



## DIRECTOR'S MESSAGE

Republic Act 9485 also known as the Anti-Red Tape Act of 2007 requires government agencies to come up with a Citizen's Charter to improve the quality of its frontline services. This Citizen's Charter represents the commitment of the Bureau of Soils and Water Management (BSWM) towards standard, quality, and time frame of goods and service delivery, grievance redress mechanism, transparency, and accountability. We have pledged this commitment on the occasion of BSWM's 58th Anniversary June 5, 2009 in the presence of our distinguished guests and our retirees.



We in BSWM have always endeavoured for our clients to have a pleasant experience with us. The Citizen's Charter, is not only a written commitment for each employee to bring out the best in him but it is also to initiate a culture of honest and transparent public service.

Our mandate is to advise and render assistance on matters relative to the utilization and management of soils and water as vital agricultural resources, formulate measures and guidelines for effective soil, agricultural land, and water utilization and conservation for sustainable agricultural production. We do recognize our cadre of dedicated professionals but we need to be more responsive to the challenges of change and the complexities of government service. The current thrust is to be more client-oriented. It is a unifying theme in government service.

We have set-up the BSWM Client Center to provide a one-stop shop service to our varied clientele. It is located on the Ground Floor, in the Soil Museum. It is designed to serve as public reception and assistance desk. Here you can find products and how to avail of services offered by BSWM. As the Bureau positions itself to be more proactive and cost effective, we continuously seek the feedback from our varied clients in order to evaluate and improve upon the range of services we provide. The rest of the employees who are not manning the Client Center provide the "backdoor" support services. The Citizen's Charter is meant for everyone. It is to be an ever evolving process to improve our public service.

It is incumbent upon each employee of BSWM to have a copy of this Citizen's Charter and know by heart the delivery of our goods and services to the best satisfaction of our clientele.

SILVINO Q. TEJADA, CESO III



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## **GOAL:**

*Increased agriculture and fisheries production and productivity through people-centered development of sustainable land management technologies to maintain and maximize the economic and social benefits from agricultural activities.*

## **VISION:**

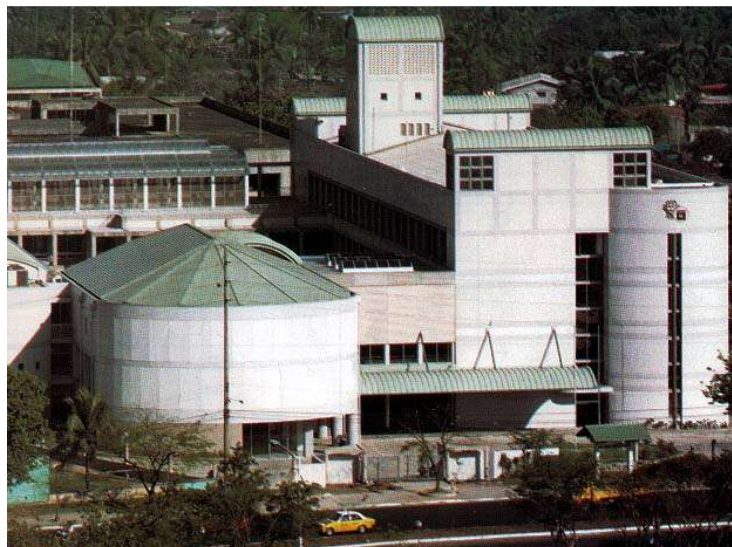
*Sustainable management of soil and water resources for agricultural production systems that are in harmony with nature where food is health-safe and food resource production is economically viable and socially acceptable.*

## **MISSION:**

*To establish a technology and policy environment that will ensure the attainment of vibrant rural areas characterized by a sustainable agriculture and fishery productivity and institutionalize the judicious use of the base soil and water resources of the country.*

## **OUR LOCATION AND CONTACT INFORMATION:**

*Bureau of Soils and Water Management  
Elliptical Road, Diliman, Quezon City  
Telephone No. (+632) - 332- 9534 (Client Center)  
Fax No. (+632) 920- 4318 (Office of Director)  
Website: <http://www.bswm.da.gov.ph>*





## THE BSWM CLIENT CENTER

The BSWM Client Center is designed as the central hub of BSWM information, technologies, goods and services. All visitors and clientele are accommodated and assisted here; thus, minimize longer transactions and avoid loitering of unauthorized individuals within the BSWM premises. Products include various types of maps, technical reports pertaining to sustainable land management, and Soil Test Kits. Clients desiring to avail of services like laboratory analysis of soil, water, and plant tissue samples, preparation of relief map models, conduct of soil survey and mapping, land resources inventory, and land reclassification are directed to the Client Center for the processing of their needs. There are Frontline Information Desk Officers (FIDOs) that will be on-call to assist clients. The Client Center also serves as one-stop-shop for the processing of various client requests.



*Left: the BSWM Client Center is located on the Ground Floor, inside the Soil Museum. Right: view of counter.*



*The BSWM Client Center was officially opened 17 June 2009 by (left): FAO-Philippines Assistant Representative Aris Portugal and (right): Department of Agriculture—Field Operations Service Director Rudy Guieb filling in for DA Secretary Arthur C. Yap who was abroad at the time. BSWM Assistant Director is besides Mr. Portugal.*



*The lounge has sofa for the clients to be comfortable while waiting for their ordered goods or service delivered. Free brochures on various soil and water technologies are available. On display are various maps, reports, and other products (such as microbial inoculants) for sale. BSWM souvenirs are also available for sale.*



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## OUR FRONTLINE SERVICES

### 1. Map/Report Sales

The BSWM is the mapping arm of the Department of Agriculture. We carry a long list of maps available to the general public for sale. This long list is presented in our Catalogue of Products and Services. Most of these are analog maps but we are slowly moving to digital cartography. Clients needing digital data can access the BSWM Map Portal or coordinate with our front desk officers if there are problems accessing the Map Portal.

