



PHILIPPINE CARABAO CENTER

CITIZENS CHARTER



I. Mandate:

The Philippine Carabao Center, operating as an attached agency of the Department of Agriculture, is mandated to conserve, propagate, and promote the Carabao as a source of milk, meat, draft power and hide to benefit the rural farmers.

II. Vision:

A premiere research and development institution propelling sustainable growth of the livestock industry.

III. Mission:

Improve the general well-being and competitiveness of the livestock industry stakeholders through animal biotechnology and technology development, technology dissemination and knowledge resource management, active private sector participation, livestock-based enterprises, and policy reforms to sustain development of livestock enterprises, thus ensuring socio-economic empowerment for nation building.

IV. Service Pledge:

The Philippine Carabao Center aims to be a premiere research and development institution for the sustainable growth of the livestock industry.

In order to achieve this, we, at PCC, are dedicated to provide quality products and services that address customers' needs consistent with statutory, regulatory and other requirements, and the International Standards; and committed to continuously improve the effectiveness of our integrated management systems, products and services, processes, people, and workplace by ensuring safety of our workers; and protection of the environment.



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Human Resource Management Section Internal Services

1. Receiving of Employment Application Documents

This process is part of the Recruitment procedure of the Human Resource Management Section for all jobseekers who wanted to secure an employment to the Agency.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	All jobseekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume		Concerned applicant		
2. Transcript of Records				
3. Diploma				
4. Application letter				
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Sign in the Client Log Book of the Accounting Office.	1.1 Give the Log Book to the client	none	1 minute	HRMS Staff
2. Submit documentary requirements to the Human Resource Management Section	2.1 Receive and review for completeness of attached documents	none	3 minutes	HRMS Staff
	TOTAL	none	4 minutes	

2. Request for Job Order (J.O.) Staff

This process is part of Recruitment procedure where concerned Supervisors need to submit this request for additional Job Order staff in their respective operating unit.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Heads of all Operating Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order (J.O.) Requisition Form		PCC Databank, HRMS		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit accomplished Job Order J.O. Requisition Form to the Human Resource Management Section	1.1 Accept and review completeness of the form	none	5 minutes	HRMS Staff
	1.2 forward to OED for Approval and signature	none	5 minutes	HRMS Staff
	1.3 Inform the requesting Head on the action/Result of the request	None	2 minutes	HRMS Staff
	TOTAL	none	12 minutes	

3. Employee Leave Application

As part of employee privilege guaranteed by the Civil Service, the HRMS processes the employee leave application.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Application Form		PCC Databank , HRMS		
Medical Certificate (leave application of more than 5 day in continuous manner)				
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit accomplished Leave Application Form to the Human Resource Management Section	1.1 Accept and review completeness of the Document	none	2 minutes	HRMS Staff
	1.2 Record and update the employee leave ledger.	none	5 minutes	HRMS Staff
	1.3 Certify the leave credits by the Head of the Human Resource Management Section	none	3 minutes	HRMS Head
	1.4 Submit to the Office of the Executive Director for the approval/ disapproval	none	1 minute	HRMS Staff
	1.5 Inform the concerned employee on the status of the application	none	2 minutes	HRMS Staff
	TOTAL	none	13 minutes	

4. Request to Render Overtime

The request to render overtime is being requested to the HRMS and secure an approval from the management prior to the actual rendition of the overtime.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Render Overtime Service/s Form		PCC Databank , HRMS		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit accomplished Render Overtime Service/s Form to the Human Resource Management Section	1.1 Accept and review completeness of the Document	none	2 minutes	HRMS Staff
	1.2 Evaluate and record in the Employee COC/ CTO ledger	none	5 minutes	HRMS Staff
	1.3 Secure action of the Head of the Human Resource Management Section	none	3 minutes	HRMS Head
	1.4 Submit to the Office of the Executive Director for the approval/ disapproval	none	1 minute	HRMS Staff
	1.5 Inform the concerned employee on the status of the request	none	2 minutes	HRMS Staff
	TOTAL	none	13 minutes	

5. Request to Render Offsetting

The request to render offsetting is being requested to the HRMS and secure an approval from the management prior to the actual rendition of the offsetting.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request of Offsetting Form		PCC Databank , HRMS		
Approved Request to Overtime Service/s Form/Travel		Employee's file copy		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit accomplished Request of Offsetting Form to the Human Resource Management Section	1.1 Accept and review completeness of the Document	none	2 minutes	HRMS Staff
	1.2 Evaluate and record in the Employee COC/ CTO ledger	none	5 minutes	HRMS Staff
	1.3 Secure action of the Head of the Human Resource Management Section	none	3 minutes	HRMS Head
	1.4 Submit to the Office of the Executive Director for the approval/ disapproval	none	1 minute	HRMS Staff
	1.5 Inform the concerned employee on the status of the request	none	2 minutes	HRMS Staff
	TOTAL	none	13 minutes	

6. Employee Training Request

The employee must submit a training request and secure an approval from the Executive Director prior to his/her attendance to any training activities.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent and Job Order Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee Training Request Form		PCC Databank , HRMS		
Training invitation (if available)		Employee's file copy		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit accomplished Employee Training Request Form and the Training invitation (if available) to the Human Resource Management Section	1.1 Accept and review completeness of the Document	none	2 minutes	HRMS Staff
	1.2 Record the request to the Employee Training Database System	none	5 minutes	HRMS Staff
	1.3 Submit to Head of the HRMS for appropriate action (to endorse or not to endorse)	none	3 minutes	HRMS Head
	1.4 Submit to the Office of the Executive Director for the approval/ disapproval	none	1 minute	HRMS Staff
	1.5 Inform the concerned employee on the status of the request	none	2 minutes	HRMS Staff
	TOTAL	none	13 minutes	

7. Request for Certifications (No Pending Administrative Case, Employment and Service Record)

The HRMS issues various certifications such as No Pending Administrative Case, Employment Certificate and Service Record to be used by PCC permanent staff in different transactions that requires such documents.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	PCC Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		PCC Databank , HRMS		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit accomplished request Form to the Human Resource Management Section	1.1 Accept and review completeness of the Document	none	2 minutes	HRMS Staff
	1.2 Prepare Employment Certification	none	3 minutes	HRMS Staff
	1.3 Signing of the Certification	none	1 minute	HRMS Head
2. Sign the logbook	2.1 Record at the Logbook and Release of the OJT Certification	none	2 minutes	HRMS Staff and PCC Permanent Employee
	TOTAL	none	8 minutes	

8. Request for Employment Certifications for Job Order

Employees The HRMS issues employment certifications JO employees that can be used by PCC JO employees' different transactions that requires such documents.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Job Order Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		PCC Databank , HRMS		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit accomplished request Form to the Human Resource Management Section	1.1 Accept and review completeness of the Document	none	2 minutes	HRMS Staff
	1.2 Prepare Employment Certification	none	3 minutes	HRMS Staff
	1.3 Signing of the Certification	none	1 minute	HRMS Head
2. Sign the logbook	2.1 Record at the Logbook and release of the Certification	none	2 minutes	HRMS Staff and PCC JO employee
	TOTAL	none	8 minutes	



Human Resource Management Section

External Services

9. Request for Acceptance of Student to undergo On-the-Job Training Program

As part of the Agency program for College students, the Human Resource Management Section is facilitating the acceptance of On-the-Job Trainees and will be assigned in the different operating units of PCC.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	College/ Vocational Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OJT Request Letter		Concerned School/University		
2. Memorandum of Agreement (for non-host SUC institution)		HRMS		
3. Students Resume		Student		
4. Medical Certificate		Student		
5. Parents' Consent Form		Student		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the OJT Request Letter to The Human Resource Management Section	1.1 Accept the request letter and log in the OJT Request database system	none	3 minutes	HRMS Staff
	1.2 Submit to the Office of the Executive Director for approval/ Disapproval	none	2 minutes	HRMS Staff
	1.3 Inform the requesting student/university on the status of the request	none	3 minutes	HRMS Staff
2. If the request is approved, the requesting party shall prepare the MOA (for non-	2.1 Prepare and email the copy of the MOA	none	20 minutes	HRMS Staff

host SUC Institution				
3. Submit the MOA	3.1 Receive the MOA and Facilitate the approval/signature of the MOA	None	30 minutes (depending on the availability of Signatories)	HRMS Staff
	3.2 Inform the receiving Operating Unit where OJT's will be assigned	none	2 minutes	HRMS Staff
	TOTAL	none	60 minutes	
4 Submit the Students Resume, Medical Certificate and Parents' Consent Form (If the request is Approved)	4.1 Accept and review the Submitted requirements	none	3 minutes (per student)	HRMS Staff
	4.2 Conduct Orientation to OJT students	none	30 minutes	HRMS Staff
	4.3 Turn-over the OJT Students to their Supervisor (receiving Operating Unit)	none	5 minutes	HRMS Staff and Concerned Supervisor
	TOTAL	none	38 minutes	

