

LIST OF FRONTLINE SERVICES

Analytical Services for Regional Red Tide Laboratory

Issuance of Fish Health Laboratory Test/Result

Issuance of Health Certificate for In-Country Trans-Boundary Movement for Live Shrimps and Seaweeds for Aquaculture Purposes

Distribution of Laboratory-grown Seaweed Propagules to Seaweed Nursery and Grow-out Farms

Licensing of Commercial Fishing Boat, and Fishermen

Fishpond Lease Agreement Administration and Management (FAO 197)

Quarantine Services

Fish Seed Distribution

ANALYTICAL SERVICES FOR REGIONAL RED TIDE LABORATORY

OFFICE

Fisheries Resources Management Division (FRMD)
Red Tide Monitoring Laboratory

SCHEDULE

Submission of samples: Mondays to Sundays
8:00 am - 5:00 pm

CLIENTS

- Processor/Shipper of shellfish and other fishery products
- Other units of BFAR (e.g., Fish Inspection Unit, Fisheries Regulatory and Quarantine Service Section)
- Other interested parties

SERVICES

- Collection of water and shellfish samples - No fees required
- Plankton Identification on water samples - PhP 600.00
- Qualitative and Quantitative Plankton Analysis - PhP 600.00
- Mouse Bio-assay Test/Analysis on shellfish samples (PSP Detection) - PhP 600.00
- Issuance of Shellfish Product Certificate - PhP 50.00
- Cyanide Detection Test (endorsement only/no available test kits) - PhP 250.00

FEES

RELEASE OF RESULTS

1-3 working days and/or depending on the number of samples submitted.

HOW TO AVAIL OF THE SERVICE

Step No.	Client Step	Agency Actions	Maximum Duration	Office/Person Responsible	Forms Required	Location of Office
Collection of Water and Shellfish Samples and Acceptance of Samples for CDT						
1	Submit request letter (for water sampling)	Conduct sampling on the area	1 day	Rosalinda C. Cañas/ Floreemie G. Amora	Field Data Report Form	RTMU-RIFL BFAR 8, Brgy. Diit Tacloban City
	Submit request letter, sample receipt and apprehension letter (for CDT samples)	Forward samples including required documents other laboratories where said analysis is available	10 days (forwarding of samples and laboratory analysis)	Rosalinda C. Cañas/ Floreemie G. Amora	CN Form Nos. 101 & 102	
Laboratory Analysis: Plankton Identification and Mouse Bio-assay Examination						
1	Submit newly collected sample with exact label	Check if samples comply exact sampling protocol	30 mins.	Rosalinda C. Cañas/ Floreemie G. Amora		RTMU-RIFL BFAR 8, Brgy. Diit Tacloban City
2	Secure Order of Payment	Issue Order of Payment	5 mins.	Floreemie G. Amora	Order of Payment	RTMU-RIFL BFAR 8, Brgy. Diit Tacloban City
3	Pay Laboratory fees and secure Official Receipt	Collect Payment/Issue Official Receipt	5 mins.	Sylvia Romero	Order of Payment and Official Receipt	Cashier Office BFAR 8, Brgy. Diit Tacloban City
4		Perform Laboratory Analysis: <ul style="list-style-type: none"> • Plankton Identification • Mouse Bio-assay 	1-3 days or depending on the number of samples submitted	Rosalinda C. Cañas/ Floreemie G. Amora	Analyst Log Sheets	RTMU-RIFL BFAR 8, Brgy. Diit Tacloban City
5		Print Analysis Report and/or Certification	5 mins.	Floreemie G. Amora/ Rosalinda C. Cañas		RTMU-RIFL BFAR 8, Brgy. Diit Tacloban City
		Sign Analysis Report		Remedios D. Lequin		FRMD BFAR 8, Brgy. Diit Tacloban City
6	Present original copy of OR	Issue the analysis Report/certification	5 mins.	Rosalinda C. Cañas/ Floreemie G. Amora	Original copy of OR Original copy of Results of analysis/certification	RTMU-RIFL BFAR 8, Brgy. Diit Tacloban City
	Sign the receiving copy	Stamp release				
	Claim original copy of the Analysis Report and/or certification					
End of Transaction						

