



CITY GOVERNMENT OF CALAMBA

CITIZEN'S CHARTER

2025 – 1st Edition



AGENCY PROFILE

I. Mandate:

Ito ay patakaran ng bansa na isulong ang integridad, pananagutan, at maayos na pangangasiwa sa public affairs, at itaguyod ang epektibo at positibong hakbang laban sa pangungurakot at korapsyon sa gobyerno. Dahil dito, isinabatas ang Republic Act No. 9485 o ang Anti-Red Tape Act (ARTA) noong 2007.

Isinasaad sa Anti-Red Tape Act o ARTA Law na unahin ang interes ng taong-bayan bilang pagbibigay kahulugan sa serbisyo-publiko. Inaatasan ang lahat ng ahensya ng gobyerno na ihatid ang serbisyo-publiko sa epektibo at mahusay na paraan. Layunin nito na alisin ang red tape sa pamamagitan ng pag-aalis ng nakahihirap na pamamaraan ng pagbibigay ng pangunahing serbisyo na nagiging dahilan upang mabuo ang Citizen's Charter sa bawat ahensya ng gobyerno at sangay nito.

Dahil dito, ang Citizen's Charter ay naglalayon na:

1. Magkaroon ng pinabuti at mas pinalinaw na sistema at pamamaraan ng paghahatid ng serbisyo sa bayan;
2. Bawasan ang insidente ng korapsyon;
3. Mapataas ang tiwala at kompyansa ng taong-bayan sa gobyerno; at Itaas ang produksyon at kahusayan bunga ng pagsunod ng mga lingkod-bayan sa batayan ng pagbibigay serbisyo.

II. Vision:

Calamba is a globally-competitive green city with a progressive inclusive economy and resilient community where God-centered people learn, live and work in a safe, secured and healthy environment, and ably led by proactive and integrity-driven leaders.

III. Mission:

Work in partnership with its citizenry to deliver, exceptional, effective, fiscally responsible and gender-responsive services while preserving and protecting the environment and enhancing a high standard of community living.





IV. Service Pledge:

- Walang application o request na ibabalik nang walang kaukulang aksyon (maaring aprubado/di-aprubado)
- Hindi aabot sa tatlong (3) araw na paggawa para sa simple transaction, pitong (7) araw para sa complex transaction at dalawampung (20) araw para sa highly technical transaction.
- Ang dokumento ay limitado sa tatlong (3) pipirma lamang
- Ang taga-hatid ng pangunahing serbisyo ay dapat laging nakasuot ng opisyal na identification card o ID o anumang pagkakakilanlan sa kanya habang nakikipagtransaksyon sa taong-bayan
- Ang bawat opisina ay dapat nagbibigay ng angkop na schedule sa pagbibigay ng pangunahing serbisyo upang masiguro na maasikaso ang mga kliyente anumang oras kahit na lunch break o lampas na ng oras ng pagtatrabaho (maaaring magkaroon ng 7am hanggang 7pm shift sang-ayon sa ilang personnel mechanisms gaya nito ngunit hindi limitado sa rotation system ng mga empleyado, sliding flexi-time, reliever system lalo na sa peak times ng mga transaksyon o paglalaan ng sapat na bilang ng empleyado sa oras ng tanghalian at merienda)
- Ang mga tawag sa telepono ay dapat sagutin sa loob ng dalawang pagtunog nito.
- Ang walk-in clients ay dapat kilalanin sa loob ng 2 minuto lamang
- Ang mga taga-bigay ay dapat maging magalang sa mga kliyente





OFFICE OF THE SANGGUNIANG PANLUNGSOD

EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY HELD LAST MARCH 27, 2023 AT THE COVERED COURT OF BARANGAY CAMALIGAN, CITY OF CALAMBA AT 9:15 IN THE MORNING.