10. Request for OJT Certification

Part of the OJT program of the Agency, every OJT student may ask for a certification as a proof that they render their OJT at PCC.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	PCC OJT Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record		OJT Student		
2. OJT Exit Interview Form				
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the DTR and the OJT accomplished Exit Interview Form at the Human Resource Management Section	1.1 Accept and review completeness of the Document	none	2 minutes (per student)	HRMS Staff
	1.2 Prepare OJT Certification	none	3 minutes	HRMS Staff
	1.3 Signing of the Certification	none	1 minute	HRMS Head
	1.4 Record the name of OJT At the OJT Database System	none	2 minutes	HRMS Staff
2. Sign the logbook	2.1 Record at the Logbook and release of the OJT Certification	none	2 minutes	HRMS Staff and OJT student
	TOTAL	none	8 minutes	



Accounting Section

Internal Services

11. Request for Certificate of No Outstanding Cash Advance'

This certificate is requested by the employees as part of the requirement in securing travel authority from the Department of Agriculture

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Liquidation Report and/or Refund (if with existing cash advance)		Concerned staff		
2. Subsidiary ledger in eNGAS (if no existing balance)		Accounting Section		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Sign in the Client Log Book of the Accounting Office.	1.1 Give the Log Book to the client	none	1 minute	Accounting Staff
2. Submit the required documents to Accounting office	2.1 Receive the required documents and check for completeness.	none	5 minutes	Accounting Staff
	2.2 Start processing the request	none	3 minute	Accounting Staff/ Accounting Head
	2.3 Issue the Certification	none	1 minute	Accounting Staff
	TOTAL	none	10 minutes	



Accounting and Cash Section

External Services

12. Request for Issuance of Statement of Account and Official Receipt

The Statement of Account is issued to individual/government/businesses as prerequisite in issuance of Official Receipt related to the items to be purchased. The Official Receipt will serve as proof of payment and a requirement before the release of the item being purchased.

Office or Division:	Accounting Section and Cash Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Government to Business (G2B), Government to Citizens (G2C)			
Who may avail:	All walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (depending on the need of the client):				
1. LN2: Liquid Nitrogen (LN2) Request Form		Animal Breeding and Genomics Section		
2. Laboratory Analysis: Laboratory Service Form		Laboratory Office concerned		
3. Vermicast Form		PCC Lobby guard or Officer of the day		
4. Training Hall/Accommodation: Hostel Reservation Form		PCC Hostel reception area		
5. Milk products: Delivery Receipt		Central Dairy Collection and Processing Facility (CDCPF)		
6. Unserviceable Items: Result of Pricing Evaluation for Sale of Unserviceable Properties		Property & Supply Office		
7. Purchase of Animals: Result of Pricing Evaluation for Live Animals		Property & Supply Office		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Sign in the Client Log Book of the Accounting Office.	1.1 Give the Log Book to the client	none	1 minute	Accounting Staff
2. Submit the required documents to Accounting Office. *Make sure to secure the Statement of	2.1 Receive the required documents and check for completeness.	none	2 minutes	Accounting Staff

Account that will be issued.	2.2 Prepare the Statement of Account (SOA)		5 minutes	Accounting Staff
	2.3 Signing of the SOA		1 minute	Accounting Head
	2.4 Release the SOA and direct the client to the Cash Section for payment and issuance of Official Receipt (O.R.)		1 minute	Accounting Staff
	TOTAL	none	10 minutes	
3. Pay the required amount at the Cash Section by showing the SOA. *Make sure to secure Official Receipt that will be issued upon payment	3.1 Accept the payment based on the SOA.	none	2 minutes	Cashier
	3.2 Prepare the Official Receipt (O.R.)		2 minutes	Cashier
	3.3 Issue the O.R. and direct the client to concerned office to claim the item		1 minute	Cashier
	TOTAL	none	5 minutes	
4 Proceed to concerned office where the purchased item is available and present the Official Receipt (O.R.)		none	2 minutes	Concerned staff
5 Receive the purchased item	5.1 Release the item	none	3 minutes	Concerned staff
	TOTAL	none	5 minutes	

13. Request for Certificate of No Outstanding Cash Advance

This certificate is requested by the client as basis /proof of tax withheld by the Agency after releasing the payment for the goods/ services they were provided.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	PCC Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Check no. or Sales Invoice no.		Cash Section or Supplier records		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Sign in the Client Log Book of the Accounting Office.	1.1 Give the Log Book to the client	none	1 minute	Accounting Staff
2. Submit the required documents to Accounting office	2.1 Received the required document	none	1 minutes	Accounting Staff
	2.2 Start processing the request	none	5 minutes	Accounting Staff/ Accounting Head
	2.3 Issue the Tax Certificate (BIR Form 2307 and/or 2306)	none	1 minute	Accounting Staff
	TOTAL	none	8 minutes	



General Services Section

Internal Services

14. Request for Repair & Maintenance

Office or Division:	General Services Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All PCC employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for repair and maintenance form		GSS Office		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the request for repair and maintenance form	1.1 Evaluate the facility/ machinery/equipment to be repaired	none	5 mins (min) 30 mins (max)	GSS Staff
	1.2 Make Purchase Request (PR) for Supplies & Materials needed for the repair	none	5 minutes	GSS Staff
	1.3 Purchase the needed materials	none	1 day (min) 3 days (max)	GSS Staff
	1.4 Perform the needed action for the requested repair	none	depends on the complexity of the work to be done	GSS Maintenance and Repair Team
	TOTAL	none	1 day & 10 mins (min) 3 days & 30 min (max)	



Information and Communication Technology Section Internal Services

15. Request for IT Equipment Repair & Maintenance

Office or Division:	Information and Communication Technology Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Permanent and Job Order Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Call/inform the ICTS	<p>1.1 ICTS conducts preventive maintenance, assistance and troubleshooting of IT hardware and software and other ICT concerns</p> <p>Assistance to ICT equipment, supplies and peripherals upon availability From the approved Agency ISSP</p>	none	<p>Simple 5 mins (min) 1 hour (max)</p> <p>Intermediate 1 hour (min) 4 hours (max)</p> <p>Advanced 4 hours (min) 1 day (max)</p>	ICTS Staff
2. Internal Clients signs log book on the ICT concerns that was resolved	2.1 Signs Logbook form (PCC-ISQF-03)	none	1 minute	Internal Clients
TOTAL		none		



Production Systems and Nutrition Section

Internal and External Services

16. Request for Laboratory Analysis

The Nutrition Laboratory supports the R&D activities of the whole PCC Network and provides technical services and information of students, researchers and farmers in assessing the nutritive value of feedstuffs and other related samples to address nutritional problems and nutrient deficiencies of ruminants and other livestock species.

