party/ies
2. Request Form (1 original)	Public Assistance and Complaint Desk (PACD) Office,
3. Client Satisfaction Measurement Form (1 original)	Public Assistance and Complaint Desk (PACD), Technical Division - Extension Services, Technical Division Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request and/or accomplish the Technical Services Request Form.	1. Receive and record the Letter Request and/or the request form and forward to the Office of the Center Chief (OCC)	None	5 Minutes	<i>PACD Staff / OCC Secretary, Center Chief BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	1.1 Approval or other proper disposition of the request.	None	5 Minutes	<i>Center Chief, Office of the Center Chief, BFAR-NSTDC, Cabid-an, Sorsogon</i>



2. Submit the seaweed sample(s) with proper labeling or coding.	2. Receive the seaweed sample(s) and forward to the Technical - Analytical Laboratory.	None	5 Minutes	<i>PACD Staff, PACD Office Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	2.1 Conduct random sampling and test for moisture content using the Moisture Analyzer in three (3) replicates per sample.	None	3 Hours (per sample)	<i>Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	2.2 Prepare the Laboratory Report of Analysis and submit for approval.	None	30 Minutes	
None	2.3 Approval of the Laboratory Report of Analysis.	None	5 Minutes	<i>Center Chief, Office of the Center Chief, BFAR-NSTDC, Cabid-an, Sorsogon</i>
3. Obtain the Laboratory Report of Analysis.	3. Release the Laboratory Report of Analysis on Moisture Content.	None	5 Minutes	<i>Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>



4. Accomplish the Client Satisfaction Measurement Form.	4. Obtain the accomplished Client Satisfaction Measurement Form.	None	5 Minutes	<i>Technical Extension Services Staff Technical Division Office, PACD Office BFAR-NSTDC, Cabid-an, Sorsogon</i>
TOTAL:		None	4 Hours	

4. Seaweed Quality Analysis - Carrageenan Extraction & Yield

To conduct test extraction-drying of carrageenan and determine the Yield of raw dried seaweed sample(s) in the Analytical Laboratory, as submitted by Fisherfolk/Seaweed Farmers and other requesting clients.

Office or Division	BFAR-National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon
Classification	Complex
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may avail:	(Internal) BFAR- National and Regional Offices
	(External) Seaweed Farmers, Fisherfolk association, Seaweed Traders, Exporters, Academe (Students, Professors, Researchers, Trainees), Local Government Units (LGUs); Non-Government Organizations (NGOs).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request (1 copy, original or email)	Client/Requesting Party/ies
2. Request Form (1 original)	Public Assistance and Complaint Desk (PACD), PACD Office,
3. Client Satisfaction Measurement Form (1 original)	Public Assistance and Complaint Desk (PACD), Technical Division - Extension Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request and/or accomplish the Technical Services Request Form.	1. Receive and record the Letter Request and/or the request form and forward to the Office of the Center Chief (OCC)	None	5 Minutes	<i>PACD Staff / OCC Secretary, Technical - Extension Services Staff, Technical Division Office, Center Chief BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	1.1 Approval or other proper disposition of the request.	None	5 Minutes	<i>Center Chief, Office of the Center Chief, BFAR-NSTDC, Cabid-an, Sorsogon</i>
2. Submit the seaweed sample(s) with proper labeling or coding.	2. Receive the seaweed sample(s) and forward to the Technical - Analytical Laboratory.	None	5 Minutes	<i>PACD Staff, PACD Office - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	2.1 Conduct test extraction and drying of carrageenan from the seaweed sample in three (3) replicates per sample.	None	7 days (per sample)	<i>Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>



None	2.2 Conduct recovery of dried carrageenan and determine the % Yield.	None	2 hours (per sample)	<i>Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	2.3 Prepare the Laboratory Report of Analysis and submit for approval.	None	30 Minutes	<i>Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	2.4 Approval of the Laboratory Report of Analysis.	None	5 Minutes	<i>Center Chief, Office of the Center Chief, BFAR-NSTDC, Cabid-an, Sorsogon</i>
3. Obtain the Laboratory Report of Analysis.	3. Release the Laboratory Report of Analysis on Yield.	None	5 Minutes	<i>Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>



4. Accomplish the Client Satisfaction Measurement Form.	4. Obtain the accomplished Client Satisfaction Measurement Form.	None	5 Minutes	<i>Technical Extension Services Staff, Technical Division Office, PACD Office Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>
TOTAL:		None	7 Days, 3 Hours	

5. Seaweed Quality Analysis - Viscosity

To conduct preparation of solutions and test for the Viscosity of raw fresh or dried seaweed, alkali-treated chips, semi-/refined-carrageenan sample(s) in the Analytical Laboratory, as submitted by Fisherfolk/Seaweed Farmers and other requesting clients.

Office or Division	BFAR-National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon	
Classification	Simple	
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government	
Who may avail:	(Internal) BFAR- National and Regional Offices	
	(External) Seaweed Farmers, Fisherfolk association, Seaweed Traders, Exporters, Academe (Students, Professors, Researchers, Trainees), Local Government Units (LGUs); Non-Government Organizations (NGOs).	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Request (1 copy, email or original)		Requesting Party
2. Request Form (1 original copy)		Public Assistance and Complaint Desk (PACD), Technical Division - Extension Services, Technical Division Office
3. Client Satisfaction Measurement (CSM) Form (1 original)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request and/or accomplish the Technical Services Request Form.	1. Receive and record the Letter Request and/or the request form and forward to the Office of the Center Chief (OCC)	None	5 Minutes	<i>PACD Staff / OCC Secretary, Technical - Extension Services Staff, Technical Division Office, Center Chief BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	1.1 Approval or other proper disposition of the request.	None	5 Minutes	<i>Center Chief, Office of the Center Chief, BFAR-NSTDC, Cabid-an, Sorsogon</i>
2. Submit the seaweed sample(s) with proper labeling or coding.	2. Receive the seaweed sample(s) and forward to the Technical - Analytical Laboratory.	None	5 Minutes	<i>PACD Staff, PACD Office - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	2.1 Prepare test solutions from the seaweed sample(s) in three (3) replicates per sample.	None	3 Hours (per sample)	<i>Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>