MEMBERS:

<i>Hon. ANGELITO S. LAZARO, JR.</i>	<i>City Vice-Mayor/ Presiding Officer</i>
<i>Hon. JOSELITO G. CATINDIG</i>	<i>City Councilor</i>
<i>Hon. SATURNINO J. LAJARA</i>	<i>City Councilor</i>
<i>Hon. LEEANNE P. ALDABE-CORTEZ</i>	<i>City Councilor</i>
<i>Hon. DYAN DV. ESPIRIDION</i>	<i>City Councilor</i>
<i>Hon. JUAN C. LAZARO</i>	<i>City Councilor</i>
<i>Hon. PURSINO C. ORUGA</i>	<i>City Councilor</i>
<i>Hon. MOISES E. MORALES</i>	<i>City Councilor</i>
<i>Hon. DOREEN MAY F. CABRERA</i>	<i>City Councilor, Sick Leave</i>
<i>Hon. GERARD R. TERUEL</i>	<i>City Councilor</i>
<i>Hon. ARVIN L. MANGUIAT</i>	<i>City Councilor</i>
<i>Hon. EDISON M. NATIVIDAD</i>	<i>City Councilor</i>
<i>Hon. MARIA KATHRINA V. SILVA-EVANGELISTA</i>	<i>City Councilor</i>
<i>Hon. EDUARDO R. SILVA</i>	<i>City Councilor, ABC-President</i>
<i>Hon. KENNETH P. DELAS LLAGAS</i>	<i>City Councilor, SK-President</i>

ABSENT:

NONE

RESOLUTION NO. 218
Series of 2023

Sponsor: Councilor DYAN DV. ESPIRIDION

A RESOLUTION APPROVING CITY ORDINANCE NO. 758 SERIES OF 2023, "AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA".

WHEREAS, it is hereby declared the policy of the State to maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption;

WHEREAS, Section 458 (a) of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, provides that the Sangguniang Panlungsod, as the Legislative Body of the city, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the city and its inhabitants;

WHEREAS, to improve the delivery of public service in the Philippines, Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law;

WHEREAS, RA 9485 mandates for the formulation of Citizen's Charter in every local government units and other government offices to hasten all government transactions and efficient service to clients;

WHEREAS, Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007", was enacted on May 28, 2018, to provide a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in government;

WHEREAS, the Local Chief Executive indorsed to the Sangguniang Panlungsod updated Citizens Charter of the City of Calamba approved by the Committee on Anti-Red Tape (CART) in its Resolution No. 01, Series of 2023, entitled: "A Resolution Approving the Reengineered Citizens Charter of the City Government of Calamba and Endorsing the same to the Sangguniang Panlungsod for Adoption and Institutionalization";

WHEREAS, Section VI, Declaration of Commitment Duty, of City Ordinance No. 593, Series of 2016, provides that the City Government of Calamba commits and binds itself the duty of updating, reprinting and distributing the City of Calamba Citizen's Charter within one (1) year after every local election;

WHEREAS, in recognition of the need to better improve the quality of service to its constituents, the Sangguniang Panlungsod deems it necessary to establish a more responsive and citizen-friendly governance through the reengineering of the city's Citizens Charter;

NOW THEREFORE, on motion of **Councilor DYAN DV. ESPIRIDION**, **unanimously seconded by all the members present**, be it resolved as it is hereby resolved by the Sangguniang Panlungsod of Calamba City in session assembled, to approve City Ordinance No. 758 Series of 2023, to wit:

CITY ORDINANCE NO. 758
Series of 2023

AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA.

Be it ordained by the Sangguniang Panlungsod in session assembled that:

SECTION I. TITLE. This ordinance shall be known as "**An Ordinance Adopting and Institutionalizing the Reengineered Citizen's Charter of Calamba City, Laguna**".

SECTION II. PURPOSE. This Ordinance is enacted to adopt and institutionalize the Reengineered Citizen's Charter for the City of Calamba, Laguna, for the purpose of updating and providing a program for the adoption of simplified requirements and procedures that reduce red tape and expedite business and non-business related transactions in the City of Calamba pursuant to Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

SECTION III. LEGAL COMPLIANCE.