At present, the laboratory performs proximate analysis such as dry matter /moisture, ash, crude protein, crude fat and Crude fiber; detergent analysis such as acid detergent, neutral detergent fiber and acid detergent lignin; mineral Analysis such as calcium and Phosphorus and other relevant analysis

Office or Division:	Production Systems and Nutrition Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G); Government to Citizen (G2C)			
Who may avail:	PCC Centers, Cooperatives, students, researchers and farmers (walk-in clients)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (PCC-PNSQF-01) for laboratory analysis		PSNS or https://goo.gl/8hMAbe		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit sample and filled up request form for analysis at the Nutrition Laboratory	1.1 Conduct Analysis:			
	a. Proximate			
	a.1 Moisture/Dry Matter	PhP 179.20	1-5 days	
	a.2 Ash/Organic Matter	PhP 242.40	1 day	
	a.3 Crude Protein	PhP 489.60	1 day	
	a.4 Crude Fiber	PhP 386.40	1-2 days	
	a.5 Crude Fat	PhP 376.80	1-3 days	
	b. Detergent:			
	b.1 Acid Detergent Fiber	PhP 456.80	1-2 days	Laboratory Staff
	b.2 Neutral Detergent Fiber	PhP 610.40	1-2 days	
	b.3 Acid Detergent Lignin	PhP 582.40	1-2 days	
	c. Mineral:			
	c.1 Calcium	PhP 480.80	2-3 days	
	c.2 Phosphorus	PhP 528.80	2-3 days	
	1.2. Release result			
	TOTAL	**	**	

** Depends on the requested type of analysis to be conducted



Carabao Enterprise Development Section Internal Services

17. Request for Milk Analysis

Request of PCC Regional Centers to CEDS laboratory for analysis of milk samples for microbiological qualities (aerobic plate count , coliform count, E coli) and compositional qualities (% fat, % protein, % lactose, %solids not fat, %total solids)

Office or Division:	Carabao Enterprise Development Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Regional Centers' Processing and Marketing Offices (PMO's)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		CEDS		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit milk samples to CEDS lab	1.1 Receive milk samples	none	5 minutes	CEDS Staff
	1.2 Record milk samples received	none	5 minutes	CEDS Staff
	1.3 Analyze milk samples	none	2 days	CEDS Staff
	1.4 Evaluate results of milk analysis	none	0.5 day	CEDS Staff
	1.5 Prepare Certificate of analysis	none	0.5 day	CEDS Staff
	1.6 Provide clients with Certificate of Analysis (through email)	none	5 minutes	CEDS Staff
TOTAL		none	3 days and 15 mins	



Operations Section Internal Services

18. Procedures for Fund Transfer Request of Regional Centers

Formal letter of request of fund transfer by PCC regional centers was submitted to Operations email. This request of fund transfer aimed to augment the fund being released to them for their additional requirement in the implementation of different PCC programs and projects. This will be approved by the Executive Director and Deputy Executive Director and will be processed for transfer to requesting center within the week.

Office or Division:	Operations Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All PCC Regional Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal Request Letter		Requesting Center		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the formal request letter	a. Coordination		30m	Requesting Center
	a.1 Receive and forward the letter to the OED for comments/ approval	none		Operations, OED's Secretary, Executive Director (ED)
	If with comments, feedback to concern/ requesting center	none		ED/OED Secretary
	If approved, go to a.2	none		OED Secretary
	a.2 Sent back to Operations for preparation of all needed requirements/ documents	none		OED's Secretary Operations
	b. Completion of Requirements	none	4 days	Operations Staff

	b.1 Preparation of Disbursement Voucher/ attached documents	none		Operations Staff
	b.2 Preparation and processing of Obligation Request	none		Budget Section, Operations Staff
	b.3 Review and process the documents for fund allocation/charging	none		Budget/ Accounting Section
	b.4 Processed documents forwarded to Cash Unit for signature/s	none		Cashier and DED (signatories)
	b.5 Preparation and processing of Cheque/s for fund transfer to requesting center	none		Cashier
	b.6 Preparation of LDDAP documents if the fund transfer is charge to GAA	none		Cashier
	b.7 Completed and processed LDDAP for signatures	none		Cashier, ED/DED (signatories)
	b.8 Writing and sending Transmittal Letter	None		Budget Section/ Accounting Section
	TOTAL	none	4 days and 30 mins	

19. Procedures for Artificial Insemination (AI) Supplies Request of Regional Centers (RCs)

PCC Regional Centers request for Artificial Insemination (AI) supplies is mainly due to centralize procurement of AI supplies being done at PCC National Headquarters. The needed AI supplies being requested were based on the proposed AI target program activities for the current year. This will be in support to the achievement of target number of calf production from AI program.

Office or Division:	Operations Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All PCC Regional Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal Request Letter		Requesting Center		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the formal request letter		none	30 minutes	Requesting Center
	1.1 Receive & forward the letter to the OED for comments/approval	none		Operations, OED's Secretary, Executive Director (ED)
	If with comments, feedback to concern/ requesting center	none		ED/OED Secretary
	If approved, go to 1.2	none		OED Secretary
	1.2 Sent back to Operations for checking of availability of supplies requested	none		OED's Secretary/ Operations Staff
	1.3 If not available, communicate to concern center through letter or telephone call/text message/e-mail.	none		Operations Staff

	1.4 If available, release the AI supplies to:	none		Operations Staff
	1.4.1 Center's representative traveled to/or within OED	none	1 hour	Operations Staff
	1.4.2 If no Center Representatives, coordinate with General Services Section to transport requested AI Supplies from OED to PCC Manila Liaison Office. (for shipping to Regional Centers of Visayas and Mindanao)	none	1 day (shipping time to Center not included)	Operations Staff, Manila Liaison Office
	1.5 Preparation and issuance of the Acknowledgement Receipt Form for the issued AI supplies: <i>(Form No.: PCC-OPQF-23 Revision No.:00 Effectivity Date: May 11, 2018)</i>	none	15 minutes	Operations Staff, Requesting Center
	1.6 Record, file & maintain the documents for references.	none		Operations Staff
	TOTAL	none	1 day, 1 hour and 45 minutes	



Biosafety and Environment Section Internal Services

20. Monitoring on the Implementation of PCC Animal Health Program

The monitoring on the implementation of PCC Animal Health Program is performed once a year to evaluate the compliance of the farm veterinarian/ farm manager to the set Animal Health Program to be implemented in their respected farms to the control and prevention of diseases.

Office or Division:	BES			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All PCC Regional Center, PCC National Gene Pool			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Animal Health Program		Regional Centers, Gene Pool		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
1.1 Present AHP of the center and show evidence of compliance to BES monitoring team.	1.1 Receive and review the units Animal Health Program	none	1 hour	BES staff
	1.2 Walking through the animal farm and offices (review records of implementation of PCC Animal Health Program and compliance to good animal management practices through observation. Assist in the surveillance(collection of laboratory samples, tracing, treatment, control and prevention) of animal disease if requested.	none	2-5 days	BES staff
	1.3 Record the issues for feedback, comments and recommendation to concerned unit	none	1 day	BES staff
	1.4 Prepare report with signatories for submission to concerned units	none	2 days	BES staff
	TOTAL		5-8 days	

21. Request for Animal Health Certificate

The Animal Health Certificate is a required document by the Animal Quarantine Officer whenever animal/ s are transferred from one place to another (e.g. one province/ region to another) to ensure that the animals transferred are free from any infectious/ communicable diseases.

Office or Division:	BES			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC National Gene Pool, LBRAF and PCC National Bull Farm			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Health Certificate (AHC)		BES office		
2. Results of Laboratory tests, negative TB test, vaccinated against HS certification etc.		Gene Pool, LBRAF, National Bull farm		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
	1.1 Review the request for completeness of requirements from authorized staff/veterinarian	none	30 minutes	BES In-charge
	1.2 Conduct of Laboratory tests	none	2-7 days	BES staff
	1.3 Forward to BES head and in-charge for approval and signature	none	10 minutes	BES In-charge
	1.4 Inform the requesting staff/veterinarian on the action and result of the request	None	20 minutes	BES In-charge
	TOTAL	none	3-8 days	

22. Laboratory Testing of Animal Samples

Laboratory testing of animal samples are performed to ensure that the animals free from infectious/ communicable diseases. This is also a way to check to evaluate the effectiveness of the Animal Health Program implemented in the farm.