Analog maps are sold based on printing cost while digital maps are priced depending on the format. Digital maps when they are available as TIFF, JPEG, PDF, these are sold the same price as the analog maps. Digital maps in shape file format are sold at higher price per map sheet. We do not print maps for stocking as the paper yellows with age. Please allow some 45 minutes to print the maps; for more map sheets ordered, please allow more than 45 minutes.

Soils follow geologic time span and not human lifespan. A number of provincial soil survey maps and reports are more than 30 years old; and have not been updated. These are not just classic outputs, but timeless and still usable. As the reports more often look like museum pieces, we are still in the process of reprinting them and making the reports available digitally. Please bear with us.

Most recent publications are also in the printing process and only available digitally. However, arrangements could be made for individual printing of copies. We have only a facility for soft-binding and those desiring hard bound copies should allow about two overnights as we contract out the service. We could not issue an official receipt for the cost of hard binding service, and the cost could change without prior notice.

### 2. Soil/fertilizer/irrigation water/plant tissue analysis

The frontline service staff at the Client Center will call a Laboratory staff to attend to your needs. There is also a catalogue of laboratory services available and their corresponding fees. Small samples can be brought to the Client Center and our staff will bring them to the Soil Sample Reception room at the basement.

Please allow two weeks (10 working days as provided by law) for the release of the results. Samples are air dried and analyzed in batch. Usually, the number of samples and the kind of analysis dictates the length of time. Our laboratory staff will inform the client if the two-week allowance is not attainable based on the samples submitted and the kind of analysis required. Samples are analyzed based on standard methodologies as prescribed by the American Soil Science Society.

Special analysis using pioneering methods are not covered by the Laboratory Services Division and these special cases should be referred to the Soil and Water Resources Research Division if available. We have no standard rates or fees for these because it depends on the chemicals that will be used, and the length of the analysis depends on the complexity of the procedures desired by the client. A Terms of Reference may have to be drawn to specify and clarify what are expected from BSWM and the cost of service.



### 3. Application for Land use reclassification

The BSWM is the Secretariat for the National Technical Committee on Land Use Matters (NTECLUM) to receive and process all applications for final evaluation and action by the Secretary of Agriculture. The list of documentary requirements can be secured at the BSWM Client Center. Our frontline service staff will request NTECLUM staff to assist applicants. As the Committee meets every last Thursday of the month for the evaluation and course of action, an update on the status of the applications will be available at the Client Center upon request. All applications, whether approved or disapproved, are sent to the Office of the Secretary of Agriculture for final action.

### 4. Other soil, land, and water resources related services and products

There are several other services that the general public could avail from BSWM such as preparation of 3-dimensional landscape models called relief maps, soil survey and classification, land resources mapping and evaluation, soil conservation and management, development of rainwater harvesting technologies, soil and water technology research, development and commercialization.

Please note that as a national soil resource agency, soil survey, classification, and mapping of private farms are considered Special Soil Investigations and normally not included in the BSWM budget under the General Appropriations Act. Clients shoulder all costs (transport, meals, lodging) of the soil surveyors. For LGUs and DA sister agencies desiring farm-level mapping of their research stations, arrangements could be made through a Memorandum of Agreement for cost sharing. The duration of the survey is dictated by the area to be surveyed and the intensity of the survey desired (whether reconnaissance, semi-detailed, or detailed).

Please further note that as a national soil resource agency, and with the devolution of many of our functions to the Local Government Units (LGUs), our interactions with farmer clients are usually through farmer groups, cooperatives, associations, or LGUs rather than individually. Thus, requests for Soil Conservation Guided Farms, or for Small Water Impounding Projects are not given to individual farms but to a collective group of farmers. We do assist in farmer organization and in capability buildings to reach out to the marginalized farmers and provide our frontline services in soil and water conservation. A Memorandum of Agreement is generally arranged to spell out the roles of the different project stakeholders.

Dissemination of soil and water researches, technology, and knowledge products can be done individually or in groups (open to everyone); and at no cost. Some publications, however, are sold to cover just the printing cost.

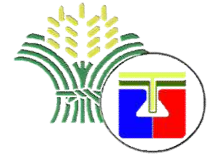
BSWM has other products for sale —soil test kits (for NPK), rapid soil test kits (for micro-elements), compost fungus activators to speed up biomass decomposition (*Trichoderma harzianum*), soil inoculants for legumes (*Rhizobia sp.*) and mushrooms (by-product of farm waste decomposition, e.g. rice straw utilization. We promote mushroom as an alternative to the use of compost fungus activators). Since these are living organisms, stocks are not available at the Client Center to avoid contamination by each other. We can have the STK/RST and the biological products delivered to the waiting client at the Client Center or the clients themselves may desire to go up to our Biological Production Laboratory for the *trichoderma* and *rhizobia* stocks and to the Greenhouse for our mushroom stocks. Mushroom production is not a BSWM mandate and there is no assured regular stock for sale.