ISSUANCE OF FISH HEALTH LABORATORY TEST/RESULT

OFFICE

Regional Integrated Fisheries Laboratory (RIFL)

CLIENTS

- Exporters
- Fish Farmers
- Academe
- Feed Millers

REQUIREMENTS

Sample for Analysis

SCHEDULE

Mondays to Fridays, 8:00 AM to 5:00 PM

PROCESSING TIME

3-10 working days

EXAMINATION/ANALYSIS

FEES

A. Health Certificate	-	PhP 50.00
B. Biological/Bacterial/Histopathology/Molecular		
1. Parasite Exam	-	PhP 75.00
2. Bacteria Exam	-	PhP 200.00
C. Prawn Fry		
1. Gross/Microscopic Exam	-	PhP 100.00
2. Bacterial Count		
a. Water Sample	-	PhP 200.00
b. Larval/Postlarval Prawn	-	PhP 200.00
3. Molecular Detection	-	PhP 600.00
D. Residue Analysis (endorsement only to Central Office)		
1. Chloramphenicol	-	PhP 1,000.00
2. Nitrofurantoin	-	PhP 1,000.00
3. Microbiological Assay	-	PhP 250.00

HOW TO AVAIL OF THE SERVICE

Step No.	Client Step	Agency Actions	Maximum Duration	Office/Person Responsible	Forms Required	Location of Office
1	Fill-up for Request for Laboratory Analysis Form (RLA)	Issue RLA Form	10 mins.	Riza P. Tapdasan		RIFL BFAR 8, Brgy. Diit, Tacloban City
2	Submit accomplished form and samples	Assess, receive and record	20 mins.	Riza P. Tapdasan	Filled-up Request for Laboratory Analysis Form and Fish Sample	RIFL BFAR 8, Brgy. Diit, Tacloban City
3	Secure Bill of Payment	Issue Bill of Payment	3 mins.	Riza P. Tapdasan		
4	Secure Order of Payment	Accept payment and issue Official Receipt	10 mins.	Riza P. Tapdasan	Bill of Payment	Accounting Section BFAR 8, Brgy. Diit, Tacloban City
5	Pay appropriate fee and secure OR	Accept payment and issue Official Receipt	10 mins.	Sylvia Romero	Order of Payment	Cashier Office BFAR 8, Brgy. Diit, Tacloban City
6		<u>Analysis of Sample:</u> Molecular Diagnostic using PCR	3 days	<u>Seaweed/Shrimp Diseases</u> Vicenta Z. Projimo Riza P. Tapdasan		RIFL BFAR 8, Brgy. Diit, Tacloban City
		Molecular Diagnostic using i-Screen Kit	4 hours			
		Fry Assessment Test Bacteriology	1 hour and 30 mins.	<u>Seaweed/Shrimp Diseases</u> Vicenta Z. Projimo Riza P. Tapdasan		
		Finfish Parasitology	4 hours	<u>Finfish Diseases</u> Vicenta Z. Projimo Riza P. Tapdasan		
7		Prepare test report and records of result	1 hour	<u>Seaweed/Shrimp Diseases</u> Vicenta Z. Projimo Riza P. Tapdasan <u>Finfish Diseases</u> Vicenta Z. Projimo Riza P. Tapdasan	Job routing slip Result of Analysis	RIFL BFAR 8, Brgy. Diit, Tacloban City
8	Present claim stub and duplicated copy of OR	Record and release	15 mins.	Riza P. Tapdasan	Claim stub form, RLA form and duplicated copy of OR	RIFL BFAR 8, Brgy. Diit, Tacloban City
End of Transaction						

ISSUANCE OF HEALTH CERTIFICATE FOR IN-COUNTRY TRANS-BOUNDARY MOVEMENT FOR LIVE SHRIMPS AND SEAWEEDS FOR AQUACULTURE PURPOSES

OFFICE

Fish Health Management and Quality Assurance Section

PROCESSING TIME

1 hour and 15 mins.