None	2.2 Test for the Viscosity of the solution(s) at raised temperatures.	None	30 Minutes (per sample)	<i>Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	2.3 Prepare the Report of Analysis and submit for approval.	None	30 Minutes	<i>Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	2.4 Approval of the Laboratory Report of Analysis.	None	5 Minutes	<i>Center Chief, Office of the Center Chief, BFAR-NSTDC, Cabid-an, Sorsogon</i>
3. Obtain the Laboratory Report of Analysis.	3. Release the Laboratory Report of Analysis on Viscosity.	None	5 Minutes	<i>Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>



4. Accomplish the Client Satisfaction Measurement Form.	4. Obtain the accomplished Client Satisfaction Measurement Form.	None	5 Minutes	<i>Technical Extension Services Staff, Technical Division Office, PACD Office Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>
TOTAL:		None	4 Hours, 30 Minutes	

6. Seaweed Quality Analysis - Gel Strength

<p>To conduct preparation of test solutions and determine the Gel Strength of raw dried seaweed, alkali-treated chips or semi-/refined-carrageenan sample(s) in the Analytical Laboratory, as submitted by Fisherfolk/Seaweed Farmers and other requesting clients.</p>	
Office or Division	BFAR-National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon
Classification	Complex
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may avail:	(Internal) BFAR- National and Regional Offices
	(External) Seaweed Farmers, Fisherfolk association, Seaweed Traders, Exporters, Academe (Students, Professors, Researchers, Trainees), Local Government Units (LGUs); Non-Government Organizations (NGOs).

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (1 copy, email or original)		Requesting Party		
2. Request Form (1 original copy)		Public Assistance and Complaint Desk (PACD) Office		
3. Client Satisfaction Measurement (CSM) Form (1 original)		Public Assistance and Complaint Desk (PACD), Technical Division - Extension Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request and/or accomplish the Technical Services Request Form.	1. Receive and record the Letter Request and/or the request form and forward to the Office of the Center Chief (OCC)	None	5 Minutes	<i>PACD Staff / OCC Secretary, Technical - Extension Services Staff, Technical Division Office, Center Chief BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	1.1 Approval or other proper disposition of the request.	None	5 Minutes	<i>Center Chief, Office of the Center Chief, BFAR-NSTDC, Cabid-an, Sorsogon</i>
2. Submit the seaweed sample(s) with proper labeling or coding.	2. Receive the seaweed sample(s) and forward to the Technical - Analytical Laboratory.	None	5 Minutes	<i>PACD Staff, PACD Office - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>



None	2.1 Prepare test solutions from the seaweed sample(s) in three (3) replicates per sample, and gelification.	None	26 Hours (per sample)	<i>Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	2.2 Determine the Gel Strength of the gelled sample(s).	None	30 Minutes (per sample)	
None	2.3 Prepare the Report of Analysis and submit for approval.	None	30 Minutes	<i>Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	2.4 Approval of the Laboratory Report of Analysis.	None	5 Minutes	<i>Center Chief, Office of the Center Chief, BFAR-NSTDC, Cabid-an, Sorsogon</i>
3. Obtain the Laboratory Report of Analysis.	3. Release the Laboratory Report of Analysis on Gel Strength.	None	5 Minutes	<i>Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>



4. Accomplish the Client Satisfaction Measurement Form.	4. Obtain the accomplished Client Satisfaction Measurement Form.	None	5 Minutes	<i>Technical Extension Services Staff, Technical Division Office, PACD Office Technical - Analytical Laboratory Staff, Analytical Laboratory BFAR-NSTDC, Cabid-an, Sorsogon</i>
TOTAL:		None	3 days, 3 hours, 30 Minutes	

7. Technical Assistance for Distribution of Information, Education and Communication (IEC) Materials

This service is to provide awareness and information to the clientele thru distribution of IEC materials.	
Office or Division	BFAR-National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may avail:	(Internal) Provincial Fishery Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel and BFAR National Centers
	(External) MSMEs; Exporters/Fish Processors; Potential Fish Processors, Exporter; Academe (Students, Professors, Trainees, Research); Fisherfolk Organizations, Associations, People’s Organizations, Cooperatives, Women’s Associations, Housewives, Senior Citizens, Indigenous People; Other Government Agencies; National Government Agencies (NGAs); Local Government Units (LGUs) and House of Representatives; Non-Government Organizations (NGOs).

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 copy email or original)		Client/Requesting Party/ies		
2. Request Form for Information, Education and Communication (IEC) materials (1 original copy)		BFAR-NSTDC Technical-Extension Services Staff, Technical Division Office, PACD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplished the Request Form provided at PACD Office	1. Receive Letter Request or the accomplished Request Form provided	None	2 Minutes	<i>Technical Staff, PACD Office BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	1.1 Assess the requested IEC materials for its availability			
2. Receive IEC materials requested/ needed	2. Provide the IEC materials requested	None	3 Minutes	<i>Technical Staff, BFAR-NSTDC, Cabid-an, Sorsogon</i>
TOTAL:		None	5 Minutes	

8. Technical Assistance for Walk-in Clients

The service involves transfer of technical information or ideas to develop or enhance the skills of Walk-in Clients on various mariculture technologies.				
Office or Division	BFAR-National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may avail:	(Internal) Provincial Fishery Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel and BFAR National Centers			
	(External) MSMEs; Exporters/Fish Processors; Potential Fish Processors, Exporter; Academe (Students, Professors, On-the-Job Training, Research); Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's Associations, Housewives, Senior Citizens, Indigenous People; Other Government Agencies; National Government Agencies (NGAs); Local Government Units (LGUs) and House of Representatives; Non-Government Organizations (NGO's).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 original copy)		Public Assistance and Complaint Desk (PACD) Office		
2. Client Satisfaction Measurement Form (1 original copy)		BFAR-NSTDC Public Assistance and Complaint Desk (PACD), Technical Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish Client Inquiry Form or Request Form available at PACD Office	1. Receive the accomplished Client Inquiry Form submitted or the accomplished Request Form provided then forward to Center Chief for appropriate action	None	5 Minutes	<i>Administrative Staff, PACD Office, Administrative Division Office, BFAR-NSTDC, Cabid-an, Sorsogon</i>