- a. Republic Act 7160 otherwise known as the Local Government Code of 1991.
- b. Republic Act 10032 dated May 28, 2018, "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

- c. Department of the Interior and Local Government (DILG) Memorandum Circular No. 2021-144 dated December 27, 2021, reiterating ARTA Memorandum Circular No. 2021-09, Series of 2021, "Issuance of the Whole-of-Government Reengineering Manual".

SECTION IV. IMPLEMENTING RULES AND REGULATIONS. Within sixty (60) days from the effectivity date of this Ordinance, the Office of the City Mayor, shall promulgate the rules and regulations for the implementation of the Reengineered Citizen's Charter of the City of Calamba, which shall be deemed effective upon the approval thereof by the Sangguniang Panlungsod.

SECTION V. SEPARABILITY CLAUSE. If any provision of this Ordinance is declared unconstitutional or illegal by any court of competent jurisdiction, other parts or provisions hereof not affected shall continue to be in full force and effect.

SECTION VI. REPEALING CLAUSE. All ordinances, executive orders and administrative issuances or part thereof which are inconsistent with this Ordinance are hereby repealed or modified accordingly.

SECTION VII. EFFECTIVITY. This Ordinance shall take effect fifteen (15) days after its publication in a local newspaper of general circulation and the posting in three (3) conspicuous public places within the city.

ENACTED BY THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY at its Regular Session held on **March 27, 2023.**

Certified Enacted:


HON. ANGELITO S. LAZARO, JR.
City Vice Mayor

Attested by:


ATTY. NOEL M. VILLANUEVA
SP Secretary

Approved by:


HON. ROSELLER H. RIZAL
City Mayor



We are proud to present to you the revised Citizen's Charter of the City of Calamba. This collaborative effort is our testament in pushing *Ramdam na Reporma* in all government processes and services in the spirit of transparency, efficiency, and most of all, accountability.

Our citizen's charter is not only a document that outlines the services that our city government provides, but most importantly, it institutionalizes the standards of service that we expect to meet. It is important to have a citizen's charter because it helps to ensure that our government is transparent and accountable to the people it serves.

We are not only compliant with Republic Act No. 9485, but we take it with great commitment the essence of public service which is honesty and integrity. This government shall be a message of efficiency in governance. This means that our government should be effective and economical in its use of resources while providing quality service to Calambeños.

Sooner, as we envision Calamba as a digital and later on a Smart City, we will fully maximize the advantages of information and management technology as we digitize our operations. We are fully committed to this vision as we continue to streamline processes, reduce costs, and improve the quality of public administration.

I call on every government worker to uphold firmly and seriously carry out this citizen's charter as this is an essential tool in making our city a better place to live, work, and raise a family because we have the best government.





CITY AGRICULTURAL SERVICES OFFICE

External Services





1. Pagkuha ng katunayan – Pagpapatunay ng kasalukuyang gamit at pananim ng lupa at pagputol ng bungang kahoy

Pagpapatunay ng kasalukuyang gamit at pananim ng lupa at pagputol ng bungang kahoy

Office or Division :		CASO – Agri-Aqua Management Services Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sulat Kahilingan		Kliyente		
2. Sertipikasyon ng Permiso mula sa Barangay		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang sulat kahilingan.	1.1 Pagkausap o Interview sa Kliyente at bigyan ng schedule ng pagbisita.	Walang babayaran	10 minuto	Supervising Agriculturist
	1.2 Aktuwal na pagbisita at pag-inspekyon sa lugar.		10 minuto	Sr. Agriculturist Agriculturist II Agriculturist I
2. Tanggapin ang sertipikasyon	2. Iproseso at ibigay ang Sertipikasyon		5 minuto	Agricultural Technician II
TOTAL :		Walang Babayaran	25 minuto	