SCHEDULE

Mondays to Fridays, 8:00 AM – 5:00 PM

REQUIREMENTS

1. Laboratory Analysis Report
2. Traceability Profile (hatchery name, address, tank no., destination, no. of samples to be transported)
3. Shrimp Fry Source Certificate
4. Shrimp Grow-out Certificate
5. Certificate of Compliance of BFAR-Accredited Hatchery

CLIENTS

- Shrimps and Seaweed Farmers
- Hatchery Operators
- Technicians
- Sales Agents
- Ancillary Industry Practitioners

HOW TO AVAIL OF THE SERVICE

Step No.	Client Step	Agency Actions	Maximum Duration	Office/Person Responsible	Forms Required	Location of Office
1	Submit request and requirements	Receive request and requirements	10 mins.	<u>For Seaweeds</u> Vicenta Z. Projimo Abegail G. Papong		Seaweed Tissue Culture Laboratory Brgy. Diit, Tacloban City
				<u>For Shrimps</u> Vicenta Z. Projimo Riza P. Tapdasan		RIFL Brgy. Diit, Tacloban City
2		Assess and record document(s)	30 mins.	<u>For Seaweeds</u> Vicenta Z. Projimo Abegail G. Papong		Seaweed Tissue Culture Laboratory Brgy. Diit, Tacloban City
				<u>For Shrimps</u> Vicenta Z. Projimo Riza P. Tapdasan		RIFL Brgy. Diit, Tacloban City
3		Process Health Certificate	30 mins.	Riza P. Tapdasan		RIFL Brgy. Diit, Tacloban City
4		Approve Health Certificate	5 mins.	Vicenta Z. Projimo		RIFL Brgy. Diit, Tacloban City
5	Claim Health Certificate	Release Health Certificate	5 mins.	Riza P. Tapdasan	Claim stub	RIFL Brgy. Diit, Tacloban City
End of Transaction						

DISTRIBUTION OF LABORATORY-GROWN SEAWEED PROPAGULES TO SEAWEED NURSERY AND GROW-OUT FARMS

OFFICE

Seaweed Tissue Culture Laboratory

REQUIREMENTS

1. Request Form
2. Acknowledgement

CLIENTS

- Privately-owned Nurseries
- LGU-managed Nurseries
- Academe
- Seaweed Laboratories
- NGO-managed Nurseries

SCHEDULE

Mondays to Fridays, 8:00 AM – 5:00 PM

HOW TO AVAIL OF THE SERVICE

Step No.	Client Step	Agency Actions	Maximum Duration	Office/Person Responsible	Forms Required	Location of Office
1	Fill-up Request Form	Issue Request Form	10 mins.	Vicenta Z. Projimo Abegail G. Papong		STCL Brgy. Diit, Tacloban City
2	Submit Accomplishment Report	Assess, receive and record	10 mins.	Vicenta Z. Projimo Abegail G. Papong		STCL Brgy. Diit, Tacloban City
3	Inquire Proper Handling Techniques and Culture Procedures	Briefly discuss procedure	1 hour	Vicenta Z. Projimo		STCL Brgy. Diit, Tacloban City
4	Receive propagules	Weigh, record and pack the propagules	1 hour	Abegail G. Papong Hazel O. Panis Jason A. Pundavela Vanessa E. Cañezzo		STCL Brgy. Diit, Tacloban City
End of Transaction						

LICENSING OF COMMERCIAL FISHING BOAT, GEARS AND FISHERMEN

OFFICE

SCHEDULE

Mondays to Fridays
8:00 AM – 5:00 PM

CLIENTS

Commercial Fishing Boat Operators
Region-wide

REQUIREMENTS

A. Issuance of New CFVL

1. Accomplished BFAR Application for Fishing Vessel License.
2. Two (2) copies of 8" x 10" vessel picture showing PORT, STARBOARD and name of the vessel.
3. Grid map indicating proposed fishing ground/s.
4. Authenticated photocopy of the following:
 - 4.1 Certificate of Vessel Registry (CVR)
 - 4.2 Certificate of Vessel Ownership (CO)
 - 4.3 Fishing Vessel Safety Certificate (FVSC)
5. Approved articles of Incorporation and by-Laws for Corporation, the primary or secondary purpose of which to engage in Fishing or Business name registration, certificate for single proprietorship or partnership to company the first vessel of the applicant to be licensed; and
6. Fishing logbook for catcher vessel for registration and approval by BFAR upon payment of registration fee of fifty pesos (PhP 50.00).