None	1.1 Endorse to appropriate technical official/staff to render needed assistance.	None	5 Minutes	<i>Center Chief, Office of the Center Chief; Technical Staff, Technical Division Office; BFAR-NSTDC, Cabid-an, Sorsogon</i>
2. Discuss inquiry/concerns to the attending technical staff	2. Render the appropriate action/assistance and address the concern	None	20 minutes	<i>Technical Staff, Technical Division Office BFAR-NSTDC, Cabid-an, Sorsogon</i>
3. Secure and fill out Client Satisfaction Measurement Form and submit to attending staff	3. Receive the accomplished Client Satisfaction Measurement Form provided	None	2 Minutes	<i>Technical - Extension Services Staff, Technical Division Office, PACD Office BFAR-NSTDC, Cabid-an, Sorsogon</i>
TOTAL:		None	32 minutes	



9. Technical Assistance On-site Visit/ Inspection

To render technical assistance to the client who may request service on-site.				
Office or Division	BFAR-National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may avail:	(Internal) Provincial Fishery Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel and BFAR National Centers			
	(External) MSMEs; Exporters/Fish Processors; Potential Fish Processors, Exporter; Academe (Students, Professors, On-the-Job Training, Research); Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's Associations, Housewives, Senior Citizens, Indigenous People; Other Government Agencies National Government Agencies (NGAs); Local Government Units (LGUs) and House of Representatives; Non- Government Organizations (NGO's).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 copy email or original)		Client/Requesting Party/ies		
2. Request Form (1 original copy)		BFAR-NSTDC Administrative Office, PACD Office		
3. Client Satisfaction Measurement Form (1 original copy)		BFAR-NSTDC Public Assistance and Complaint Desk (PACD), Technical Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplished the Request Form provided at PACD Office	1. Receive and record Letter Request or the submitted accomplished Request Form provided and forward submitted document to the Center Chief for appropriate action	None	5 Minutes	<i>Administrative Staff, PACD Office, Administrative Division Office, BFAR-NSTDC, Cabid-an, Sorsogon</i>



None	1.1 Assign technical staff to render technical assistance to the client	None	5 Minutes	Center Chief, Office of the Center Chief, BFAR-NSTDC, Cabid-an, Sorsogon
2. Receive notification and confirmed attendance for the scheduled visit	2. Schedule site visit/inspection and notify client of the scheduled visit and confirm attendance	None	5 Minutes	Technical Staff, Technical Division Office BFAR-NSTDC, Cabid-an, Sorsogon
3. Allow to conduct on-site visit/inspection/ sampling	3. Conduct on-site visit/inspection/ sampling	None	2 Days	
None	3.1 Prepare inspection report and its recommendations	None	1 Hour	Technical Staff, Technical Division Office BFAR-NSTDC, Cabid-an, Sorsogon
4. Receive inspection report and its recommendation	4. Release inspection report and its recommendation to client	None	5 Minutes	Technical Staff, Technical Division Office BFAR-NSTDC, Cabid-an, Sorsogon
5. Fill out Client Satisfaction Measurement Form provided	5. Receive the submitted accomplished Client Satisfaction Measurement Form provided	None	5 Minutes	Technical - Extension Services Staff, Technical Division Office, PACD Office BFAR-NSTDC, Cabid-an, Sorsogon
TOTAL:		None	2 Days, 1 Hour, 25 Minutes	

10. Technical Assistance thru Social Media (E-mail, Facebook, Messenger and Text Messaging)

Render technical assistance by giving appropriate information thru Social Media (E-mail, Facebook, Messenger and Text messaging)				
Office or Division	BFAR-National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may avail:	(Internal) Provincial Fishery Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel and BFAR National Centers			
	(External) MSMEs; Exporters/Fish Processors; Potential Fish Processors, Exporter; Academe (Students, Professors, On-the-Job Training, Research); Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's Associations, Housewives, Senior Citizens, Indigenous People; Other Government Agencies National Government Agencies (NGAs); Local Government Units (LGUs) and House of Representatives; Non-Government Organizations (NGOs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. E-mail, SMS			BFAR-NSTDC Administrative Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send messages through E-mail, SMS, other types of message channel thru Social Media for the inquiry/concerns	1. Receive and reply to E-mail, SMS, other types of message channel thru Social Media	None	5 Minutes	<i>Administrative Staff, BFAR-NSTDC Cabid-an, Sorsogon</i>
2. Receive reply	2. Send reply on the sent messages/ inquiry/concerns thru e-mail, SMS or thru social media	None	5 Minutes	<i>Administrative Staff, BFAR-NSTDC Cabid-an, Sorsogon</i>
TOTAL:		None	10 minutes	

11. Technical Assistance thru Telephone Inquiry

Render technical assistance to the clients thru telephone inquiry				
Office or Division	BFAR-National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may avail:	(Internal) Provincial Fishery Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel and BFAR National Centers			
	(External) MSMEs; Exporters/Fish Processors; Potential Fish Processors, Exporter; Academe (Students, Professors, On-the-Job Training, Research); Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's Associations, Housewives, Senior Citizens, Indigenous People; Other Government Agencies National Government Agencies (NGAs); Local Government Units (LGUs) and House of Representatives; Non-Government Organizations (NGOs).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Phone Call		BFAR-NSTDC Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a telephone call for inquiry/concern	1. Answer/ attend to telephone call and ask for necessary information to be written in the inquiry form	None	5 Minutes	<i>Administrative and Technical Staff BFAR-NSTDC Cabid-an, Sorsogon</i>
2. Discuss inquiry/ concerns	2. Provide needed information or refer to concerned technical staff	None	10 Minutes	<i>Administrative and Technical Staff BFAR-NSTDC Cabid-an, Sorsogon</i>
TOTAL:		None	15 Minutes	

12. Training Assistance as Requested by Clients

To enhance and strengthen their knowledge on the requested training				
Office or Division	BFAR-National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may avail:	(Internal) Provincial Fishery Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel and BFAR National Centers			
	(External) MSMEs; Exporters/Fish Processors; Potential Fish Processors, Exporter; Academe (Students, Professors, On-the-Job Training, Research); Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's Associations, Housewives, Senior Citizens, Indigenous People; Other Government Agencies National Government Agencies (NGAs); Local Government Units (LGUs) and House of Representatives; Non-Government Organizations (NGOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 copy, email or original copy)		Client/Requesting Party/ies		
2. Request Form (1 original copy)		BFAR-NSTDC Administrative Office, PACD Office		
3. Training Evaluation Form (1 original copy)		BFAR-NSTDC Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request or accomplish the client Request Form provided available at PACD Office	1. Receive letter request or accomplished Client Request Form & forward submitted document to the Center Chief for appropriate action	None	5 Minutes	<i>Administrative Staff, PACD Office Administrative Division Office, BFAR-NSTDC Cabid-an, Sorsogon</i>