2. Pagkuha ng katunayan – Pagpapatunay ng antas ng pinsala sa halaman, hayop at pangisdaan

Pagpapatunay ng antas ng pinsala sa halaman, hayop at pangisdaan

Office or Division :		CASO – Agri-Aqua Management Services Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pasulat o pasalitang Kahilingan		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Humiling ng pagpapatunay.	1.1 Pagkausap o interview sa kliyente at bigyan ng schedule ng pagbisita	Walang babayaran	10 minuto	Supervising Agriculturist
	1.2 Aktuwal na pagbisita at pag-inspeksyon sa lupang sakahan		1 oras	Sr. Agriculturist Agriculturist II Agriculturist I Aquaculturist I
2. Tanggapin ang sertipikasyon ng katibayan ng pinsala	2. Iproseso at ibigay ang Sertipikasyon		5 minuto	Agricultural Technician II
TOTAL :		Walang Babayaran	1 oras at 15 minuto	





3. Pagkuha ng katunayan, farm plan o auxillary – na nakatala sa tanggapan bilang magsasaka / mangingisda

Pagpapatunay na nakatala sa tanggapan bilang magsasaka / mangingisda

Office or Division :		CASO – Agri-Aqua Management Services Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sulat-kahilingan para sa pagkuha ng katunayan (Pasulat o pasalitang kahilingan)		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Humiling ng pagpapatunay.	1.1 Pagkausap o Interview sa Kliyente.	Walang babayaran	10 minuto	Supervising Agriculturist
	1.2 Iproseso ang sertipikasyon, farm plan o auxillary invoice			Sr. Agriculturist Agriculturist II Agriculturist I
2. Tanggapin ang sertipikasyon	2. Ibigay ng sertipikasyon, farm plan o auxillary invoice		10 minuto	Aquaculturist I Agricultural Technician II
TOTAL :		Walang Babayaran	20 minuto	





4. Pagpaparehistro bilang magsasaka / mangingisda

Pagpaparehistro bilang magsasaka / mangingisda

Office or Division :		CASO – Agri-Aqua Management Services Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Kopya ng patunay / kasulatan ng pagmamay-ari ng lupa o Barangay Certification		Kliyente		
2. Valid ID				
3. 2 x 2 picture				
4. Registry System for Basic Sectors in Agriculture Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang Form at isumite ang mga kailangan dokumento	1.1 Tanggapin at suriin ang mga dokumento	Walang babayaran	15 minuto	Supervising Agriculturist
	1.2 Pagkausap o interview sa kliyente			Sr. Agriculturist
	1.3. Iproseso ang dokumento		10 minuto	Agriculturist II Agriculturist I
	3. Dalhin ang dokumento sa APCO - Laguna			Agricultural Technician II Aquaculturist I
TOTAL :		Walang Babayaran	25 minuto	





5. Paghingi ng Tulong / Subsidiya sa mga kailangan sa bukid at pangisdaan

Tulong / Subsidiya sa mga kailangan sa bukid at pangisdaan

Office or Division :	CASO – Agri-Aqua Management Services Division / Agri-Aqua Research & Technical Services Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pasulat o pasalitang kahilingan		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumonsulta ng personal o sa pamamagitan ng sms (text), online o isumite ang sulat kahilingan.	1. Pagkausap o interview sa kliyente.	Walang babayaran	10 minuto	Supervising Agriculturist Sr. Agriculturist Agriculturist II Agriculturist I Aquaculturist Agricultural Technician III Laboratory Aide III
2. Tanggapin ang subsidiya o tulong sa pagsasaka	2. Ibigay ang subsidiya o tulong sa pagsasaka		10 minuto	
TOTAL :		Walang Babayaran	20 minuto	





6. Pagpapaiwi ng hayop / paglilipat-iwi ng hayop

Pagpapaiwi ng hayop / paglilipat-iwi ng hayop

Office or Division :		CASO – Agri-Aqua Management Services Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pasulat o pasalitang kahilingan		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pagkonsulta sa tekniko	1.1 Pagkausap o interview sa kliyente	Walang babayaran	30 minuto	Sr. Agriculturist Agriculturist II Agriculturist I Agricultural Technician II
	1.2. Aktuwal na pagbisita sa lokasyon		1 oras	
2. Tanggapin ang ipinagkaloob na hayop at lagdaan ang mga dokumento / kontrata ng dispersal	2. Ibigay ang hayop at palagdaan ang mga dokumento / kontrata		1 oras	
TOTAL :		Walang Babayaran	2 oras at 30 minuto	