Office or Division:	BES			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	PCC Institutional Herd			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Test request Form		BES receiving office		
Animal laboratory samples		Requisitioner, IH		
Client Steps	Agency Actions	Fees To Be Paid	Processing Time	Person Responsible
	1.1 Accept and review the completeness of the record form	none	5 minutes	BES staff
	1.2 Record and update the Laboratory logbook	none	5 minutes	BES staff
	1.3 Submit and endorse to laboratory analyst	none	5 minutes	BES staff
	1.4 Processing and testing of samples as per request in the form	none		BES staff
	1.4.1 Parasitological Analysis	none	2 days	BES Laboratory analyst
	1.4.2 Hematological Analysis	none	2 days	BES Laboratory analyst
	1.4.3 Serological-based testing	none	2 days	BES Laboratory analyst
	1.4.4 Conventional Microbiology	none	7 days	BES Laboratory analyst
	1.4.5 Molecular-based Testing	none	3-4 days	BES Laboratory analyst
	1.4.6 California Mastitis testing	none	1 day	BES Laboratory analyst

	1.5 Inform/communicate the initial result to requesting party	none	10-30 minutes	BES staff
	1.6 Record the results	none	10-20 minutes	BES staff
	1.7 Preparation of lab results	none	2-4 hours	BES staff
	1.8 Certifying the official laboratory results	none	1 day	BES staff
	1.9 Release of laboratory results (email and/or hand copy)	none	4 hours	BES staff
	TOTAL	none	2-7 days	

FEEDBACK AND COMPLAINTS MECHANISM	
1. How to send feedback form	1.1 The Operations Staff will send the soft copy of the Customer Satisfaction Survey (CSS): Form No.: PCC-OPIF-22 Revision No.: 01 Effectivity Date: April 8, 2019) template through e-mail to the requesting Center to be accomplished after the render of the service requested.
	1.2 The requesting Center will e-mailed back the accomplished CSS to the Operations Section: pccoperations2019@gmail.com
2. How feedbacks are processed	2.1 The Operations Staff will consolidate the accomplished CSS.
3. How to file a complaint	3.1 Write the complaints to the Office of the Executive Director (Office of the Executive Director, Philippine Carabao Center, Science City of Munoz, Nueva Ecija. Complaints can be sent by email to: (pcc-oed@mozcom.com)
4. How complaints are processed	4.1 The OED will channel the complaints to appropriate Section.
	4.2 Appropriate Section/Unit will consolidate and analyze the feedback and impose interventions if needed for improvement.
5. Contact Information of CCB, PCC, ARTA	Office of the Executive Director, Philippine Carabao Center, Science City of Munoz, Nueva Ecija. Telephone: +63 44 456 0731 to 32 Email: pcc-oed@mozcom.com



SERVICE GUIDE

P H I L I P P I N E C A R A B A O C E N T E R



Department of Agriculture

PHILIPPINE CARABAO CENTER

CERTIFIED: ISO 9001 | ISO 14001 | OHSAS 18001

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FOREWORD

The development in agriculture in the recent years has seen the declining role of draft carabaos, more particularly in the intensively farmed, irrigated areas and an increasing trend in farm mechanization. But while this substitution takes place in some specific farming communities, the role of draft carabaos in the rain-fed and hilly agricultural land has not diminished. In fact, the need for draft carabaos may remain high in irrigated areas for some specific farm activities for many years to come.

In the light of the need to improve productivity of the carabaos not only in terms of draft but more importantly for milk and meat to increase income, nutrition, and the general well-being of farmers, the implementation of the national carabao development program becomes an important component of the overall national strategies. This is essentially so because of the need to harness the existing huge resources of about 3.0 million carabaos against the background of the country's 99% import dependence on milk and dairy products and about 50% import dependence on carabeef.

For its part, the Philippine Carabao Center (PCC) will continue its strong resolve of extending necessary services to the farmers, the local government units and other organizations that play important part in the faster development of the Philippine carabao industry.

This publication is designed to guide the carabao industry stakeholders and the public who are interested on the services of PCC. Detailed procedures on how to avail of each service are provided in the succeeding pages.

It is our hope that the industry stakeholders benefit from this piece of publication.



ARNEL N. DEL BARRIO

Executive Director III




QUALITY POLICY



The Philippine Carabao Center aims to be a premiere research and development institution for the sustainable growth of the livestock industry.

In order to achieve this, we, at PCC, are dedicated to provide quality products and services that address customers' needs consistent with statutory, regulatory and other requirements, and the International Standards; and committed to continuously improve the effectiveness of our integrated management systems, products and services, processes, people, and workplace by ensuring safety of our workers; and protection of the environment.



SUMMARY



The Philippine Carabao Center, an attached agency of the Department of Agriculture created by virtue of Republic Act 7307, is mandated to conserve, propagate and promote the carabao as a source of milk, meat, draft power and hide to help achieve better nutrition, higher levels of income and improved general well-being of the rural farming families.

The PCC mandate is pursued through the implementation of the following major services:

- Artificial Insemination
 - Bull Loan Program
 - Frozen Buffalo Semen Distribution
 - Provision of Superior Breeding Animals
 - Training of Technicians and Farmers
 - Technical Assistance and Extension
 - a) Animal Reproduction
 - b) Animal Nutrition
 - c) Animal Health
 - d) Forage Production and Improved Feeding System
 - e) Cooperative Development
 - f) Dairy Production and Processing
 - Analysis of milk samples
 - Nutrition Laboratory Services
 - Biosafety and Environment Laboratory Services
 - Information and Library
 - Visitors' Assistance
 - Marketing Assistance
- 

ARTIFICIAL INSEMINATION



Brief Description

Artificial insemination (AI) is one of the agency's banner services rendered nationwide in villages by trained private village-based AI technicians (VBAITs) as well as technicians of local government units (LGUs), DA-Regional Field Offices (DA-RFO) and PCC regional centers.

AI is a reproductive tool used to produce animals with better productivity for milk and meat, without disregard for draft power through harnessing superior genetic materials of dairy buffalo breed. The strategy is to cross the native swamp buffaloes with the dairy breed following a sustained backcrossing to at least four generations to produce animals with milk and meat producing potentials equivalent to the purebred dairy parents.

Service Standard

The PCC trains VBAITs to provide AI services in the community with a fee, which is based on the existing price acceptable in the locality (ranges from Php300-Php1,000). In places, where there is no trained VBAIT or LGU AI technician, the conduct of AI in the villages is usually based on the schedules agreed upon during the annual planning activities of PCC and the LGUs. However, there are cases when requests outside of the annual plan come in. For those coming from the LGUs, processing of request is completed within 3-7 days. For "on-call A.I." (usually in areas that are at close proximity to the centers) that is based on natural estrus, processing of request usually takes only 30 minutes to one hour. The actual conduct of A.I. takes around 1 to 2 hours, including travel time (for natural estrus), and 3 to 4 days (for synchronized estrus). Take note that estrus synchronization/artificial insemination (ES/AI) scheme is conducted only on a case-to-case basis and not a regular activity of the center.

Procedure

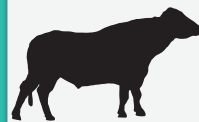
A. Upon LGU Request

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. Receive request for AI	Letter of request	Center AI Coordinator/ Extension	As it comes
2. Approve request	Response letter	Center Director	1
3. Schedule the AI activity		Center AI Coordinator/ Extension	1
4. Inform/ remind the LGU about the AI schedule	Letter or other means of communication	Center AI Coordinator/ Extension	1 (phone) 2 (personal coordination) 5 (mail)
Total			3-7 days

A. On-call AI

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. Receive request for AI	Phone call or actual visit to PCC	Center AI Coordinator/ Extension	15-30 minutes
2. Analyze estrus status by conducting interview with the owner	Response letter	AI Technician	15-30 minutes
Total			30 minutes to one hour

BULL LOAN PROGRAM



Brief Description

Purebred dairy-type bulls are loaned out to qualified farmers for natural mating with purebred dairy-type buffaloes, crossbreds and native carabaos in areas where AI services are limited and not readily available. This service is an integral part of the genetic improvement program aimed at producing animals with improved productivity for milk and meat, without disregard to draft power.