B. Issuance of Gear License

1. Two (2) of accomplished BFAR Registration Forms for gear license.
2. Drawing of gear design and its specification, showing the mouth, body and bunt/bag of the fishing gear.
3. Official Receipt of CFVL fee and Official Receipt of Fishing Gear Registration (FRG) fee.

C. For the Renewal of CFVGL

1. Duly accomplished BFAR Application Forms for CLVGL
2. Original or authenticated copy of Current Fishing Vessel Safety Certificate (FVSC)
3. Fishing Logbook Report/Catch Effort Report
4. Notarized Certification/Affidavit from the company that the vessel is not involved in any administration and/or judicial case
5. Annual Inspection Report
6. Official Receipt of payment of CFVGL; and
7. An affidavit stating the operator has complied with section 25 of RA 8550

D. For International Fishing Permit and Certificate of Clearance

1. Must be an owner/operator of a commercial fishing vessel, duly issued with a CFGL
2. Letter of Intent to Fish in International Waters
3. Accomplished BFAR Application Form
4. Original copy of the CFVGL
5. Application Fee of PhP 1,000.00; and
6. Permit Fee of PhP 1,500.00

E. Issuance of Fish Worker Identification Card

1. Community Tax Certificate
2. Two (2) copies of 1 x 1 ID Picture
3. Barangay Clearance

F. Fish Worker Identification Card Fees

1. PhP 20.00 for Application
2. PhP 20.00 for Fish Worker Identification Card

INSPECTION OF FISHING VESSEL AND FISHING GEAR

The inspection of fishing vessel (catcher) and fishing gear shall be annual and the request shall be made three (3) days before the said actual inspection.

APPLICATION AND REGISTRATION FEES

The application for Commercial Fishing Vessels License (CFVL) and the Registration of the Fishing Gear (RFG) shall be PhP 400.00 and PhP 200.00, respectively, payable to the Bureau which is non-transferable and non-refundable.

LICENSE AND REGISTRATION FEES

a. For Commercial Fishing Vessel License

- | | | |
|--|----------------|-------------------------------------|
| 1. For vessel of 3.1 to 20.0 gross tons | - PhP 200.00 | + PhP 2.00/GT or a fraction thereof |
| 2. For vessel of 20.1 to 50.0 gross tons | - PhP 250.00 | + PhP 2.00/GT or a fraction thereof |
| 3. For vessels of 50.01 to 100.0 gross tons | - PhP 300.00 | + PhP 2.00/GT or a fraction thereof |
| 4. For vessels of 100.01 to 125.0 gross tons | - PhP 500.00 | + PhP 3.00/GT or a fraction thereof |
| 5. For vessels of 125.01 to 150.0 gross tons | - PhP 1,000.00 | + PhP 3.00/GT or a fraction thereof |
| 6. For vessels of 150.01 to 250.1 and above | - PhP 2,500.00 | + PhP 4.00/GT or a fraction thereof |

b. For Gear License

- | | |
|------------------------------------|-----------------------|
| 1. Small scale commercial fishing | - PhP 200.00 per year |
| 2. Medium scale commercial fishing | - PhP 400.00 per year |
| 3. Large scale commercial fishing | - PhP 600.00 per year |

CASH BOND DEPOSIT FOR FISHING VESSELS

- | | |
|--------------------------------------|--------------|
| 1. For vessels of 3.0 to 2 GT | - PhP 250.00 |
| 2. For vessels of 20.1 to 50 GT | - PhP 350.00 |
| 3. For vessels of 50.1 to 75 GT | - PhP 450.00 |
| 4. For vessels of 75.1 to 100 GT | - PhP 550.00 |
| 5. For vessels of 100.1 to 150 GT | - PhP 650.00 |
| 6. For vessels of 150.1 to 250 GT | - PhP 750.00 |
| 7. For vessels of 250.1 to 500 GT | - PhP 850.00 |
| 8. For vessels of 500.1 GT and above | - PhP 950.00 |