Paalala: Ang pagbibigay ay ayon sa availability ng ipapaiwing hayop





7. Paghingi ng tulong teknikal patungkol sa mga gawain sa “value chain” (hal. produksyon, pagproseso, pagbebenta) ng mga produkto sa agrikultura at pangisdaan

Tulong para sa pagbili ng produkto o inani

Office or Division :		CASO – Agri-Aqua Management Services Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pasulat o pasalitang kahilingan		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Humiling ng tulong ukol sa mga gawaing ukol sa produksyon, pagproseso pagbenta ng produkto sa agrikultura o pangisdaan	1. Pagkausap o interview sa kliyente	Walang babayaran	20 minuto	Supervising Agriculturist
2. Pakikipag-ugnayan sa mga nararapat na indibidwal, grupo o ahensya	2. Pakikipag-ugnayan sa mga indibidwal, grupo o ahensya na maaring makatulong sa kliyente		2 oras	Sr. Agriculturist Agriculturist II Agriculturist I Agricultural Technician II Aquaculturist I
3. Pagtakda ng mas detalyadong pagpupulong sa nararapat na indibidwal, grupo o ahensya	3. Pagbibigay impormasyon / detalye sa kliyente ukol sa pagpupu-long sa nararapat na indibidwal, grupo o ahensya		30 minuto	
TOTAL :		Walang Babayaran	2 oras at 50 minuto	



8. Serbisyo ng traktora

Serbisyong traktora

Office or Division :		CASO – Agri-Aqua Management Services Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pasalitang kahilingan		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Paghiling para sa serbisyo ng traktora sa lupang sakahan sa pamamagitan ng sms, online o personal na pagpunta sa opis.	1.1 Pagkuha ng detalye sa lupang sakahan	Walang Babayaran	5 minuto	Supervising Agriculturist Sr. Agriculturist Agriculturist II Agricultural Technician II Administrative Aide IV
	1.2 Bigyan ng Schedule			
	1.3. Aktuwal na pagbisita at pagtraktora sa lupang sakahan.		1.5 oras kada hektarya	Tractor Operator
TOTAL :		Walang Babayaran	1 oras at 35 minuto	





9. Kahilingan para sa Pagsasagawa ng Pagsasanay at Seminar

Kahilingan para sa Pagsasagawa ng Pagsasanay at Seminar

Office or Division :		CASO – Agri-Aqua Research and Technical Services Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sulat Kahilingan		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Sulat Kahilingan	1. Tanggapin at suriin ang Sulat Kahilingan at pagkausap o interview sa kliyente.	Walang Babayaran	30 minuto	City Agriculturist Supervising Agriculturist
	1.2 Bigyan ng Schedule ng Pagsasanay o Seminar			
TOTAL :		Walang babayaran	30 minuto	





10. Paghingi ng tulong-teknikal para sa pamamahala sa peste

Tulong Teknikal para sa pamamahala sa peste

Office or Division :		CASO – Agri-Aqua Management Services Division / Agri-Aqua Research & Technical Services Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pasulat o Pasalitang Kahilingan		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pagkonsulta sa tekniko	1.1 Pagkausap o interview sa kliyente.	Walang babayaran	10 minuto	Supervising Agriculturist
	1.2 Pagtatakda ng iskedyul ng pagbisita sa bukid kung kinaka-ilangan			Sr. Agriculturist Agriculturist II Agriculturist I
	1.3. Aktuwal na pagbisita sa lupang sakahan at pagbibigay ng rekomendasyon		3 oras	Agricultural Technician II
Total :		Walang babayaran	3 oras at 10 minuto	