None	1.1 Schedule the appropriate training requested	None	5 Minutes	<i>Technical Staff, Technical Division Office BFAR-NSTDC, Cabid-an, Sorsogon</i>
2. Receive notification on the scheduled training and confirmed attendance on the scheduled training	2. Notify client, trainees, stakeholders for the training schedule thru email, sms or thru social media and confirmed attendance	None	10 Minutes	<i>Technical Staff, Technical Division Office BFAR-NSTDC, Cabid-an, Sorsogon</i>
3. Attend the requested appropriate training	3. Conduct/ Facilitate appropriate training	None	3 Days	<i>Technical Staff, Technical Division Office BFAR-NSTDC, Cabid-an, Sorsogon</i>
4. Accomplish and submit Training Evaluation Form	4. Receive accomplished Training Evaluation Form provided	None	5 Minutes	<i>Technical Staff- Extension Services, Technical Division Office, BFAR-NSTDC, Cabid-an, Sorsogon</i>
5. Receive signed Certificate of Training	5. Issue the approved and signed Certificate of Training	None	2 Minutes	<i>Technical Staff- Extension Services, Technical Division Office, BFAR-NSTDC, Cabid-an, Sorsogon</i>
TOTAL:		None	3 Days, 30 Minutes	

13. Technical Assistance - On-the-Job Training

To provide in-depth knowledge and hands-on skills training on seaweed laboratory and sea-based culture, seaweed postharvest, processing and product development technologies to student-trainees and other requesting parties.	
Office or Division	BFAR-National Seaweed Technology Development Center (NSTDC) Cabid-an, Sorsogon
Classification	Complex
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may avail:	(Internal) BFAR- National and Regional Offices (External) Seaweed Farmers, Fisherfolk association, Seaweed Traders, Exporters, Academe (Students, Professors, Researchers, Trainees), Local Government Units (LGUs); Non-Government Organizations (NGOs).
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request (1 copy, original/email) or Technical Services Request Form	Client/Requesting Party/ies
2. Memorandum of Agreement (MOA) (2 copies, original)	BFAR-NSTDC and Client/Requesting Party
3. Trainees' School/Company Endorsement (1 copy, original)	Client/Requesting Party
4. Trainees' Resume, Local Certifications and Police Clearances	Client/Requesting Party
5. Trainees' End Reports/Presentations and related documents	Client/Requesting Party
6. Trainees' Evaluation/Rating Form (1 original and 1 e-copy)	Client/Requesting Party
7. Client Satisfaction Measurement Form (1 original)	BFAR-NSTDC Public Assistance and Complaint Desk (PACD), Technical - Extension Services, Technical Division Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request and/or accomplish the Technical Services Request Form.	1. Receive and record the Letter of Request and/or request form and forward to the Office of the Center Chief (OCC)	None	5 Minutes	<i>PACD Staff / OCC Secretary, Technical - Extension Services Staff, Technical Division Office, Center Chief BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	1.1 Evaluate the request based on availability of the center's facility, schedule and the number of trainees.	None	5 Minutes	<i>Technical-Extension Services Staff, Technical Division Office; BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	1.2 Approval or other proper disposition of the request.	None	5 Minutes	<i>Center Chief, Office of the Center Chief BFAR-NSTDC, Cabid-an, Sorsogon</i>
None	1.3 Submit response letter and forward Memorandum of Agreement (MOA) template, for approved request.	None	15 Minutes	<i>Technical-Extension Services Staff, Technical Division Office; BFAR-NSTDC, Cabid-an, Sorsogon</i>



2. Submit the accomplished and signed MOA with prior coordination or negotiations with the Agency.	2. Coordinate/ Negotiate and sign the MOA and return the same to the Client for legal documentations	None	5 Working Days	<i>Technical-Extension Services Staff, Technical Division Office; BFAR-NSTDC, Cabid-an, Sorsogon</i>
3. Secure and submit the accomplished Client Satisfaction Measurement Form.	3. Receive the accomplished Client Satisfaction Measurement Form.	None	5 Minutes	<i>Technical - Extension Services Staff, PACD Staff BFAR-NSTDC, Cabid-an, Sorsogon</i>
TOTAL:		None	5 Days, 35 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	Fill-up client feedback form available at the Public Assistance and Complaint Desk (PACD) and drop it at the designated drop box at PACD Office within the Administrative Building.
	Contact Information: NSTDC Hotline Number: 0939-125-8448 or nstdc@bfar.da.gov.ph
How feedback is processed?	Everyday at 9:00 am, the assigned staff at the Public Assistance and Complaint Desk (PACD) opens the drop box. Secure and submit the feedback forms to the Office of the Center Chief for review then forward to the HR Staff to compile all the submitted feedback.
	Feedback that requires an answer is forwarded to the concerned staff and a reply letter is prepared within the day upon receipt of the feedback.
	The reply from feedback is relayed to client.
	For other queries, clients may contact thru NSTDC Hotline Number: 0939-125-8448 or nstdc@bfar.da.gov.ph
How to file a complaint?	Fill out the complaint form available at the Public Assistance and Complaint Desk (PACD) and drop it at the designated drop box located at PACD Office within the Administrative Building.
	Complaints can also be expressed/filed via the hotline number of NSTDC with the hereunder required information:
	Name of person being complained:
	Incident Report
	Evidence of Complaint
For other queries, clients may contact thru NSTDC Hotline Number: 0939-125-8448 or nstdc@bfar.da.gov.ph	
How complaints are processed?	Everyday at 9:00 am, the assigned staff at Public Assistance and Complaint Desk (PACD) opens the drop box. Secure and submit to the Office of the Center Chief for review then forward to the concerned staff for action.
	The Center Chief shall assess and forward the complaint to the concerned staff for clarification/ further explanation.
	The assigned staff will then prepare a report based on the investigation for submission to the Center Chief for appropriate action.
	The assigned staff will give feedback to the client on the action taken by the Center.