HOW TO AVAIL OF THE SERVICE

Step No.	Client Step	Agency Action(s)	Maximum Duration	Office/Person Responsible	Form(s) Required	Fee(s) Needed	Location of Office
1	Ask the information officer/CDO or duty where to apply for CFV/GL, Fish Worker ID or direct to Licensing Section	Provide BFAR Application Form for CFV/GL and Fish Worker ID Card	20-30 mins.	Designated Licensing Officer J. P. Alpino	<u>For New CFVL:</u> <ul style="list-style-type: none"> • CVR • CO • FVSC 	CVLF GL Cash Bond Deposit and ID Card	FRMD BFAR 8, Brgy. Diit, Tacloban City
					<u>Renewal:</u> <ul style="list-style-type: none"> • FVSC from Marina and Catch Report/ Record Book 		
2	Present all the requirements <ul style="list-style-type: none"> • CVR • CO • FVSC • COMM. Tax • Tin 	Review all documents from Marina	10 mins.	Designated Licensing officer J. P. Alpino		CVLF, GL, Cash Bond Deposit and ID Card	
		<ul style="list-style-type: none"> • Conduct inspection for CFV/GL 	1/2 - 1 day (depending on the location of FB)				
		<ul style="list-style-type: none"> • Issue Assessment Slip of Payment 	5 mins.	Casher/ Collecting Officer	Assessment Slip of Payment		
		<ul style="list-style-type: none"> • Submit to RD for renewal 	1 hour	Designated Licensing Officer			BFAR Admin Section/Cashier
		<ul style="list-style-type: none"> • BFAR CO for approval of new CFVL 	1 day				
		<ul style="list-style-type: none"> • Submit to RD for approval of Renewed CFVL and to Central Office for approval of new CFVL 	1-3 months		Official Receipt of payment		BFAR Licensing Section
End of Transaction							

FISHPOND LEASE AGREEMENT ADMINISTRATION AND MANAGEMENT (FAO 197)

OFFICE

SCHEDULE

Mondays to Fridays
8:00 AM – 5:00 PM

CLIENTS

Fishpond Operator (New applicant, applicant for Transfer of Lease and applicant for Renewal of Lease)

NUMBER OF HECTARES ALLOWED

1. Individual applicant - not exceeding 50 hectares
2. Husband and Wife - not exceeding 50 hectares
3. Corporation, association & cooperative organization - not exceeding 250 hectares
4. Any branch of the government, person or association who will engage in fishpond development for scientific, research or educational purposes - not exceeding ten (10) hectares through a **Gratuitous Permit**.

REQUIREMENTS

A. New Applicant

1. Application Form duly accomplished and notarized, 5 copies (BFAR Form);
2. Application Fee of PhP 1,000.00, non-refundable;
3. Sketch Plan of the fishpond area released for fishpond purposes with its technical description as extracted from the land classification map of the Forest Management Bureau, 4 copies;
4. Approved Survey Plan of the area in the name of the applicant duly approved by the Director of Lands, or if under cadastral survey, the same shall be certified by the Bureau of Lands, thirteen (13) copies blueprint;
5. Certificate of bank deposit issued by any banking institution showing that the applicant has an initial capital in cash of PhP 10,000.00 per hectare or fraction thereof and/or its equivalent assets;
6. An affidavit declaring that the initial capital deposited in the bank shall be used exclusively for the development of the area;
7. In case of a juridical person, two (2) certified true copies of Articles of Incorporation, Association or Cooperatives duly approved by
8. Certification from the DENR that the area is Alienable and Disposal for Fishpond Purposes/Development and the comment of that office must first be secured to the effect that it interposes no subject to the issuance of a fishpond lease over the area;
9. Environmental Compliance Certificate (ECC) to be issued by the Environment Management Bureau, DENR, Tacloban City, 5 copies (certified xerox copies).