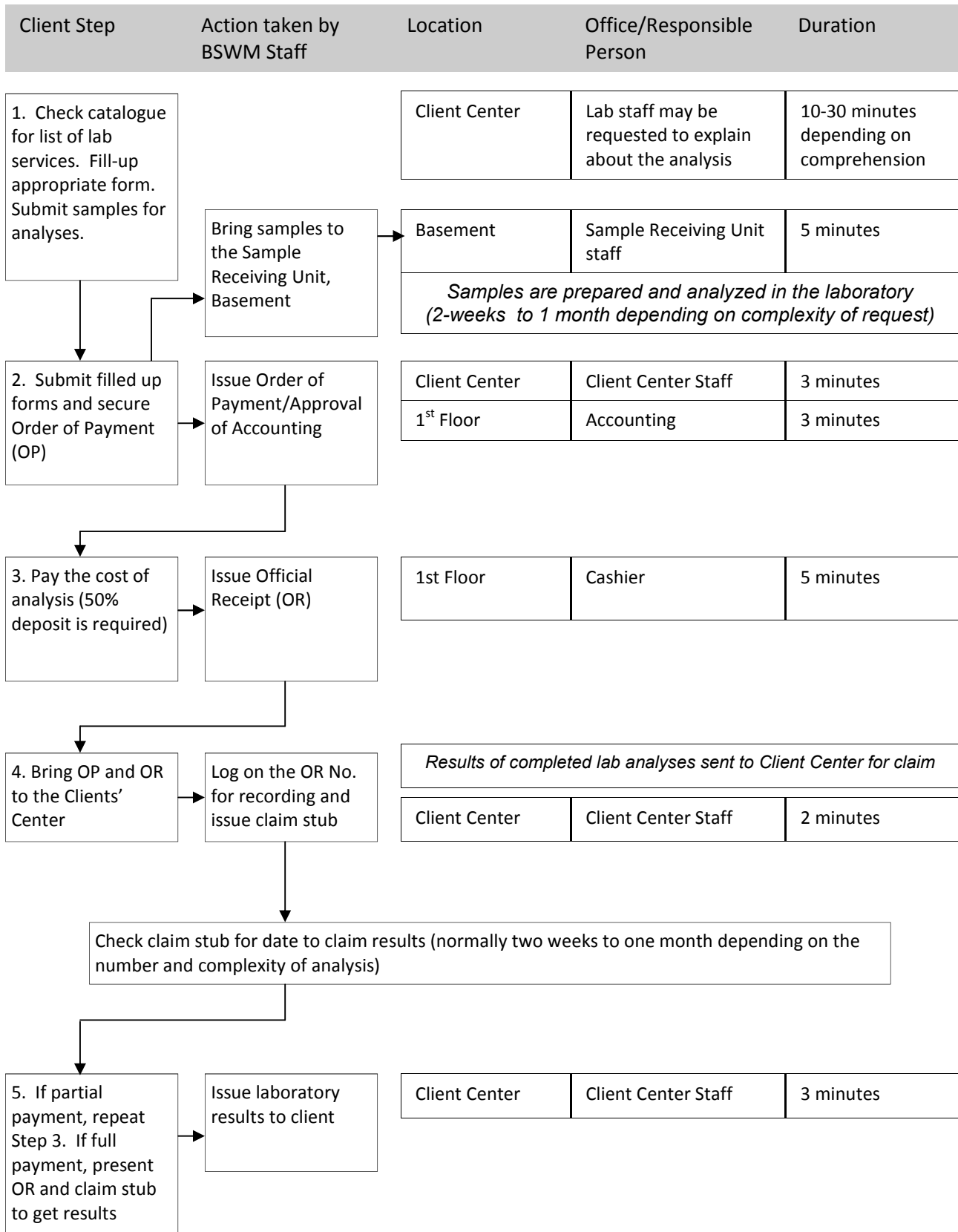
## MAP SALES

Client Step	Action taken by BSWM Staff	Location	Office/Responsible Person	Duration
1. Check catalogue for list of available maps; fill up order form. Pre-order thru web-mail, phone, fax accepted.	If no stock, notify concerned Division, print map	Client Center	<u>Without stock:</u> <i>Geomatics-Annie Santos</i> <i>Survey –Noemi Pascual</i> <i>ALMED– Julie Espineli</i>	5 minutes (with stock); 30 minutes (without stock, not pre-ordered)
2. Submit map purchase form and secure Order of Payment (OP)	Issue Order of Payment	1st Floor	Client Center Staff	3 minutes
3. Secure approval of the Accountant or his authorized representative	Sign/approve Order of Payment	1st Floor	Accounting Unit/ Mr. R. Ablaza	4 minutes
4. Pay the cost of maps.	Issue Official Receipt	1st Floor	Cashier/ Ms. Mena A. Creus	5 minutes
5. Present OR and OP to claim map/s	Issue map/s to client	Client Center	Client Center Staff	3 minutes

Total Processing Time: 20 minutes (with stock); 45 minutes (without stocks, not pre-ordered)

