



THE CITIZEN'S CHARTER

OFFICE OF THE MUNICIPAL AGRICULTURE
 Balitao St., Poblacion 1A, Maragondon, Cavite
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TERESITA C. NUESTRO

Municipal Agriculturist

- Service : **Provision of Artificial Insemination (AI) for Cattle, Carabao and Swine Pregnancy Diagnosis and Ear Tagging**
- Who may avail the services : **All cattle, carabao and swine raisers in the Mun. of Maragondon**
- Schedule of Service Availability : **Monday-Friday (8:00 AM – 5:00 PM) NO NOON BREAK**
- Requirements : **Chute, Water and Soap**
- FEES : **NONE**

HOW TO AVAIL THE SERVICE...

STEPS	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON	OFFICE / LOCATION	REQUIREMENTS
1	Calls / visit / inquire about the service	Provides information to the client pertaining to the serviced offered	5 minutes	Catherine Pasion Regino Reyes Lorena Dognidon DivinaAngue Marcos Andalajao	OMA	NONE
2	Calls / visit the office to avail of the service once the animal shows signs of heat	Gathers information; arranges the provision of the services	5 minutes	Regino Reyes Lorena Dognidon DivinaAngue Marcos Andalajao	OMA	NONE
3	Observe the behaviour of the animal 18-21 days after AI	Wait a call from the client	5 minutes	Regino Reyes	OMA	NONE
4	Informs the service provider if ever the animal shows signs of heat	Monitor the result of AI through information of the clients	5 minutes	Regino Reyes	OMA	NONE
5	Prepares the Animal for Second Artificial Insemination Service	Performs Artificial Insemination	Depends on the location	Regino Reyes	Location of the animal	Chute, Water and Soap
6	Request for pregnancy diagnosis 3-4 month after AI	Wait for the request from the client & set schedule for the service	5 minutes	Regino Reyes	OMA	NONE
7	Prepares the animal for pregnancy diagnosis	Render pregnancy diagnosis	15 minutes	Regino Reyes	Location of the animal	Chute, Water and Soap
8	Request for ear-tagging after calving	Wait for a request from client and set schedule	5 minutes	Regino Reyes	OMA	NONE
9	Prepare the calf for ear-tagging	Perform ear-tagging for identification & recording	10 minutes	Regino Reyes	Location of the animal	NONE

Service : **Provision of Animal Vaccination & Treatment/Deworming/Vitamin Supplementation**
 Who may avail the services : **All bona fide livestock raisers in the Mun. of Maragondon**
 : **Monday-Friday (8:00 AM – 5:00 PM) NO NOON BREAK**
 Schedule of Service Availability : **Drugs & Medicines and medical logistics**
 Requirements : NONE
 FEES : NONE

HOW TO AVAIL THE SERVICE...

STEPS	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON	OFFICE / LOCATION	REQUIREMENTS
1	Calls / visit / inquire about the services	Interview the clients and provide information regarding the services	5 minutes	Regino Reyes Lorena Dognidon Divina Angue Marcos Andalajao Catherine Pasion	OMA	NONE
2	Present request for the availment of the necessary services					
2.1. For Dog & Cat vaccination, registration and treatment:						
	Present dog & cat for vaccination and registration	Perform vaccination and registration	5 minutes	Marcos Andalajao Divina Angue Regino Reyes Lorena Dognidon	OMA	Vaccine, prescribed medicines and logistics
	Report and provide information for the condition of dog/cat for treatment	Interview and record information at official logbook	5 minutes			
	Purchase prescribed medicines	Upon availability of medicines, perform animal treatment	5 minutes			
2.2. For treatment of large animal:						
	Report and provide information regarding the condition of animal	<ul style="list-style-type: none"> Interview and provide information Record client's information at official logbook 	Depends on the location of the client.	Marcos Andalajao Regino Reyes Lorena Dognidon Divina Angue	OMA	
	<ul style="list-style-type: none"> Prepare the animal for treatment Purchase prescribed medicines 	<ul style="list-style-type: none"> Conduct physical examination Issue prescription Perform animal physical examination and treatment NOTE: for serious cases, Technician will refer to OPV	Depends on the location of the client.	Marcos Andalajao Regino Reyes Lorena Dognidon Divina Angue	OMA	Prescribed medicine and logistics
2.3. Deworming and Vitamin Supplementation						
	Inquire about the services needed and make a request	<ul style="list-style-type: none"> Conduct interview and logbook request Set schedule 	5 minutes	Marcos Andalajao Regino Reyes Lorena Dognidon Divina Angue	OMA	
	Prepare and present the animal for availment of services	<ul style="list-style-type: none"> Perform deworming and vitamin supplementation Record the services rendered 	Depends on the location of the client.	Marcos Andalajao Regino Reyes Lorena Dognidon Divina Angue	OMA	Medicines for deworming & vitamin for supplementation

Service : **Provision of Services on Fishery Programs and Projects**
 Who may avail the services : **All bona fide fishermen in the Municipality of Maragondon**
 Schedule of Service Availability : **Every Friday only (8:00 AM – 5:00 PM) NO NOON BREAK**
 Requirements : **Tape measure, Meter stick, pen & paper, camera**
 FEES / CHARGES : **NONE**

HOW TO AVAIL THE SERVICE...

STEPS	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON	OFFICE / LOCATION	REQUIREMENTS
1	Call / visit / inquire about boat registration	Provides information to client regarding the steps & requirements of boat registration	5 minutes	Regino Reyes Lorena Dognidon Divina Angue Marcos Andalajao Catherine Pasion	OMA	
2	Fill-in registration forms	Performs physical measurement of the boat	Depends on the location of the boat	Marcos Andalajao	Depends on the location of the boat	Tape measure, meter stick, pen & paper, camera
3	Pays the registration fee at the Treasurer's Office	Receives payment and issues Official Receipt	10 minutes	MTO, Revenue Collector Office	MTO	Payment and boat registration form
4	Present O.R to the technician at the Office of the Municipal Agriculturist	Records O.R at logbook and provides control number for the boat as well as a brief orientation on Fishing Ordinance	20 minutes	Marcos Andalajao	MTO	Official Receipt

Service : : **Provision of Technical Assistance on Rice Production**
 Who may avail the services : : **All bona fide farmers in the Municipality of Maragondon**

Schedule of Service Availability : : **Monday- Friday(8:00 AM – 5:00 PM) NO NOON BREAK**
 FEES : **NONE**

HOW TO AVAIL THE SERVICE...

STEPS	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON	OFFICE / LOCATION	REQUIREMENTS
1	Call / visit / inquire about hybrid Rice Production	Provides information to client regarding the cultural management of hybrid rice	10 minutes	Regino Reyes Lorena Dognidon Divina Angue Marcos Andalajao Catherine Pasion	OMA	NONE
2	Provides information of their farm regarding location, type of rice etc.	Recommendation of improved technology through RCM	20 minutes	Lorena Dognidon	OMA	NONE