Service Standard

If the bull is available and all evaluation criteria or requirements are met, coordination and evaluation activities, including the processing of related documents (from the day of receipt of the request to the release of the bull), are completed within 11.5 working days.

Bulls for loan are availed of for the following purposes: (1) to service purebred dairy-type buffaloes and crossbreds in a dairy module under the cooperative/association/dairy-buffalo multiplier farm schemes; and (2) to service native or crossbred carabaos for crossbreeding (upgrading) program in the villages.

Repayment Scheme

Loan Scheme 1: Bulls servicing purebred and crossbred dairy-type buffaloes under the cooperative/association/dairy buffalo multiplier farm

Bulls loaned under this scheme will be PCC-owned and continuously replaced every three to four years to avoid inbreeding.

Loan Scheme 2. Bulls to be used in the carabao crossbreeding (upgrading) in the villages

A junior bull (2.5 years old and below) and socialized, is considered paid in full when it has produced 25 calves. This is subject to proper proof and certification from the Municipal Agriculturist, Veterinarian or Livestock Inspector.

After submitting a copy of proof and certification to PCC, ownership of the bull shall be awarded to the bull handler.

Procedures in Availing Bulls for Loan

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. Request for bull loan	Formal letter or communication	Requesting party	As it comes
2. Inform concerned center and check animal availability		National Bull Loan Coordinator	0.5
3. Orient the LGUs, PVO, Requesting Party (RP) & owners of the female carabaos in the area on the bull loan program		Regional Center's Bull Loan Coordinator	1
4. Evaluate the Requesting Party		Regional Center's Bull Loan Coordinator	1
5. Follow up result of evaluation, prepare and send response letter to the Requesting Party	Formal letter	National Bull Loan Coordinator/ Regional Center's Bull Loan Coordinator	1
6. Coordinate all pertinent documents needed to effect the release of bull	MOA/Loan Contract/MR, Animal Health Certificate, Shipping Permit, approval of GIP coordinator	National Bull Loan Coordinator in coordination with the Bull Loan Coordinator of regional center, BAI, PVO, and GIP Coordinator	5
7. Attend Bull Loan Recipients' Training	Presence of the recipient to the training	Concerned PC Center	2
8. Authorize release of the bull	Authority to Release	Executive Director as signatory	0.5
9. Release the bull	Documents issued/ signed in steps 5 & 6	Center's Bull Loan Coordinator	0.5
Total			11.5 days

FROZEN BUFFALO SEMEN DISTRIBUTION



Brief Description

The PCC maintains a Semen Processing Laboratory in Carranglan, Nueva Ecija (managed by PCC at CLSU), in Los Baños, Laguna (managed by PCC at UPLB), and in Maramag, Bukidnon (managed by PCC at CMU). These laboratories produce and process frozen semen from genetically superior sires or bulls to be used for upgrading the native carabaos through artificial insemination. The frozen semen are kept in liquid nitrogen tanks and are stored in Semen Bank at PCC National Headquarters and Gene Pool for distribution. Each straw approximately contains 50 million sperm cells with at least 30% post-thaw motility. Frozen semen is available to qualified AI technicians nationwide through systematized semen distribution system linked with AI technicians, cooperatives, DA-RFUs and LGUs.

Service Standard

When requesting for frozen semen, the requesting party should provide a tank filled with liquid nitrogen. The procedure of request is detailed below:

Procedure

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. File request to PCC	Request and Disposal Form (PCC-GIQF-09)	Requesting party	15 minutes
2. Approve Request	Request and Disposal Form (PCC-GIQF-09)	Semen Bank Staff	5 minutes
3. Inspect Tank (before filling)	Request and Disposal Form (PCC-GIQF-09)	Semen Bank Staff	5 minutes
4. Fill tank with frozen semen	Request and Disposal Form (PCC-GIQF-09)	Semen Bank Staff	20 minutes
5. Inspect tank after filling	Request and Disposal Form (PCC-GIQF-09)	Semen Bank Staff	5 minutes
6. Fill up disposal form	Request and Disposal Form (PCC-GIQF-09)	Requesting party/ Semen Bank Staff	5 minutes
Total			55 minutes

*Request form is available at Semen Bank (SB), Animal Breeding and Genomics Section.

Note: For regular customers, semen report utilization must be presented prior to the approval of the next request.

PROVISION OF SUPERIOR BREEDING ANIMALS



Brief Description

Due to very limited number of breeding animals, this service is provided only on a case-to-case basis and on a “first come, first serve” basis subject to availability of animals. Priority is given to interested parties who have funds to purchase and provide the requirements of maintaining the breeding animals. Other means are via the soft loan (Bull Loan and dairy buffalo module under modified “paiwi” and Dairy Buffalo Multiplier Farm schemes).

Service Standard

Assuming animals are available and all requirements are met, coordination and other activities including processing of related documents from the day of receipt of the request to the release of breeding animals can be completed within 10.5 working days.

A. Direct Purchase

An interested individual can directly purchase breeding animals from the PCC Gene Pools, provided these animals are available. The PCC has a standard pricing set for breeding animals, which is subject to change depending on the genetic quality of the breeding stocks and current market prices, as follows:

1. All animals/stocks identified for sale shall have Authority to Release (ATR) from PCC National Headquarters upon recommendation of concerned Center Director, National Gene Pool Coordinator and National GIP Coordinator prior to sale.
2. Heifers and bulls, riverine buffaloes (BMB, ItMB, IMB, BrMB, AmBuff, PDB), female crossbreds
 - 2.1. Minimum price for sale is Php30,000.00.
 - 2.2. Additional Php5,000.00 is added to the minimum price for sale for every six (6) months increment in age beyond 17 months up to a maximum of 60 months (5 years).
 - 2.3. Premium is added for dam’s best 305D milk production record equal to or more than 2,000 liters, as follows:

- | | | |
|--------|-----------------|--------------|
| 2.3.1. | 2,000-2,599 li. | :Php3,000.00 |
| 2.3.2. | 2,600-3,000 li | :Php6,000.00 |
| 2.3.3. | >3,000 li | :Php9,000.00 |
- 2.4. Pregnant heifer minimum price for sale is Php40,000.00. Increase in price due to age and milk production follows the same guideline in items 2.2 and 2.3, respectively.
3. Heifers and bulls, Swamp buffaloes
- | | |
|------|--|
| 3.1. | Minimum price for sale (12-17 months) is
Php15,000.00. |
| 3.2. | Additional Php5,000 is added to the minimum price for every six (6) mos. increment in age beyond 17 months up to a maximum of 60 months (5 yrs.) |
| 3.3. | Pregnant heifer – Php25,000. Increase in price due to age and milk production follows the same guideline in items 2.2 and 2.3, respectively. |
- Price may increase due to location i.e., current market price in Luzon is higher than in Visayas and Mindanao*

Process Flow of the Release of Breeding Stocks (Direct Purchase)

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. Request for breeding animal/s	Formal request (letter or resolution) addressed to the Executive Director	Requesting/Interested party	As it comes
2. Reply to formal request	Requesting party's mailing address and contact numbers	Office of the Executive Director	1.5
3. Assess request and requesting party	Instruction from the Executive Director	Executive Director Coordinator, Animal Movement Coordinator, GIP Concerned Coordinators (CBED, NIZ)	1
4. Check animal availability and its performance	Appropriate reports from GIP	Coordinator, Animal Movement	0.5
5. Determine price of animals	Guidelines for pricing disposal, sale and procurement of water buffaloes	Committee, Animal Pricing/Appraisal	0.5
6. Inform requesting party through letter about the price of the animal	Appraisal report on the animal	Coordinator, Animal Movement	0.5
7. Letter or phone call from requesting party indicating interest to buy		Requesting party	As it comes
8. Follow through the approval of request		Coordinator, Animal Movement	0.5

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
9. Facilitate accomplishment of pertinent documents needed to effect selling/release of animal/s	Statement of account (SOA) Official Receipt; Animal Health Certificate; Shipping permit; vaccination certificate	Accounting PCC Cashier OED Veterinarians Operations staff	5
10. Authorize release of the animal	Duly signed Authority to Release	Executive Director	0.5
11. Release/sell the animal	Documents issued/ signed in steps 9 & 10	Coordinator, Animal Movement	0.5
Total			10.5 days

B. Dairy Buffalo Module

As PCC has limited female buffaloes at the moment, this service/program is available to qualified farmer-cooperative members, families who are already into dairying activity, and company/corporation/cooperative/individual entrepreneurs capable of operating a semi-commercial/commercial farms on a “first-come-first serve” basis and subject still to the availability of the animals.