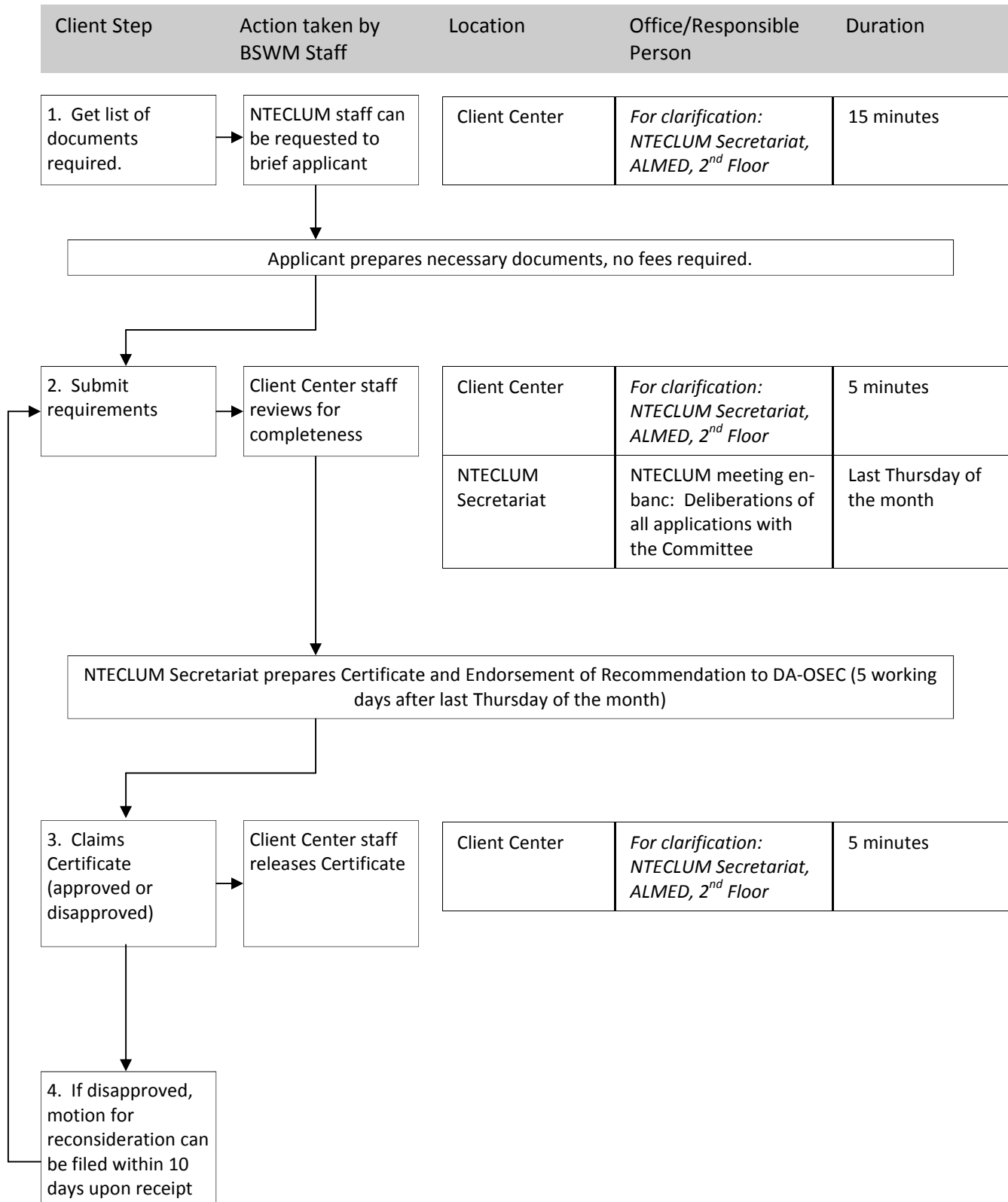


## LABORATORY ANALYSIS





## REQUEST FOR LAND USE RECLASSIFICATION





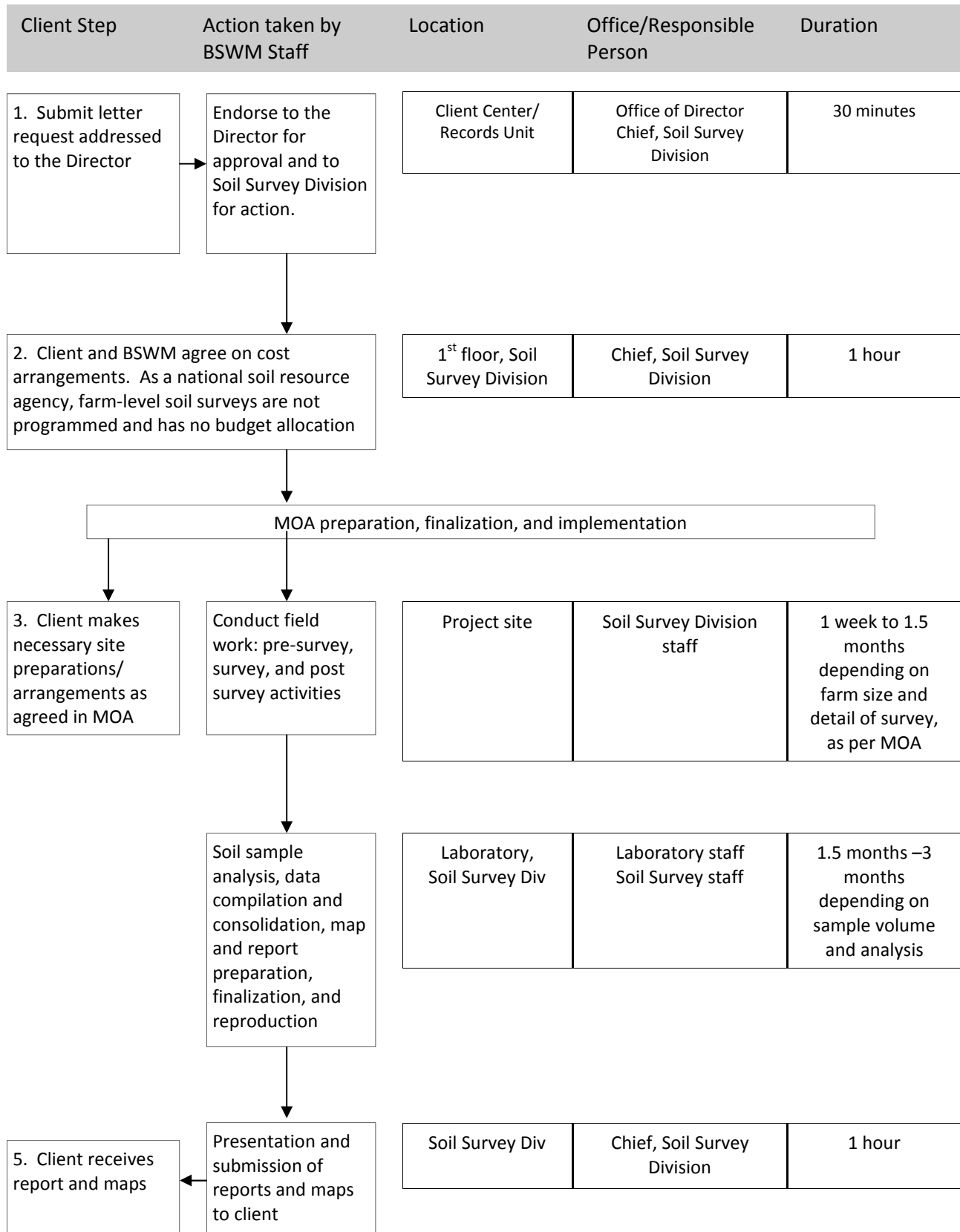


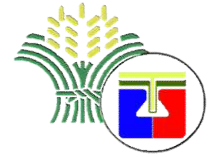
## REQUEST FOR RELIEF MODEL

Client Step	Action taken by BSWM Staff	Location	Office/Responsible Person	Duration
1. Submit letter request addressed to the Director	Endorse to the Director for approval and to Geo-informatics Division for action.	Client Center/ Records Unit	Office of Director Chief, Geo-informatics Division	30 minutes
↓				
2. Client and BSWM agree on cost arrangements. As a national soil resource agency, preparation of relief models are not programmed and has no budget allocation		1 <sup>st</sup> floor, Geo-informatics Division	Chief, Geo-informatics Division	1 hour
↓				
MOA preparation, finalization, and implementation				
3. Release funds/ make advance payments for procurement of materials	Prepare logistics and make the necessary procurements	1st Floor BSWM	Geo-informatics Div/ Mr. Andres Calimutan	5 working days
↓				
4. Facilitate the travel and payment of per diems to Relief Model experts	Construct/prepare the Agricultural Relief Model on site	On site	On site/ Relief Model Team	30-40 days
↓				
5. Assist the team and ensure their safety at all times	Turn over the model one day after completion	On site	On site/ Relief Model Team	One day after completion