For other queries, clients may contact thru NSTDC Hotline Number: 0939-125-8448 or nstdc@bfar.da.gov.ph

Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph / 1-ARTA (2782)
	PCC: 8888
	CCB: 0908-8816565 (SMS)
	BFAR-NSTDC: nstdc@bfar.da.gov.ph
	0939-125-8448

LIST OF OFFICES

Office	Address	Contact Information
NSTDC Office	Maharlika Highway Cabid-an, Sorsogon City	nstdc@bfar.da.gov.ph 0939-125-8448
Technology Demonstration and Verification Farm	Dancalan, Bulusan, Sorsogon City	nstdc@bfar.da.gov.ph 0939-125-8448

**VII. National Mariculture Center (NMC)
Panabo, Davao del Norte**

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| A. Actual Technical and Environmental Survey (ATES) for Establishment of New Mariculture Parks |
| B. Distribution of Fry/Fingerlings (Saline and Red Tilapia) |
| C. Provision of Technical Support and Training Services |
| 1. Technical Assistance for Distribution of Information, Education and Communication (IEC) Materials |
| 2. Technical Assistance For Walk-in Clients |
| 3. Technical Assistance Thru Social Media (E-mail, Facebook, and Text (SMS)) |
| 4. Technical Assistance Thru Telephone Inquiry |
| 5. Technical Assistance On-site Visit/Inspection/Sampling |
| 6. Training Assistance (On-the-Job Trainee Students) |
| 7. Training Assistance Program as per Requested by Clients |

**VII. National Mariculture Center (NMC)
Panabo, Davao del Norte**

A. Actual Technical and Environmental Survey (ATES) for Monitoring of Existing and Establishment of New Mariculture Parks

Actual Technical and Environmental Survey (ATES) is conducted to provide technical and management support that include activities such as monitoring of water quality parameters, bathymetric, current profiling and underwater documentation that will ensure sustainable operation for mariculture areas. The result of the survey will determine the carrying capacity of the area, water suitability and proper zonation/delineation of marine fish cages with reference to the critical habitats such as corals, seagrasses and mangroves.

Office or Division	BFAR- National Mariculture Center (NMC) Panabo City, Davao del Norte
Classification	Complex
Type of Transaction	G2G - Government to Government; G2B - Government to Business Entity
Who may avail:	(Internal) BFAR Provincial Fishery Officers, BFAR Regional Fishery Offices
	(External) Local Government Units (LGUs), Private fish cage owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (1 original)	Client/ Requesting Party/ies
2. Survey Report (1 original)	Office of the Center Chief, Brgy. Cagangohan, Panabo City, Davao del Norte
3. Client Satisfaction/Feedback Form (1 original)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to BFAR-NMC Office of the Center Chief, Brgy. Cagangohan, Panabo City, Davao del Norte	1. Receive letter request for actual technical and environmental survey for immediate action/ approval to Center Chief	None	5 Minutes	<i>Head, Office Communication Unit Office of the Center Chief, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>



None	1.1 Approve Letter Request and refer to concerned staff	None	5 Minutes	Center Chief Main Office BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte
2. Receive survey schedule and prepare needed materials for the conduct of said activity	2. Coordinate with clients on survey schedule and other logistical support needed	None	10 Minutes	Head, Fisheries Environmental Survey Unit Main Office BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte
None	2.1 Preparation of survey equipment and other survey paraphernalia	None	2 hours	Environmental Survey Unit Main Office BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte
None	2.2 Conduct actual technical and environmental survey	None	5 days	Environmental Survey Unit Main Office BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte
3. Receive survey results	3. Prepare and present results based on survey conducted and provide the client satisfaction/feedback form to be accomplished	None	2 hours	Environmental Survey Unit Main Office BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte



4. Receive and Fill out Client Satisfaction/ Feedback Form and submit to the attending staff	4. Receive the accomplished Client Satisfaction/ Feedback Form	None	5 Minutes	Head, Training and Program Development Specialist Main Office BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte
TOTAL:		None	5 days, 4 hours, 25 minutes	

B. Distribution of Fry/Fingerlings (Saline and Red Tilapia)

Distribution of fry/fingerlings (saline and red tilapia) for free to support the mariculture projects of clients.	
Office or Division	BFAR- National Mariculture Center (NMC) Panabo City, Davao del Norte
Classification	Simple
Type of Transaction	G2G - Government to Government; G2B - Government to Business Entity
	Internal: BFAR Regional Offices External: Academe (Students, Professors, On-the-Job Training, Research); Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's Associations, Housewives, Senior Citizens, Indigenous People; Other Government Agencies (National Government Agencies (NGAs); Local Government Units (LGUs) and House of Representatives); Non-Government Organizations (NGOs).
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter Request (1 original)	Client/ Requesting Party/ies
2. Client Satisfaction/ Feedback form (1 original)	NMC Satellite Office/Office of the Center Chief, Brgy. Southern Davao, Panabo City, Davao del Norte

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to BFAR-NMC Administrative Office, Brgy. Cagangohan, Panabo City, Davao del Norte	1. Receive Letter Request and submit to Center Chief for approval of the request	None	5 Minutes	<i>Head, Office Communication Unit Office of the Center Chief, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>
None	1.1 Approve letter request and refer to concerned technical staff	None	5 Minutes	<i>Center Chief Main Office BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>
2. Receive notification for approved request and schedule of distribution	2. Notify client of the approved request and the schedule of distribution	None	5 minutes	<i>Head, Office of Communication Unit Office of the Center Chief, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>
3. Receive requested fry/fingerlings at BFAR-NMC Satellite Office, Brgy. Southern Davao, Panabo City, Davao del Norte	3. Actual distribution of approved request (loading and packing)	None	2 Hours	<i>NMC Satellite Office and High Value Species Unit BFAR-NMC Satellite Office BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>



4. Secure client satisfaction/ feed back form to proper evaluation	4. Provide client satisfaction/ feed back form and advice to accomplished and submit	None		<p><i>NMC Satellite Office and High Value Species Unit BFAR-NMC Satellite Office BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i></p>
5. Fill-out client satisfaction/feedback form at BFAR-NMC Satellite Office, Brgy. Southern Davao, Panabo City, Davao del Norte	5. Receive submitted accomplished/ fill-out client satisfaction/ feedback form for monitoring porpuse	None	5 Minutes	<p><i>Head, Training and Program Development Specialist Main Office BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i></p>
TOTAL:		None	2 hours, 20 minutes	

C. Provision of Technical Support and Training Services

1. Technical Assistance for Distribution of Information, Education and Communication (IEC) Materials

Information, Education and Communication (IEC) materials such as leaflets, flyers, hand-outs and videos on mariculture technologies are available for distribution per request of clients.