Brief Description

The dairy buffalo module is a facility whereby PCC entrusts purebred dairy buffaloes to qualified farmer-trustees, families, company, corporation, cooperative or individual entrepreneurs capable of operating a dairy farm business. The entrustment follows either a Modified “Paiwi” scheme or Dairy Buffalo Multiplier Farm (DBMF) scheme wherein the trustee is expected to take care of the animal, maintain animal and production records, provide necessary inputs and other obligations stipulated in the Modified “Paiwi” contract or DBMF contract; and continuously engage in dairy business following approved practices and technologies provided by PCC.

Service Standard

If animals are available and when all the requirements are met (and under normal circumstances), the animals will be awarded within 33 days from the date of receipt of request.

B.1. Modified “Paiwi” or Trusteeship scheme: The farmer-trustee takes ownership of the original animal on the condition that he/she fully commits to the provisions stipulated in the contract. All calves of the original animal will be co-owned by PCC and the farmer-trustee on a 50:50 scheme. Farmer-trustee may opt to buy the PCC’s share in each calf or the other way around.

Dairy buffalo module under the modified “paiwi” or trusteeship scheme can be availed of in two ways: (B.1.1.) Cooperative Dairy Module, and (B.1.2.) Family Dairy Module

B.1.1. Cooperative Dairy Module

- 1.1 As follows are the initial requirements to avail of the breeding stocks, which shall be accomplished by the Cooperative:
 - 1.1.1 Letter or resolution requesting for 25 head buffalo dairy module addressed to PCC Executive Director
 - 1.1.2 Master list of the Cooperative Members
 - 1.1.3 List of members endorsed by the Officers of the Cooperative/ Association to avail of the dairy buffalo module
 - 1.1.4 Certificate of being a legal entity (CDA/ DOLE/SEC registration)
 - 1.1.5 Certificate of Good Standing (if registered with the CDA)
 - 1.1.6 Accomplishment Report, preferably for the last two (2) years
 - 1.1.7 Current inventory of carabaos in the area where the association or cooperative is operating
 - 1.1.8 List of schools and student population

- 1.1.9 History of the Barangay where the Cooperative is located
- 1.1.10 Socio-economic profile of the community/town
- 1.2 After complying with the requirements, the following activities shall be conducted to determine if the association or cooperative and its members are qualified to be awarded of the trusteeship:
 - 1.2.1 Schedule visit to association/cooperative for ocular inspection, field visit and validation of identity
 - 1.2.2 Orientation meeting with the Officers and Members
 - 1.2.3 Social Preparation Training (SPT): Issuance of Training Certificate by the SPT Team
 - 1.2.4 Technical Training: Issuance of Training Certificate by the Technical Training Team
 - 1.2.5 Evaluation of the farmer-trustee, i.e., readiness to receive animals prior to release of buffaloes in terms of the guarantee fund, animal shed, forage resource, source of clean water
 - 1.2.5.1 Photocopy (certified true copy) of the Guarantee Fund Bank Deposit
 - 1.2.5.2 Total amount of the Guarantee Fund
 - 1.2.5.3 Photocopy (certified true copy) of the resolution regarding Guarantee Fund between the Cooperative and the PCC Representative
 - 1.2.5.4 Availability of animal shed
 - 1.2.5.5 Availability of forage production area/forage resource
 - 1.2.5.6 Availability of clean and safe source of drinking water

1.2.5.7 Availability of electricity in the area

- 1.3 If the two abovementioned processes (1.1 and 1.2) are complied, the farmer-trustee is declared by the PCC Evaluation Team eligible for the trusteeship and the association or cooperative ready for entrustment of the breeding animals under the Modified “Paiwi” scheme. Then, schedule of animal release to the association or cooperative shall be set provided the following documents are duly accomplished:
- 1.3.1 Signed MOA with the Cooperative, LGU and PCC
 - 1.3.2 Signed Modified Paiwi Contract with the Farmer-Trustee, Cooperative and the PCC
 - 1.3.3 Issuance of individual animal record
- 1.4 Monitoring and Evaluation (shall be done as part of the evaluation and post-evaluation processes)

B.1.2. Family Dairy Module

Qualified family or families may avail of five (5) to ten (10) head dairy buffaloes in case they are already into dairying activity using crossbred or native carabaos for around five years or more. This is prioritized in areas with at least 100 breedable animals and where a dairy cooperative does not exist yet. Moreover, these trustee-families have to agree first to later organize themselves into a dairy association or cooperative. The implementing guidelines follow the Cooperative Dairy Module with the exclusion of the requirements, which are exclusively to be accomplished by a dairy cooperative.

B.2. Dairy Buffalo Multiplier Farm (DBMF) Scheme: Farm owners/corporation/company/cooperative that are capable of operating and would like to engage in a semi-commercial/commercial dairy buffalo farm business may avail of 20 (riverine-type) heifers or more. A 30-day period from the date of receipt of the animals shall be observed under this scheme. Ownership of the original animals will be transferred to the DBMF operator after it has been fully paid according to the contract. The PCC has the first option to buy succeeding calves produced by the original stocks and the decision will be made on or before the calf reaches 12th month of age.

Qualification requirements of applicant as a Dairy Buffalo Multiplier Farm (DBMF)

1. Proponent Farm must have a recent Business Permit/Mayor's Permit
2. Proponent must secure Barangay Clearance in the community
3. Proponent must have a co-maker such as legal wife, parents, and children with age of not less than 18 years old
4. Proponent must have a dairy production and management capability and willing to be trained on technical aspect of the scheme
5. Proponent must have a titled/long-term leased land with prepared and developed pasture area or otherwise an evidence of source of forage/soilage
6. Proponent should have the means to provide for feed and mineral supplementation
7. Proponent must have available production facility (animal shed, milking parlor, feed storage, animal treatment and isolation areas) and equipment
8. Proponent must have the capacity to provide ad libitum supply of potable water
9. Proponent must be able to shoulder the transport cost of the animals from PCC to the DBMF
10. Proponent must be subjected to the evaluation of the PCC Team

Process Flow of the Release of Breeding Stocks (Dairy Buffalo Multiplier Farm)

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. Request for dairy module	Formal request (letter or resolution) addressed to the Executive Director	Requesting party/ farmer-cooperative	As it comes
2. Reply to formal request	Requesting party's mailing address and contact numbers	Office of the Executive Director	1.5
3. Assess request and requesting party	Instruction from the Executive Director CDA/DOLE Registration Certificate of Good Standing (CDA), Accomplishment reports, List of members, Audited Financial Statement, Current inventory of carabaos Certified photocopy of certificate of registration of the farm, Business Permit, Barangay Clearance (DBMF)	Executive Director Executive Director Coordinator, Animal Movement Coordinator, GIP Concerned Coordinators (CBED, NIZ)	1
4. Check animal availability and its performance	Appropriate reports from GIP	Coordinator, Animal Movement	0.5
5. Submit the letter of intent and result of evaluation to the Executive Director	Letter of intent Evaluation report	NIZ/RIZ/CBED Coordinators	1
6. Inform requesting party on the status of their request	Formal letter	Executive Director	2