B. Transfer of Lease

1. Application Form duly accomplished and notarized, 5 copies (BFAR Form);
2. Application Fee of PhP 1,000.00, non-refundable;
3. Cash bond deposit based at PhP 100.00 per hectare or fraction thereof, 5 copies;
4. Affidavit stating/declaring that the initial capital deposited in the bank shall be exclusively for the development of the area, 5 copies;
5. Approved Survey Plan of the area in the name of the applicant (13 copies blueprint);
6. Certification issued by the BFAR Regional Director and the RTC Judicial District where the area applied for is located, to the effect that the subject fishpond area is not involved in any pending administrative and judicial case, respectively, 5 copies;
7. Environmental Compliance Certificate (ECC) to be issued by the Environment Management Bureau, DENR, Tacloban City, 5 copies (certified xerox copies);
8. Duly accomplished Fishpond Lease Agreement Form, duly acknowledged before a Notary Public, 5 copies;
9. Report of ocular inspection, documentation, evaluation and investigation of the subject fishpond/applicant by BFAR representative;
10. Minutes of investigation and documentation showing proof that settling or reservoir pond and reforestation along river banks, creeks and seashore, etc. fronting the dikes have been established.
11. Tax Identification Number of the Applicant;
12. Proof of SSS contribution of permanent/regular fishpond workers.
13. Original/Duplicate copy of the Deed of Assignment/Transfer of Leasehold Rights and Interest and Assumption of Obligations is required.

C. RENEWAL OF LEASE

FAO 197/Requirement for Renewal of Lease (25 Years FLA)

Section 9. Application Fee. A non-refundable application fee of One Thousand (PhP 1,000.00).

ADDITIONAL REQUIREMENTS

- a. Thirteen (13) copies (blueprint) 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 Bureau of Lands and signed by the applicant and witness by the two (2) BFAR representatives;
- b. Thirteen (13) copies duly accomplished Fishpond Lease Contract Form duly acknowledge before a Notary Public;
- c. Certifications issued by the BFAR Regional Director to the effect that the subject fishpond is not involve in any administrative case;
- d. Regional Trial Court Clearance in the judicial where the area applied for is located to the effect that the subject fishpond is not involved in any cadastral and judicial case;
- e. Certification issued by the BFAR Regional Director to the effect that the area applied for is not subleased to any other person/s; and
- f. Environmental Compliance Certificate from the DENR-EMB or Certificate of Non-Coverage as the case maybe.
- g. In case of a juridical person, two (2) certified true copies of Articles of Incorporation or Association duly approved by government agencies concerned, the primary purpose of which is to engage in fishpond development;
- h. Certified true copies of original official receipts of updated payment of rentals;
- i. In case of Transfer of Lease, payment of assignment/transfer fee in the amount of ten pesos (PhP 10.00) per hectare of fraction thereof, but in no case shall it be less than one hundred pesos (PhP 100.00);
- j. Tax Identification Number of the Applicant and Residence Certificate (xerox copy);
- k. Proof of SSS membership to permanent workers in the fishpond (certified true copy);
- l. Lessee has satisfactorily established/introduced the appropriate pollution preventive measure or facilities such as water supply canal, settling pond and/or reservoir;
- m. Lessee should likewise show proof that reforestation activity has been undertaken, i.e. maintaining mangroves to serve as riverbank and dike protection;
- n. Submit Annual Report of Fishpond Development, Operation & Production as stated in Section 18 of FAO 197, Series of 2000;
- o. Report of Inspection and Investigation by the Fishpond Leasing Officer duly noted by the Regional Fisheries Director.