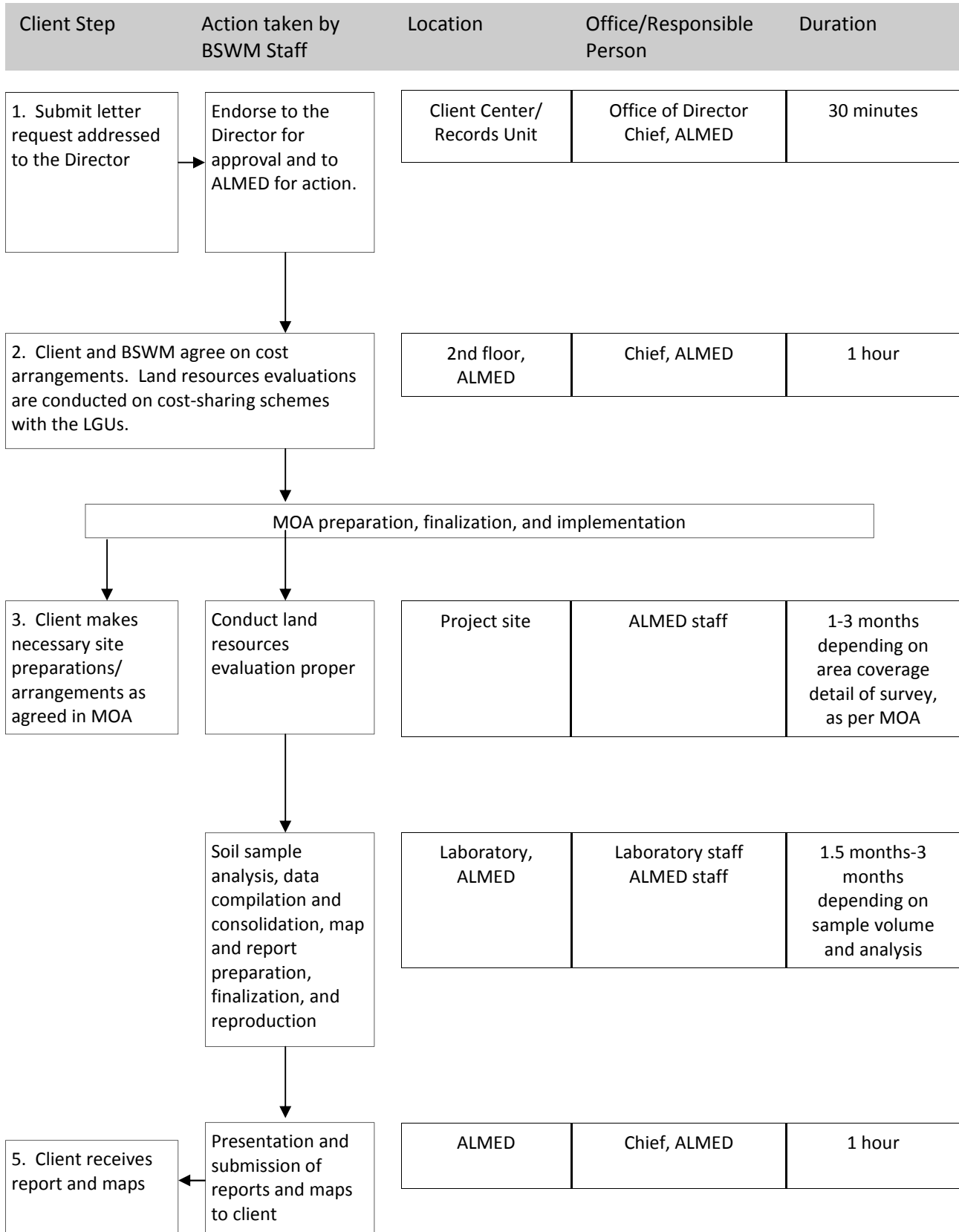


## REQUEST FOR SOIL SURVEY, CLASSIFICATION, AND MAPPING





## REQUEST FOR LAND RESOURCES EVALUATION





## REQUEST FOR SOIL CONSERVATION AND MANAGEMENT

Client Step	Action taken by BSWM Staff	Location	Office/Responsible Person	Duration
1. Submit letter request addressed to the Director. <b>Services offered:</b> -Topographic survey -SoilCon Farm Dev Plan -SoilCon Guided Farm -SoilCon trainings	Endorse to the Director for approval and to Soil Survey Division for action.	Client Center/ Records Unit	Office of Director Chief, SoilCon Division	30 minutes
2. Client and BSWM agree on cost arrangements. Land resources evaluations are conducted on cost-sharing schemes with the LGUs.		1st floor, SoilCon Division	Chief, SoilCon Div	1 hour
MOA preparation, finalization, and implementation				
3. Client makes necessary site preparations/ arrangements as agreed in MOA	Pre-survey, Project Implementation	Project site	SoilCon staff	2-3 months depending on area coverage scope of activities, as per MOA
	Topo survey Farmer Training Soil Sampling Land Use Planning In-situ site dev	SoilCon Division, Laboratory,	SoilCon staff, Laboratory staff	2 weeks-1.5 months depending on sample volume and analysis
5. Client receives report and maps, continuing dialogues	Presentation and submission of farm land use plans and maps to client	SoilCon Division	Chief, SoilCon Division	1 hour