11. Pagsusuri ng Lupa gamit ang Soil Test Kit

Pagsusuri ng Lupa

Office or Division :	CASO – Agri-Aqua Management Services Division / Agri-Aqua Research & Technical Services Division			
Classification :	Simple / Highly Technical			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pasulat o Pasalitang Kahilingan		Kliyente		
Lupang susuriin. Kalakip ang mga sumusunod: 1. Pangalan ng magsasaka 2. Sukat at lokasyon ng sakahan 3. Halamang itanim at dating nakatanim sa pinagkuhanan ng lupa				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang sample ng lupa	1.1 Pagtanggap at paghahanda para sa pagsusuri ng lupa	Walang babayaran	2 araw	Supervising Agriculturist
	1.2. Aktuwal na Pagsusuri ng lupa		3 oras	Sr. Agriculturist Agriculturist II Agriculturist I
2. Pagkuha ng resulta sa itinakdang panahon at pakikinig sa paliwanag ng tekniko	2. Pagbibigay ng resulta at pagpapaliwanag ng nilalaman nito		15 minuto	Laboratory Technician II Laboratory Aide II
Total :		Walang babayaran	2 araw, 3 oras at 15 minuto	

Note: Makukuha ang resulta ayon sa tagal ng pagsusuri ng Lupa

Tagal ng Pagsusuri ng Lupa

- Upland Barangays na basa – 1 buwan
- Lowland Barangays na basa (irrigated area) – 2 buwan
- Dry Soil – 3 araw



12. Pagpapasubok ng Produkto

Pagpapasubok ng Produkto

Office or Division :		CASO – Agri-Aqua Management Services Division / Agri-Aqua Research & Technical Services Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pasulat o Pasalitang Kahilingan		Kliyente		
2. Panukalang pagsasagawa ng “Demo”				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang proposal sa pagsasagawa ng demo	1.1 Pakikinig at pakikipagtalakayan sa detalye ng proposal	Walang babayaran	1 oras	City Agriculturist
	1.2. Pagtatakda ng implementasyon			Supervising Agriculturist Sr. Agriculturist
Total :		Walang babayaran	1 oras	





13. Paghingi ng tulong teknikal ng mga mananaliksik

Paghingi ng tulong teknikal ng mga mananaliksik

Office or Division :		CASO – Agri-Aqua Management Services Division / Agri-Aqua Research & Technical Services Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sulat Kahilingan		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang sulat kahilingan	1.1 Pagkausap o interview sa mga kliyente	Walang babayaran	30 minuto	Supervising Agriculturist Sr. Agriculturist
	1.2. Iproseso at ibigay ang datos na kailangan		15 minuto	Agriculturist II Agriculturist I Agricultural Technician II
Total :		Walang babayaran	45 minuto	





VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none">1. Kumuha ng Client Satisfaction Survey na nakalagay sa ibabaw ng suggestion box sa harapan ng opisina2. Isulat ang Feedback/Suggestion sa tao or opisinang nagbigay serbisyo.
How feedbacks are processed	<ol style="list-style-type: none">1. Kada Biyernes ito ay kinukuha ng tauhan ng opisina (Administrative Officer) para i-compile at i-record ang lahat ng feedback/suggestion na isinumite.2. Ang Feedback/Suggestion na may kaugnayan sa opisina or tao ay kailangan sagutin sa loob ng tatlong (3) araw3. Ang Kasagutan ng Opisina/Tao ay sasabihin or ipapadala sa Kliyente. <p><i>Para sa inquiries and follow-ups, ang kliyente ay pwedeng tumawag sa numerong: (049) 545-6789 loc 8000 or 8219/8220(CHRM Office)</i></p> <p><i>Email Address:</i> <i>chrnocalamba2001@gmail.com</i></p>
How to file a complaint	<ol style="list-style-type: none">1. Kumuha ng Client Satisfaction Survey (CSR) sa ibabaw ng suggestion box sa harapan ng opisina.2. Isulat ang reklamo at kung sino ang inirereklamo.
How complaints are processed	<ol style="list-style-type: none">1. Isumite ang reklamo sa Tanggapan ng City Human Resource Management Office o direkta sa opisinang inirereklamo.2. Hintayin ang aksyon sa loob ng 5 hanggang 15 minuto
Contact Information of ARTA, CCB, PCC	ARTA : complaints@arta.gov.ph PCC : 8888 CCB : 0908-8816565 (sms) : contactcenterngbayan@gov.ph : 1-6565