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
7. For approved request , the following will be conducted: a. Orientation on dairy buffalo module b. Background investigation on would-be trustees c. Social Preparation Training d. Training on dairy buffalo management	List of would-be trustees Benchmark information survey Carabao inventory Complete attendance of would-be trustees	Requesting party NIZ/RIZ/CBED coordinators requesting party PCC Trainers PCC Trainers	19
8. Check on the availability of required farmer-trustees' counterpart	4m x 4m animal shed; Bank certification for Php25,000.00; Guarantee Fund; 1000 sq m planted with napier or any improved grass; Certificates of attendance in step 7 c and 7 d	NIZ/RIZ/CBED coordinators	1
9. Facilitate accomplishment of pertinent documents needed to effect selling/release of animal/s	Authority to Release; Animal Health Certificate; Shipping permit; FMD Vaccination Certification/ permit (if required) Loan Contracts	Animal Movement Coordinator OED Veterinarians PMED staff NIZ/RIZ/CBED coordinators	5
10. Authorize release of the animal	Duly signed Authority to Release	Executive Director	0.5
11. Check readiness of unloading area	unloading mound and corral	NIZ/RIZ/CBED coordinators	1
12. Release/ award the dairy buffalo module	Documents issued/ signed in steps 9 & 10	Coordinator, Animal Movement NIZ/RIZ/CBED coordinators	0.5
Total			33 days

TRAINING OF TECHNICIANS AND FARMERS



Brief Description

The PCC consistently ensures that farmers and its partner-implementers are capacitated to effectively carry out the agency's various programs through the provision of relevant trainings. Areas of training include animal reproduction, animal nutrition, animal health, forage production, cooperative development, and dairy production and processing and marketing.

Service Standard

When all requirements are met, the applicant shall receive notice of acceptance to the training course within 7 days from the date of receipt of application.

Procedure

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. Disseminate invitation/ announcement letter	Letter of invitation Application Form	Training Coordinator	1-3
2. Receive applications/ endorsement	Accomplished Application Form Endorsement Letter	Center Director/ Training Coordinator	As it comes
3. Screen and select applicants	Accomplished Application Form Summary of qualifications of applicants	Center Director Technical Staff	1 hour
4. Submit qualified applicants to the Office of the Executive Director	List of qualifies applicants	Center Director (Signatory)	0.5 hour
5. Notify qualified and disqualified applicants	Letter of invitation Application form	Training Coordinator	1-3 days
6. Receive confirmation of attendance	Confirmation (written or verbal)	Center Director/ Training Coordinator	1 hour (phone)
Total			2-7 days

TECHNICAL ASSISTANCE AND EXTENSION



Brief Description

The agency provides technical assistance, free of charge, to its farmer-clientele in the areas of animal reproduction, animal nutrition, animal health, forage production and improved feeding system, cooperative development, and dairy production and processing. Experts on these areas are regularly sent to the villages to respond to the farmers' specific needs.

Service Standard

Farmers, private individuals or organizations who need technical assistance from the PCC may visit any of its regional centers and they will be attended to by the agency's technical staff. The length of discussion varies depending on the subject matter and availability of technical staff. If the service requires an on-site assessment or field visit, a schedule is agreed upon by both parties. Again, the duration of the technical service varies depending on the situation on-site.

Procedure

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/ PERSON	PROCESSING TIME (No. of Days)
1. Receive request for technical assistance	Letter of Request for walk-in inquiries	NIZ/Training Officer	As it comes
2. Interview Requesting Party (for walk-in)		PCC Technical Staff KMD Training Assistant/NIZ	15-30 minutes
3. Analyze Situation		PCC Technical Staff	15-30 minutes
4. Recommend or implement immediate action	Formal (written or verbal) communication On-site visit	PCC Technical Staff	Within one day for written recommendation Variable time for verbal communication and on-site visits recommendation.

ANALYSIS OF MILK SAMPLES



Brief Description

The Dairy Laboratory provides service for analysis of milk components in support of the Genetic Improvement Program of PCC. Service is mainly for dairy herds that are participating in milk recording and performance testing including PCC-assisted cooperatives, among others. Milk samples are rapidly analyzed for milk fat percentage, milk protein percentage, lactose, total solids, and somatic cell count (SCC). The facility is presently available at the PCC National Headquarters.

Service Standard

Under normal circumstances, the analysis is completed within nine working days from the date of request or submission of milk samples. Raw milk samples can be preserved up to 7 days at 4oC-5oC, if bronopol is added. If milk sample is unpreserved (no added bronopol), place the sample in a container with ice then immediately submit to the laboratory for analysis the soonest time possible (within 2 days). Unpreserved samples maybe analyzed up to 72 hours after initial collection of milk samples. Prospective clients should first make arrangement with milk laboratory personnel before submission of samples for orientation/training on proper milk sampling, handling, and storage scheduling.

Procedure

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. Request for milk analysis	Formal letter*	Requesting Party	As it comes
2. Approve request		Executive Director and Genomics and Bioinformatics Section Head	Within one week upon receipt of request
3. Inform Requesting Party of schedule of submission of samples		Dairy Laboratory Staff/ Molecular Genetics Lab Staff	1 day after approval of the request
4. Submit samples	Request Form for Analysis (PCC-GIQF-11)	Requesting party	As it comes

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
5. Analyze milk samples	Formal letter*	Dairy Laboratory Staff/ Molecular Genetics Lab Staff	1 day
6. Prepare analysis report		Dairy Laboratory Staff/ Molecular Genetics Lab Staff	Within 5 working days after completion of analysis
7. Inform Requesting Party of completion of analysis	Phone call, Formal letter	Dairy Laboratory Staff/ Molecular Genetics Lab Staff	0.25 day
8. Provide a copy of the analysis report	Report of Analysis (PCC-GIQF-12)	Dairy Laboratory Staff/ Molecular Genetics Lab Staff	0.25 day
Total			9 days

*For research purposes, please ensure that your research is coded/authorized by the RDD. Please have your letter noted by the RDD chief.

NUTRITION LABORATORY SERVICES



Brief Description

The Nutrition Laboratory supports the R&D activities of the whole PCC Network and provides technical services and information to students, researchers and farmers in assessing the nutritive value of feedstuffs and other related samples to address nutritional problems and nutrient deficiencies of ruminants and other livestock species.

At present, the laboratory performs proximate analysis such as dry matter/ moisture, ash, crude protein, crude fat and crude fiber; detergent analysis such as acid detergent fiber, neutral detergent fiber and acid detergent lignin; mineral analysis such as Calcium and Phosphorus and other relevant analysis.

Service Standard

Normally, once the request is approved, the examination is completed and the results can be released within 2 to 14 working days. Release of the results also depends on the number of samples submitted and tests conducted.

Procedure

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. Submission and receipt of samples	Request Form (PCC-PNSQF-01)	Requesting Party	As it comes
2. Examination Proper: a. Proximate Analysis • Dry Matter/ Moisture • Crude Ash • Crude Protein • Crude Fat • Crude Fiber		Laboratory Staff/ Laboratory In-charge	Within one week upon receipt of request • 1-5 days • 1 day • 1 day • 1-3 days • 1-2 days

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
2. Examination Proper: b. Detergent Fiber Analysis • Acid Detergent Fiber • Neutral Detergent Fiber • Acid Detergent Lignin c. Mineral Analysis • Calcium • Phosphorus • Others d. pH Analysis and other relevant tests		Laboratory Staff/ Laboratory In-charge	Within one week upon receipt of request • 1-2 days • 1-2 days • 1-2 days • 2-3 days • 2-3 days • 2-3 days • 1 day
3. Record the results	Logbook	Laboratory Staff/ Laboratory In-charge	Right after the examination
4. Prepare and certify laboratory results	Laboratory Result Form (PCC-PNSQF-02)	Laboratory Staff/ Laboratory In-charge	1 day
5. Release of laboratory results	Logbook (PCC-PNSQF-29)	Laboratory Staff	1/2 day

BIOSAFETY AND ENVIRONMENT LABORATORY



Brief Description

To maintain a disease-free environment and control possible disease outbreaks, the PCC established its own Biosafety and Environment Laboratory. This facility caters to the National Impact Zone (Nueva Ecija) clientele, National Gene Pool, Livestock Biotechnology Research and Animal Facility and PCC Regional Centers nationwide. It will also provide assistance to researchers and academicians involved in animal health and biological sciences, and conduct collaborative researches.