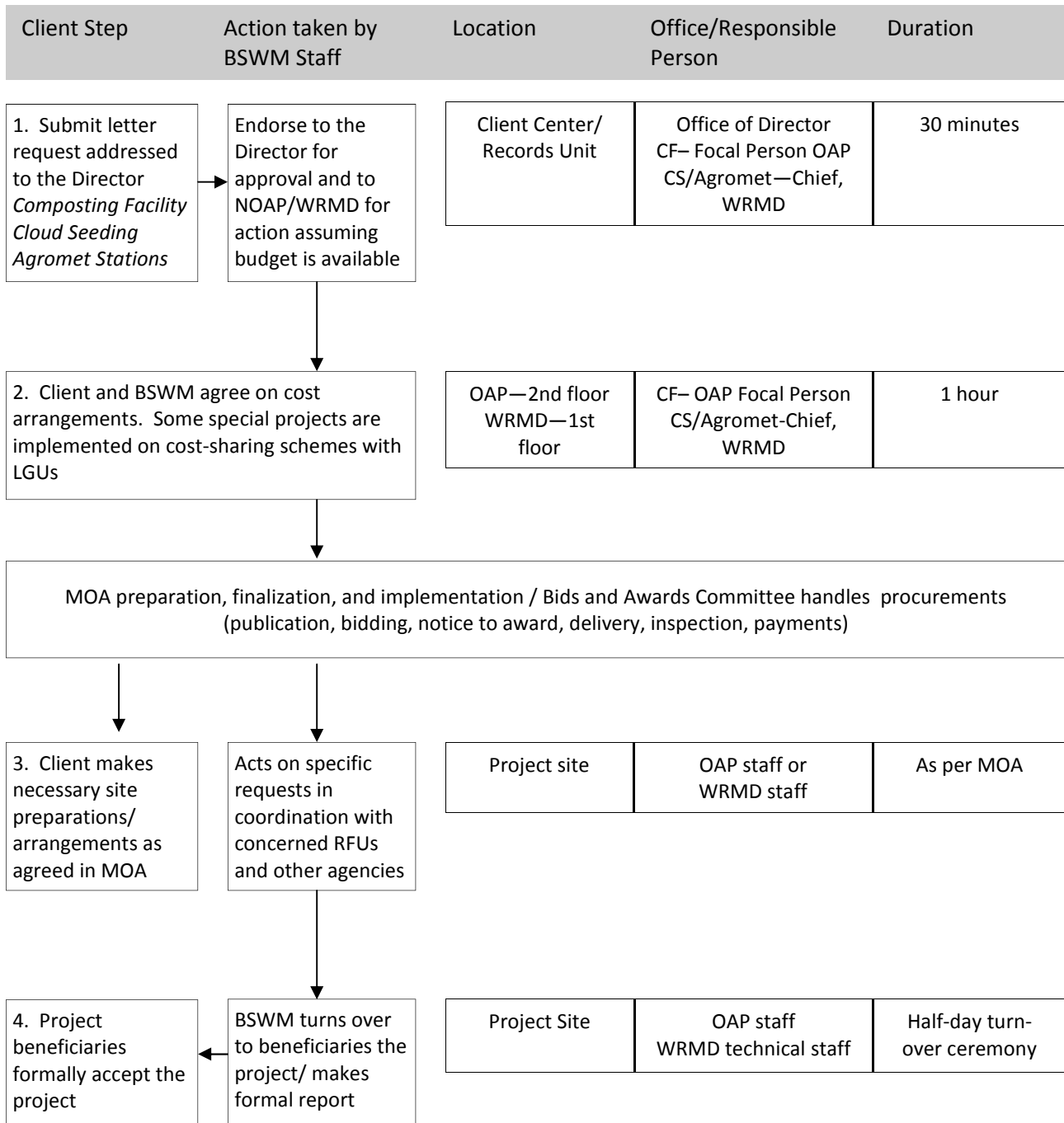


## REQUEST FOR WATER RESOURCES MANAGEMENT PROJECT

Client Step	Action taken by BSWM Staff	Location	Office/Responsible Person	Duration
<div style="border: 1px solid black; padding: 5px; width: 150px;">                     1. Submit letter request addressed to the Director <i>SSIP, SWIP, DD, Ram/Solar/Wind Pumps, STW</i> </div>	<div style="border: 1px solid black; padding: 5px; width: 150px;">                     Endorse to the Director for approval and to WRMD for action.                 </div>	<div style="border: 1px solid black; padding: 5px; width: 100px;">                     Client Center/ Records Unit                 </div>	<div style="border: 1px solid black; padding: 5px; width: 100px;">                     Office of Director Chief, WRMD                 </div>	<div style="border: 1px solid black; padding: 5px; width: 100px;">                     30 minutes                 </div>
<div style="border: 1px solid black; padding: 5px; width: 300px;">                     2. Client and BSWM agree on cost arrangements. Certain water resources development projects are implemented on cost-sharing schemes with LGUs                 </div>		<div style="border: 1px solid black; padding: 5px; width: 100px;">                     1st floor, WRMD                 </div>	<div style="border: 1px solid black; padding: 5px; width: 100px;">                     Chief, WRMD                 </div>	<div style="border: 1px solid black; padding: 5px; width: 100px;">                     1 hour                 </div>
MOA preparation, finalization, and implementation / Bids and Awards Committee handles procurements				
<div style="border: 1px solid black; padding: 5px; width: 150px;">                     3. Client makes necessary site preparations/ arrangements as agreed in MOA                 </div>	<div style="border: 1px solid black; padding: 5px; width: 150px;">                     Acts on specific requests in coordination with concerned RFUs and other agencies                 </div>	<div style="border: 1px solid black; padding: 5px; width: 100px;">                     Project site                 </div>	<div style="border: 1px solid black; padding: 5px; width: 100px;">                     WRMD staff                 </div>	<div style="border: 1px solid black; padding: 5px; width: 100px;">                     As per MOA                 </div>
<div style="border: 1px solid black; padding: 5px; width: 150px;">                     4. Project beneficiaries formally accept the project                 </div>	<div style="border: 1px solid black; padding: 5px; width: 150px;">                     BSWM turns over to beneficiaries the water resources management proj                 </div>	<div style="border: 1px solid black; padding: 5px; width: 100px;">                     Project Site                 </div>	<div style="border: 1px solid black; padding: 5px; width: 100px;">                     WRMD technical staff                 </div>	<div style="border: 1px solid black; padding: 5px; width: 100px;">                     Half-day turn-over ceremony                 </div>