HOW TO AVAIL OF THE SERVICE

Step No.	Client Step	Agency Action(s)	Maximum Duration	Office/Person Responsible	Form(s) Required	Fee(s) Needed	Location of Office
1	Submit initial requirements Please read FLA requirement and submit to Fishpond Leasing Section for evaluation	Evaluate documents	As needed	G. Alcober	Requirements		Fishpond Leasing Section
2	Conduct of ocular inspection of subject fishpond area	Coordinate & schedule conduct of Ocular Inspection of subject fishpond area	1 day	G. Alcober	Related documents, survey plan, or sketch plan		Fishpond Leasing Section
3	Payment of Application Fee, Cash Bond, Fishpond Rental, and Certification Fees	Prepare Billing Slip	10 mins.	Brenda Caneja or Sylvia Romero/Cashier	Cash, Real Properties or documents of Real Property Assets	Application Fee – PhP 1,000.00 Cash Bond – PhP 100.00 per hectare or fraction thereof Certification Fee – PhP 50.00 per certification Fishpond Rental – PhP 1,000 per hectare plus surcharge, if any	Fishpond Leasing Section or Cashier Section
4	Submit final requirements Secure FLA Application and other supporting FLA documents	Fill-up and prepare FLA regulatory documents provided by this office	1 day	G. Alcober & Brenda Caneja/ Sylvia Romero	FLA related documents subject for application	Other related Certification Fee – PhP 50.00	Fishpond Leasing Section and Cashier Section
5	Sign FLA Application Form including other regulatory requirements filed with this office	Request the application for notarization of FLA documents	As needed	Any private Notarial Law Office	FLA documents for notarization		FLA applicant choice
6		Receive complete FLA documents filed by the Applicant	10 mins.	Brenda Caneja, Sylvia Romero & G. Alcober	Complete FLA documents and cash	Payment of initial rental of subject fishpond at 1,000.00 per hectare or fraction thereof	Fishpond Leasing Section
7	Wait for notice and further appropriate action by this office	Sort, evaluate and consolidate complete FLA documents	2 days	Brenda Caneja & G. Alcober			Fishpond Leasing Section
8	Endorsement If found incomplete, our office will notify applicant to comply lacking requirement	If found complete, prepare endorsement and transmit the said application/ documents to BFAR-CO Manila for further processing and appropriate action	As the need arises Within the Region is 3 working days	Brenda Caneja, G. Alcober & Perla Maule	Lacking documents	As the need arises	Fishpond Leasing Section
9	Applicant will be notified of the action taken by the BFAR-CO Manila	BFAR 8 will take appropriate action as recommended/ instructed by BFAR -CO Manila	As soon as possible within 5 working days from date of receipt of the community by the Leasing Section	G. Alcober	Documents needed, as per instruction by higher authority	As the needed arises	Fishpond Leasing Section
10	Upon approval by the DA Secretary applicant is required to pay Notarial Fee of PhP 500.00 Applicant will wait the release order of FLA in his/her name if all necessary document deemed completed and submitted to this office	BFAR 8 will wait the action of DA-BFAR Manila for the approval and release order of FLA to the concerned applicant	As soon as possible within 3 working days from date of receipt of the order, the said applicant will be notified in writing or by phone	G. Alcober and B. Caneja		Notarial Fee of PhP500.00 will be transmitted to BFAR-CO Manila	Fishpond Leasing Section

End of Transaction

QUARANTINE SERVICES

OFFICE

CLIENTS

Importer

REQUIREMENTS

1. Application letter
2. Letter of Intent
3. Risk Analysis
4. Laboratory Certificate
5. Pro-formula Invoice
6. Business Permit or Article of Incorporation
7. By-laws approved by Security and Exchange Commission

SCHEDULE

Mondays to Fridays, 8:00 AM – 5:00 PM

FEES

As per approval of the office

HOW TO AVAIL OF THE SERVICE

	Client Step	Agency Action(s)	Maximum Duration	Office/Person Responsible	Form(s) Required	Fee(s) Needed	Location of Office
Walk-in/Caller	Accomplish Application Letter. Letter of Intent and submit to Desk Clerk	Desk review the document	1 min.	Desk Clerk	Application Letter		Assessment Service
		Schedule for inspection of the establishment	1 min.	Technical Staff	Letter of Intent		Technical Services
		Inspection of product and plant	1 week	Technical Staff	Schedule		Port Harvest Services
		Submission of sample	1 week	Technical Staff	Document for HCCP & Hygiene sample for export to report	Depends to sample submitted	Accredited laboratory services
		Pre-shipment	1 day	Quarantine Officer	Pre-shipment sample		
		Issuance of certificate		Fish Inspector	Export document		BFAR Director
End of Transaction							