Office or Division	BFAR- National Mariculture Center (NMC) Panabo City, Davao del Norte			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may avail:	(Internal) Provincial Fishery Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel and BFAR National Centers			
	(External) MSMEs; Exporters/Fish Processors; Potential Fish Processors, Exporter; Academe (Students, Professors, On-the-Job Training, Research); Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's Associations, Housewives, Senior Citizens, Indigenous People; Other Government Agencies (National Government Agencies (NGAs); Local Government Units (LGUs) and House of Representatives); Non-Government Organizations (NGOs).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client/Requesting Party/ies		
2. Client Satisfaction/Feedback Form (1 original)		Office of the Center Chief, Brgy. Cagangohan, Panabo City, Davao del Norte		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to BFAR-NMC Administrative Office, Brgy. Cagangohan, Panabo City, Davao del Norte	1. Receive Letter Request and submit to Technical Services for appropriate action	None	5 Minutes	<i>Head, Office of Communication Unit Office of the Center Chief, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>



<p>2. Receive Information, Education and Communication (IEC) materials needed/ requested at BFAR-NMC Main Office Lobby, Brgy. Cagangohan, Panabo City, Davao del Norte</p>	<p>2. Provide the IEC materials needed/ requested</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Training and Program Development Section/I.E.C Focal Main Office BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i></p>
<p>3. Fill out Client Satisfaction/ Feedback Form at the BFAR-NMC Main Office Lobby, Brgy. Cagangohan, Panabo City, Davao del Norte</p>	<p>3. Receive accomplished Client Satisfaction/ Feedback Form</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Head, Training and Program Development Specialist Main Office BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i></p>
<p style="text-align: right;">TOTAL:</p>		<p>None</p>	<p>15 Minutes</p>	

2. Technical Assistance for Walk-in Clients

The service involves technical information on the operation of mariculture park in enhancing and developing knowledge of Walk-in Clients on various mariculture technologies. Methodologies of this program includes lecture and visitation of mariculture park areas to demonstrate technologies of the Center. Information materials are also distributed to further provide information to clients.

Office or Division	BFAR- National Mariculture Center (NMC) Panabo City, Davao del Norte
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may avail:	(Internal) Provincial Fishery Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel and BFAR National Centers
	(External) MSMEs; Exporters/Fish Processors; Potential Fish Processors, Exporter; Academe (Students, Professors, On-the-Job Trainee, Researchers); Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's Associations, Housewives, Senior Citizens, Indigenous People; Other Government Agencies (National Government Agencies (NGAs); Local Government Units (LGUs) and House of Representatives); Non-Government Organizations (NGOs).

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Attendance Sheet		Office of the Center Chief, Brgy. Cagangohan, Panabo City, Davao del Norte		
2. Client Feedback Form (1 original)		Office of the Center Chief, Brgy. Cagangohan, Panabo City, Davao del Norte		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out attendance sheet to register at BFAR-NMC Main Office Lobby, Brgy. Cagangohan, Panabo City, Davao del Norte	1. Receive the fill-out attendance sheet	None	5 Minutes	<i>Training and Program Development Section BFAR-NMC Main Office Lobby, Brgy. Cagangohan, Panabo City, Davao del Norte</i>



None	1.1 Endorse to appropriate Technical Staff	None	5 Minutes	<i>Technical Section Main Office Lobby, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>
2. Discuss inquiry/ concerns at BFAR-NMC Main Office Lobby, Brgy. Cagangohan, Panabo City, Davao del Norte	2. Render appropriate technical assistance	None	2 Hours	<i>Technical Section Main Office Lobby, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>
3. Secure and Fill-out Client Feedback Form to be submitted at BFAR- NMC Main Office Lobby, Brgy. Cagangohan, Panabo City, Davao del Norte	3. Receive the submitted filled- out Client Feedback Form	None	5 Minutes	<i>Training and Program Development Section BFAR-NMC Main Office Lobby, Brgy. Cagangohan, Panabo City, Davao del Norte</i>
TOTAL:		None	2 Hours, 15 Minutes	



3. Technical Assistance thru Social Media (E-mail, Facebook, and Chat)

The Center follows the trends in extends its technical assistance thru social media platform during office hours. Scan copies of Information, Education and Communication (IEC) materials are given per request of clients and exchange ideas are shared thru chats, texts and e-mail messages.

Office or Division	BFAR- National Mariculture Center (NMC) Panabo City, Davao del Norte
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may avail:	(Internal) Provincial Fishery Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel and BFAR National Centers
	(External) MSMEs; Exporters/Fish Processors; Potential Fish Processors, Exporter; Academe (Students, Professors, On-the-Job Training, Research); Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's Associations, Housewives, Senior Citizens, Indigenous People; Other Government Agencies (National Government Agencies (NGAs); Local Government Units (LGUs) and House of Representatives); Non-Government Organizations (NGOs).

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. E-mail, SMS, Messages		Client/Requesting Party/ies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send messages through E-mail (bfarmctrainings@gmail.com) or BFAR-NMC Page	1. Receive and reply to E-mail	None	5 Minutes	<i>Training Section Operation Technical Advisory Services, BFAR- NMC Main Office Lobby, Brgy. Cagangohan, Panabo City, Davao del Norte</i>
TOTAL:		None	5 Minutes	



4. Technical Assistance thru Telephone/Cellphone; Call, and Text (SMS)

Clients with concerns on mariculture technologies thru telephone call are catered immediately by the Center during office hours.

Office or Division	BFAR- National Mariculture Center (NMC) Panabo City, Davao del Norte
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may avail:	(Internal) Provincial Fishery Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel and BFAR National Centers
	(External) MSMEs; Exporters/Fish Processors; Potential Fish Processors, Exporter; Academe (Students, Professors, On-the-Job Training, Research); Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's Associations, Housewives, Senior Citizens, Indigenous People; Other Government Agencies (National Government Agencies (NGAs); Local Government Units (LGUs) and House of Representatives); Non-Government Organizations (NGOs).