At present, the laboratory performs fecalysis, blood parasite examination, serological testing (Brucella Test, ELISA for Neospora and CAE), molecular testing for detection of microbial pathogens (PCR, nPCR among others), and conventional microbiological testing (bacterial isolation and identification, antibiotic sensitivity testing, coliform count and total plate count).

Service Standard

Normally, once the request is approved, the examination is completed and the results can be released within 2 to 6 working days except for the mouse inoculation test (MIT) which needs 21-day observation. Release of the results also depends on the number of samples submitted and tests conducted. The clients are then informed with the unofficial laboratory results in advance.

Procedure

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. Submission and receipt of samples	Request Form	Requesting Party	As it comes
2. Examination Proper: a. Parasitological Analysis b. Hematological Analysis c. Serological-based Testing d. Conventional Microbiology Testing		Laboratory Staff/ Laboratory In-charge	a. 1 day b. 1 day c. 1 day d. 4 days

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
2. Examination Proper: e. Molecular-based Testing f. California Mastitis Testing		Laboratory Staff/ Laboratory In-charge	e. 3 days f. 1 day
3. Record the results	Log Book	Laboratory Staff/ Laboratory In-charge	Right after the examination
4. Prepare and certify laboratory results	Laboratory Result Form	Laboratory Staff/ Laboratory In-charge	1 day
5. Release of laboratory results		Laboratory Staff	0.5 day
Total			2-6 days

INFORMATION AND LIBRARY



Brief Description

The PCC, through its Knowledge Management Division, disseminates relevant knowledge and information about its program and services using information, education, and communication (IEC) materials complemented with multimedia materials. IECs about PCC, its stakeholders and other beneficiaries of the program are published in various formats to suit the specific needs of its readers.

Likewise, to help various researchers (students, professional and other groups), the PCC established a Scientific Library with references pertaining to buffaloes/carabaos and either related fields. All Library materials are for room use only except for employees and affiliates who may wish to borrow and take the materials out.

Service Standard

Depending on the availability of IEC/multimedia materials, interested individuals or organizations may send their letter of request or visit PCC to have copies of the PCC information materials. These materials can also be readily accessed or borrowed from the PCC Library.

Everybody who wishes to use the library would be attended to according to their needs from 8:00 AM to 5:00 PM, Mondays to Fridays.

Procedure

A. Inquiries/Request for IECs/Multimedia Materials and Other Information

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. Receive Request	Letter of Request	Requesting Party	As it comes
2. Approve and forward request to concerned staff		Executive Director/ Information Officer/ Concerned Staff	0.5 day
3. Prepare information requested		Information Officer/ Concerned staff	May vary (will depend on the data/information needed)*
4. Send reply to requesting party	Reply letter and attachment	Information Officer/ Concerned staff	May vary

*Request for information on specific subject/issue about carabao are attended to within 2-3 days. For information which requires search and consolidation, the period may be longer.

B. Library

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. Register in the logbook	Identification Card	Researcher	1 minute
2. Request researcher to leave his/her things at the designated place for Library users		Librarian	1 minute
3. Seek assistance of the Librarian		Researcher	May vary
4. Guide researcher to find the references needed		Librarian	May vary

VISITORS' ASSISTANCE



Brief Description

As part of its information dissemination activities, PCC has designated the Knowledge Management Division (KMD), with its assigned Visitor's Assistance Officer (VAO), to take charge of the concerns of the visitors. The VAO's main function is to receive various sectors that visit the facilities of the agency. Orientation of the programs and services is being done through a 15-minute film showing, followed by a brief tour to the following areas to showcase the dairy buffalo value chain:



Service Standard

Information materials about the PCC's programs and services are prepared for the visitors/group of visitors whose visit is pre-arranged. Unexpected/walk-in visitors, however, are also being given appropriate assistance and/or necessary orientation. The whole orientation process, including the tour of facilities, lasts about 45 minutes to one (1) hour.

Procedure

STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/PERSON	PROCESSING TIME (No. of Days)
1. Request for visit to agency	Formal letter of request address to the OED	Requesting Party	As it comes
2. Approval of request		Office of the Executive Director	As it comes
3. Identification of visitor's profile		Guard on duty	2minutes
4. Film showing	Reply letter and attachment	VAO	15minutes
5. Question and answer		VAO/Technical expert	10minutes
6. Tour of and orientation about the facilities		VAO	25 minutes
Total			45 minutes to 1 hour

MARKETING ASSISTANCE



Service Standard

Clients may inquire for assistance for the following marketing and business aspects.

1. Establishment of a dairy farming business, a dairy/meat products outlet, or a silage production business.
2. Consultancy for aiding business decision making.
3. Brand and logo development.
4. Request for business and marketing trainings.
5. Inquiry on assessing their profitability to help them in performing business decisions particularly market expansion.
6. Request for any data relative to PCC's business and marketing related projects.


Procedure


STEPS	REQUIREMENTS	RESPONSIBLE OFFICE/ PERSON	PROCESSING TIME (No. of Days)
1. File Request to PCC	Filled-Out Service Request Form from Business Development and Commercialization Unit or National Impact Zone or CBED Coordinator	Requesting Party	3 minutes
2. Discuss the terms of the request with the appropriate PCC staff	Depending on the nature of the service requested, written supporting documents.	Requesting party and the appropriate BDCU, NIZ or CBED staff	10 to 30 minutes
3. Approval of the request	Approved request form	BDCU, NIZ or CBED Staff	1 minute
4. Secure Service Agreement Terms of Reference		BDCU, NIZ or CBED Staff	15minutes
5. Delivery of the service	All approved documents and promised supporting documents coming from client as prerequisite to the request.	Requesting party and the appropriate BDCU, NIZ or CBED staff	1 to 5 days or longer depending on the nature of the request.

How can farmers and other interested entities avail of PCC services? Interested parties can visit or contact any of the following:

OFFICE OF THE EXECUTIVE DIRECTOR

PCC National
Headquarters and Gene
Pool Science City of
Muñoz, 3119, Nueva Ecija
Philippines

 (63) (044) 456. 0731 to 34

 (63) (044) 456. 0730

 pcc-oed@mozcom.com

PCC has 12 regional centers strategically located nationwide: five centers in Luzon, four in the Visayas and three in Mindanao.

PCC at Mariano Marcos State University | Batac City, Ilocos Norte
Telephone No.: (63) (077) 792.3187
Email: pccmmsu@gmail.com

PCC at Cagayan State University | Tuguegarao City, Cagayan
Mobile No.: (63) 0916.752.8507 | (63) 0917.518.4302
Email: pccpiat07@yahoo.com

PCC at Don Mariano Marcos Memorial State University | Rosario, La Union
Mobile No.: (63) 0908.864.9975 | (63) 0930.782.6038
Email: pccdmmsu95@yahoo.com

PCC at Central Luzon State University | Science City of Muñoz, Nueva Ecija
Telephone No.: (63) (044) 456.5238 to 39
Email: pcc.clsu@yahoo.com

PCC at University of the Philippines at Los Baños | Los Baños, Laguna
Telephone No.: (63) (049) 536.2729 | (63) (049) 534.2009
Email: pccuplb@gmail.com

PCC at Visayas State University | Baybay City, Leyte
Telephone No.: (63) (053) 563.7649
Email: pccvsu@gmail.com

PCC at West Visayas State University | Calinog, Iloilo
Telephone No.: (63) (033) 320.2445
Email: pccwvsu@yahoo.com

PCC at La Carlota Stock Farm | La Granja, La Carlota City,
Negros Occidental
Mobile No.: (63) 0947.893.4794 | (63) 0921.542.4379
Email: pccclsf@yahoo.com

PCC at Ubay Stock Farm | Ubay, Bohol
Telephone No.: (63) (038) 518.5598
Email: pccusf.ubay@yahoo.com

PCC at Mindanao Livestock Production Complex | Kalawit, Zamboanga del Norte
Telephone No.: (63) (065) 212.2636
Fax No.: (63) (065) 311.4762
Mobile No.: (63) 0949.404.4559 | (63) 0906.956.9060
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