	Client Step	Agency Action(s)	Maximum Duration	Office/Person Responsible	Form(s) Required	Fee(s) Needed	Location of Office
Phone Caller	Provide the requirements for submission to the office	Desk review document scheduling for inspection of the plant	1 min.	Desk Clerk	Document for export	As per order	Assessment Section
				Technical Staff	Schedule		Technical Services
	Application Letter	Inspection of product and plant	2 mins.	Technical Staff	Document for HCCP & Hygiene		Plant and Port Harvest Services
	Submit Letter of Intent to Desk Clerk	Submission of sample	1 week	Technical Staff	Sample for export		Laboratory Services
		Pre-shipment Product Certification	1 week	Fish Inspector and Product Certifier	Product for Export Laboratory Certificate		Cargo Movement Services
Quarantine Clearance		3 days	Quarantine Officer	Quarantine Clearance		BFAR Director (commodity clearance)	
End of Transaction							

Step No.	Client Step	Agency Action(s)	Maximum Duration	Office/Person Responsible	Form(s) Required	Fee(s) Needed	Location of Office
with Written Request	Provide the requirements for submission	Desk review	1 min.	Desk Clerk	Document for Export Schedule		Assessment Staff
	Application Letter	Scheduling for inspection of the plant	1 min.	Technical Staff	Document for HCCP & Hygiene		Technical Staff
	Letter of Intent	Submission of sample	1 week	Technical Staff	Product sample		Port Harvest Laboratory Services
		Pre-shipment Product Certificate	1 week	Laboratory Staff, Fish Inspection and Product Certifier	Pre-shipment Report Product Certification		Laboratory Services, Cargo Movement Services, and Product Certifier Services
		Quarantine Clearance	1 week	Quarantine Officer	Quarantine Clearance		Quarantine Services and BFAR Director
End of Transaction							

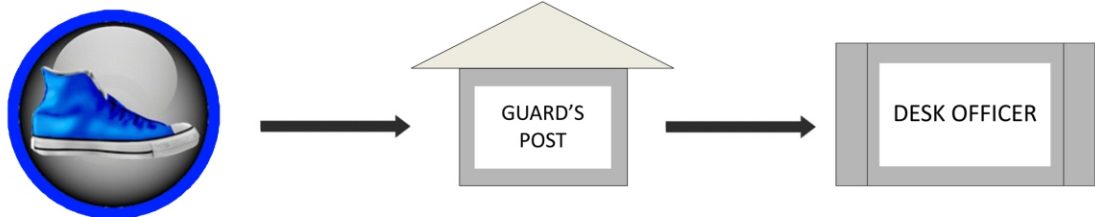
FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form available in the offices and put in the drop box at the Public Assistance Desk.
- Send your feedback through e-mail (bfar_region8@yahoo.com).
- Talk to our DESK OFFICER.
- If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Desk Officer at the Public Assistance Desk.

Thank you for helping us continuously improve our services.

For Walk-in Clients



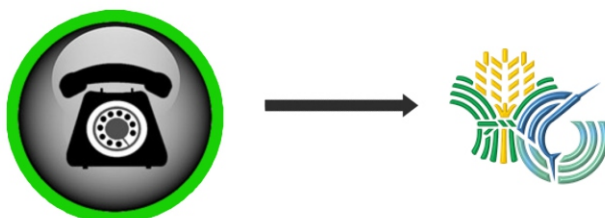
1 Leave your valid ID and register at the Guard's Post.

Please wear the Visitor's ID at all times within the BFAR 8 premises.

2 Fill-out the monitoring form and tell the officer your concern.

He will usher you to the concerned section/person.

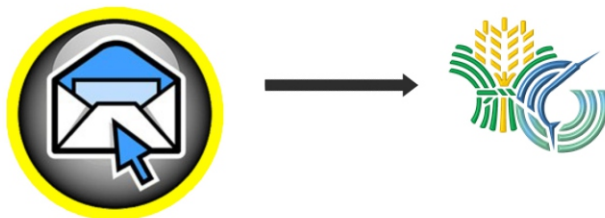
For Telephone Clients



We will answer your call within 5 rings.

We will put you on hold only within a minute. Should we need more time to put you on hold, we would tell you so.

For Email and Snail Mail Clients



E-mail requests or queries at bfar_region8@yahoo.com will be forwarded to the appropriate section within 24 hours during office days.

Courier/Snail mails are received at the Records Section.