## REQUEST FOR SPECIAL PROJECTS



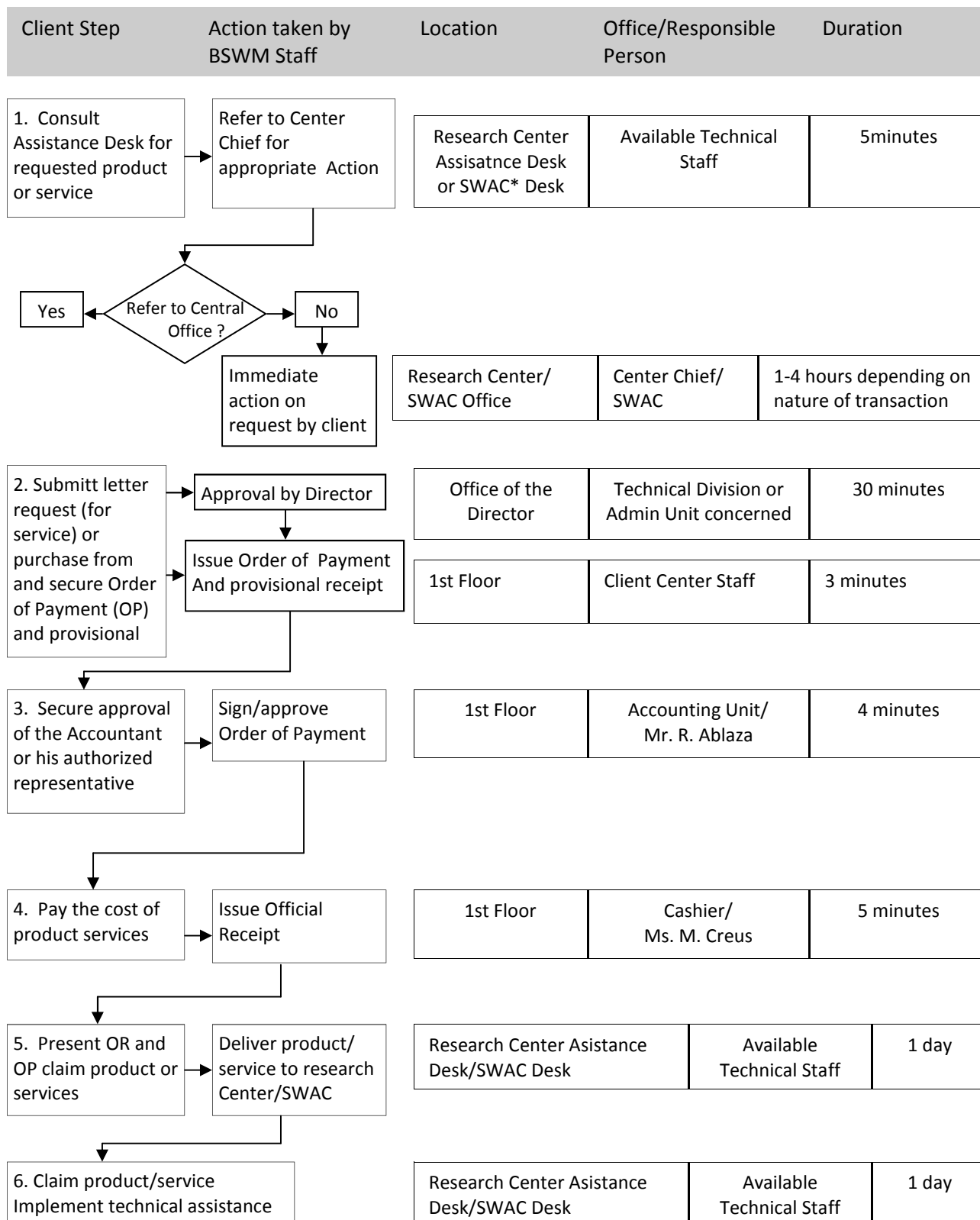


## RESEARCHES, TECHNOLOGIES OTHER KNOWLEDGE PRODUCTS, AND USE OF TRAINING FACILITIES

Client Step	Action taken by BSWM Staff	Location	Office/Responsible Person	Duration
1. Consult Client Center for requested product or service	Refer to appropriate division	Client Center	Technical Division or Admin Unit concerned	5 minutes
2. Submitt letter request (for service) or purchase from and secure Order of Payment (OP)	Approval by Director	Office of the Director	Technical Division or Admin Unit concerned	30 minutes
	Issue Order of	1st Floor	Client Center Staff	3 minutes
3. Secure approval of the Accountant or his authorized representative	Sign/approve Order of Payment	1st Floor	Accounting Unit/ Mr. R. Ablaza	4 minutes
4. Pay the cost of product services	Issue Official Receipt	1st Floor	Cashier/ Ms. M. Creus	5 minutes
5. Present OR and OP claim product or services	Deliver product/ service implement technical assistance	Client Center	Client Center Staff	3 minutes