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Phone Call		Client/Requesting Party/ies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Telephone/Cellphone/Social Media Platform for inquiry/concern	1. Answer/attend to ask for necessary information	None	5 Minutes	<i>Head, Office of Communication Unit Office of the Center Chief, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>
2. Discuss inquiry/concerns	2. Render the appropriate technical assistance	None	30 Minutes	<i>Technical Section Main Office Lobby, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>
TOTAL:		None	35 Minutes	

5. Technical Assistance On-site Visit/Inspection/Sampling

Technical assistance can be rendered on-site per request of client to properly demonstrate and transfer various mariculture technologies. The Center will communicate properly to the client on the schedule and the assigned focal person to conduct the assistance.

Office or Division	BFAR- National Mariculture Center (NMC) Panabo City, Davao del Norte			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may avail:	(Internal) Provincial Fishery Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel and BFAR National Centers			
	(External) MSMEs; Exporters/Fish Processors; Potential Fish Processors, Exporter; Academe (Students, Professors, On-the-Job Training, Research); Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's Associations, Housewives, Senior Citizens, Indigenous People; Other Government Agencies (National Government Agencies (NGAs); Local Government Units (LGUs) and House of Representatives); Non-Government Organizations (NGOs).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original)		Client/ Requesting Party/ies		
2. Inspection Report (1 original)		BFAR-NMC Main Office Lobby, Brgy. Cagangohan, Panabo City, Davao del Norte		
3. Client Satisfaction/Feedback Form (1 original)		BFAR-NMC Main Office Lobby, Brgy. Cagangohan, Panabo City, Davao del Norte		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to BFAR-NMC Administrative Office, Brgy. Cagangohan, Panabo City, Davao del Norte	1. Receive Letter Request and submit to Center Chief for approval	None	5 Minutes	<i>Head, Office Communication Unit Office of the Center Chief, Brgy. Cagangohan, Panabo City, Davao del Norte</i>



None	1.1 Forward/Refer to concerned technical staff for appropriate action	None	5 Minutes	<p><i>Center Chief, Office of the Center Chief, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i></p>
2. Receive notification and confirm attendance for the scheduled visit	2. Schedule site visit/inspection and notify client on the scheduled visit	None	5 Minutes	<p><i>Technical Section, Office of the Center Chief, Operation Technical Advisory Services, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i></p>
3. Allow to conduct site visit/inspection/ sampling	3. Conduct actual site visit/inspection/ sampling	None	1 Day	<p><i>Technical Section, Office of the Center Chief, Operation Technical Advisory Services, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i></p>
None	3.1 Prepare inspection report and its recommendation	None	1 Hour	<p><i>Technical Section, Office of the Center Chief, Operation Technical Advisory Services, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i></p>



4. Receive inspection report and recommendation at BFAR-NMC Main Office Lobby, Brgy. Cagangohan, panabo City, Davao del Norte	4. Release report of inspection and its recommendation	None	5 Minutes	<i>Technical Section Main Office Operation Technical Advisory Services, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>
	4.1. Provide the client the client's satisfaction / feedback form to accomplished and submit			
5. Accomplish Client Satisfaction/Feed back Form at BFAR-NMC Main Office Lobby, Brgy. Cagangohan, panabo City, Davao del Norte1	5. Receive accomplished Client Satisfaction/ feed back Form for monitoring porpuses	None	5 Minutes	<i>Training and Program Development Section Main Office Operation Technical Advisory Services, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>
TOTAL:		None	1 day, 1 hour, 25 minutes	

6. Training Assistance (On-the-Job Trainee Students)

The Center offers On-the-Job Training to students from State Colleges and Universities (SUCs), Senior High School and other partner agencies to develop or upgrade their skills and capabilities on mariculture technologies. The training involves illustrative lectures, hands-on/practicum, including field activities. Each student will be evaluated and to be graded by respective technical staff according to their performance, and the Certificate of Completion will be rewarded by the Center to student who successfully completed their required number of hours.

Office or Division	BFAR- National Mariculture Center (NMC) Panabo City, Davao del Norte
Classification	Simple
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity
Who may avail	(External) On-the-Job Trainee Students, Fishfarmers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request Form together with the MOU and the Medical Requirements of the Students(1 original)	Client/Requesting Party/ies
2. Notification of Approval	Client/ Requesting Party/ies
3. Waiver (1 original)	Client/Requesting Party/ies
4. Written Agreement for Students	Client/ Requesting Party/ies
4. Duly accomplished Personal Data Sheet (PDS) (1 original)	Client/Requesting Party/ies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and needed requirements	1. Receive Letter Request and submit to Center Chief for approval	None	5 Minutes	<i>Head, Office Communication Unit Administrative Office, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>



None	1.1 Forward/Refer to concerned technical staff for appropriate action	None	5 Minutes	<p><i>Center Chief, Office of the Center Chief, BFAR-NMC Main Office, Brgy. Cagangohan, Panabo City, Davao del Norte</i></p>
2. Receive notification and confirm attendance for the On-the-Job Trainee Students	2. Notify client on the scheduled training	None	5 Minutes	<p><i>Training and Program Development Section Head BFAR-NMC Main Office Operation Technical Advisory Services, Brgy. Cagangohan, Panabo City, Davao Del Norte</i></p>
3. Report for On-the-Job training briefing/ orientation and submit requirements (MOU, waiver, personal data sheet and medical certificate) at BFAR-NMC Training Hall, Brgy. Cagangohan, Panabo City, Davao del Norte	3. Accept client for initial interview/briefing of trainees	None	1 hour	<p><i>Training and Program Development Section Head BFAR-NMC Main Office Operation Technical Advisory Services, Brgy. Cagangohan, Panabo City, Davao Del Norte</i></p>
TOTAL:		None	1 hour, 15 minutes	

7. Training Assistance Program as Requested by Clients

Provision of training to clients is one of the priority activities of the Center. The training duration would last for maximum of 5 days thru illustrated lecture, guided workshop, site visitation and practicum/hands-on activities to enhance or development the knowledge of the participants on mariculture technologies. Training materials or kits will be provided by the Center while supplies for the operation of the mariculture project are shouldered by the participants and concerned agencies involved. Certificate of Completion will be issued by the Center to successful participants at the end of the training.

Office or Division	BFAR- National Mariculture Center (NMC) Panabo City, Davao del Norte			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may avail:	(Internal) Provincial Fishery Offices (PFOs), BFAR Regional Fishery Officers, BFAR Central Office Personnel and BFAR National Centers			
	(External) MSMEs; Exporters/Fish Processors; Potential Fish Processors, Exporter; Academe (Students, Professors, On-the-Job Training, Research); Fisherfolk Organizations, Associations, People's Organizations, Cooperatives, Women's Associations, Housewives, Senior Citizens, Indigenous People; Other Government Agencies (National Government Agencies (NGAs); Local Government Units (LGUs) and House of Representatives); Non-Government Organizations (NGOs).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original)		Client/Requesting Party/ies		
2. Attendance Sheet/Registration Form		BFAR-NMC Training Hall, Brgy. Cagangohan, Panabo City, Davao del Norte		
3. Participant's Profile (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refer Letter Request to BFAR-NMC Administrative Office, Brgy. Cagangohan, Panabo City, Davao del Norte	1. Receive Letter Request for specific training and submit to Center Chief for approval	None	5 Minutes	<i>Center Chief, Administrative Office, BFAR-NMC Brgy. Cagangohan, Panabo City, Davao del Norte</i>



None	1.1 Forward to concerned technical staff for appropriate action	None	5 Minutes	<i>Head, Office Communication BFAR-NMC Main Office, Brgy. Cagangohan, Panabo City, Davao del Norte</i>
Recieved	1.2 Received by concerned technical staff for appropriate action	None		<i>Technical Section BFAR-NMC Main Office Operation Technical Advisory Services, Brgy. Cagangohan, Panabo City, Davao del Norte</i>
2. Receive notification of training schedule and confirm attendance	2. Notify clients for the schedule of training and coordinate confirmation of attendance	None	5 Minutes	<i>Technical Advisory Services, Brgy. Cagangohan, Panabo City, Davao del Norte</i>
TOTAL:		None	15 Minutes	

FEEDBACK AND COMPLAINT MECHANISMS

How to send a feedback?	Request client feedback from any staffs and drop it at the designated drop box located at the main entrance of the Main Building.
	Contact Information: Training and Program Development Section 09974564398 or bfarmctrainings@gmail.com
How is feedback processed?	Every day at 9:00AM, the Training and Program Development Section will compile all the feedback forms submitted coming from drop box.
	All feedback that requires an answer will be forward to the concerned staff and they prepare a reply letter within the period of 48 hours upon the receipt of the feedback.
	The reply from feedback is relayed to client immediately.
	For further queries, clients may reach Training and Program Development Section thru bfarmctrainings@gmail.com or may call directly at 09974564398.
How to file a complaint?	Fill out the Client Complaint Form available at the main entrance of the Main Building and drop it directly in the designated box located at the main entrance of the main building.
	Complaints can also be filed via telephone with the required information:
	Name of the complainant:
	Statement of the incident:
	Information evident:
	For further queries and assistance, clients may reach Training and Program Development Section at 09974564398 or email us at bfarmctrainings@gmail.com



How complaints are being processed?	Every day at 9:00AM, the Training and Program Development Section open, compile and record all the feedback submitted.
	The Grievance Committee shall start the investigation by demanding the presence of the concerned staff.
	The Grievance Committee shall file a report based on the official result of the investigation and submit to the Head of Agency for appropriate action.
	The appropriate officer from the Training and Program Development Section shall give the result of the investigation to the client taken from the Grievance Committee of the NMC.
	For further queries, clients may reach Training and Program Development Section thru bfarmctrainings@gmail.com or may call directly at 09974564398.
CONTACT INFORMATION OF CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph / 1-ARTA (2782)
	PCC: 8888
	CCB: 0908 881 6565 email@contactcenterngbayan.gov.ph
	BFAR-NMC: bfarmctrainings@gmail.com

List of Offices		
Office	Address	Contact Information
Office of the Center Chief	Coastal Rd., Brgy. Cagangohan, Panabo City, Davao del Norte	bfarnmc@bfar.da.gov.ph 0977-118-8122 (Globe) (084) 823-5175
General Operation Management		
Fisheries Policy, Planning and Economics Section		
Fisheries Training and Program Development Section		
Property and General Services Section		
Payroll and Records Unit		
Acclimatization Facility		
Actual Technical and Environmental Survey Unit		
Post-Harvest Technology Production and Livelihood unit		
BFAR- NMC Satellite Office Southern Davao		
BFAR-NMC Satellite office Region 4B – Oriental Mindoro	Mindoro Shrimp Hatchery Complex, Bongabong, Oriental Mindoro.	bfarnmc@bfar.da.gov.ph 0965-032-6048 0955-931-2118
BFAR-NMC Satellite office Region 4B – Puerto Princesa	DA-BFAR RFTC Bldg., Santa Monica, Puerto Princesa, Palawan	bfarnmc@bfar.da.gov.ph 0994-910-3368
BFAR-NMC Satellite office Region 5	PAGCOR Bldg., Brgy. San Isidro, Sagñay, Camarines Sur	bfarnmc@bfar.da.gov.ph 0991-357-9498



BFAR-NMC Satellite office Region 7	Pangangan Rd., Calape, Bohol	bfarmmc@bfar.da.gov.ph
		0915-365-1587
BFAR-NMC Satellite office Region 10	Brgy. Waterfall, Balingasag, Misamis Oriental	bfarmmc@bfar.da.gov.ph
		0992-938-4548
BFAR-NMC Satellite office Region 11	Prk. 1, Brgy. Southern Davao, Panabo City, Davao del Norte	bfarmmc@bfar.da.gov.ph
		0977-118-8122 (Globe)
		(084) 823-5175
BFAR-NMC Satellite office Region 12	RD Bldg., Casquejo St., General Santos City, South Cotabato	bfarmmc@bfar.da.gov.ph
		0935-696-4642
BFAR-NMC Satellite office Region 13	Masao, Butuan City, Agusan del Norte	bfarmmc@bfar.da.gov.ph
		0948-7251-653
		0938-917-9180