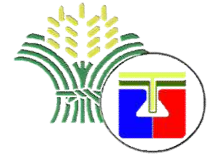


## RESEARCHES, TRAINING, DEMOSTRATION CENTERS AND OUTREACH OFFICES



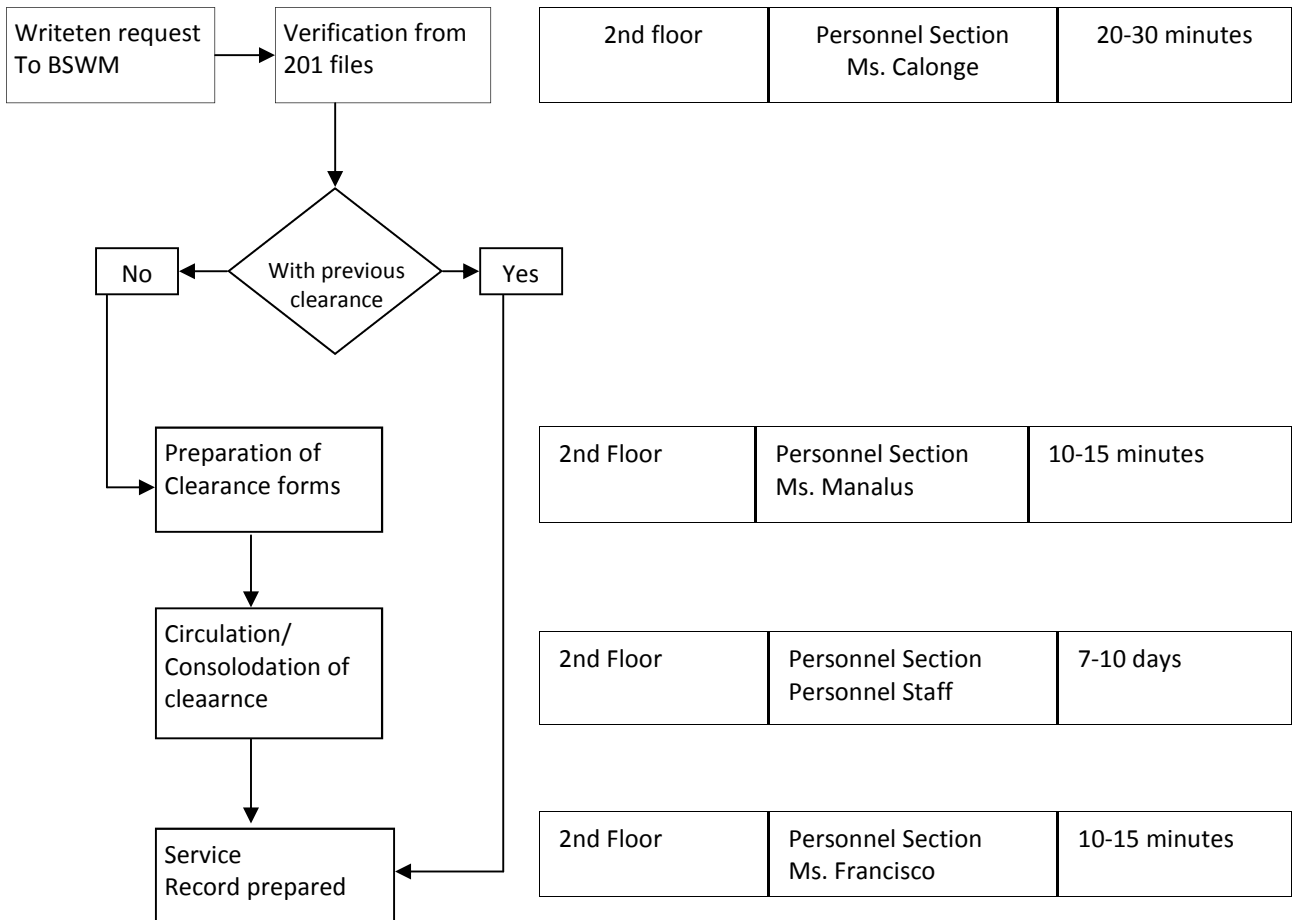
\* Soil and Water Area Coordinators (SWAC) are assigned a desk at DA –RFU Offices to assist soil related concerns at regional level





## REQUEST FOR SERVICE RECORD (RETIRED AND FORMER EMPLOYEES)

Client Step	Action taken by BSWM Staff	Location	Office/Responsible Person	Duration
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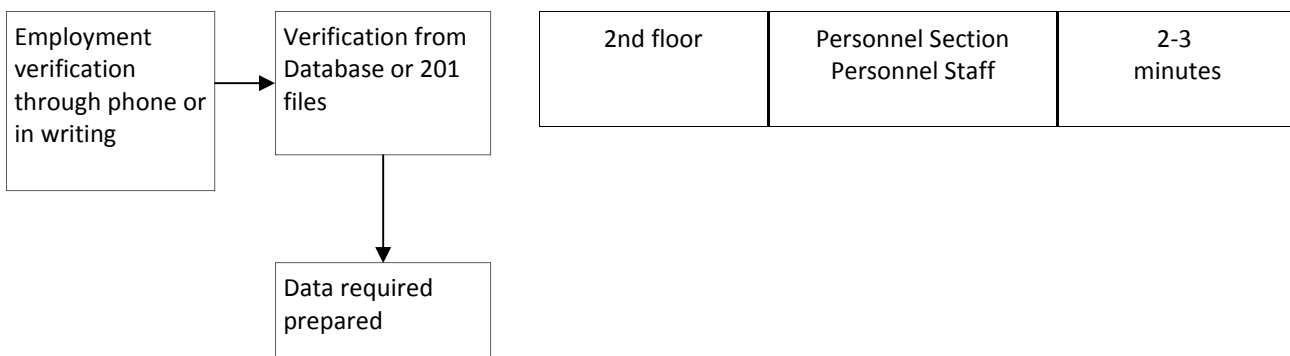


*Note: No fees collected*

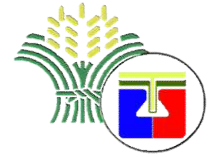


## REQUEST FOR EMPLOYMENT VERIFICATION (OUTSIDE CLIENTS)

Client Step	Action taken by BSWM Staff	Location	Office/Responsible Person	Duration
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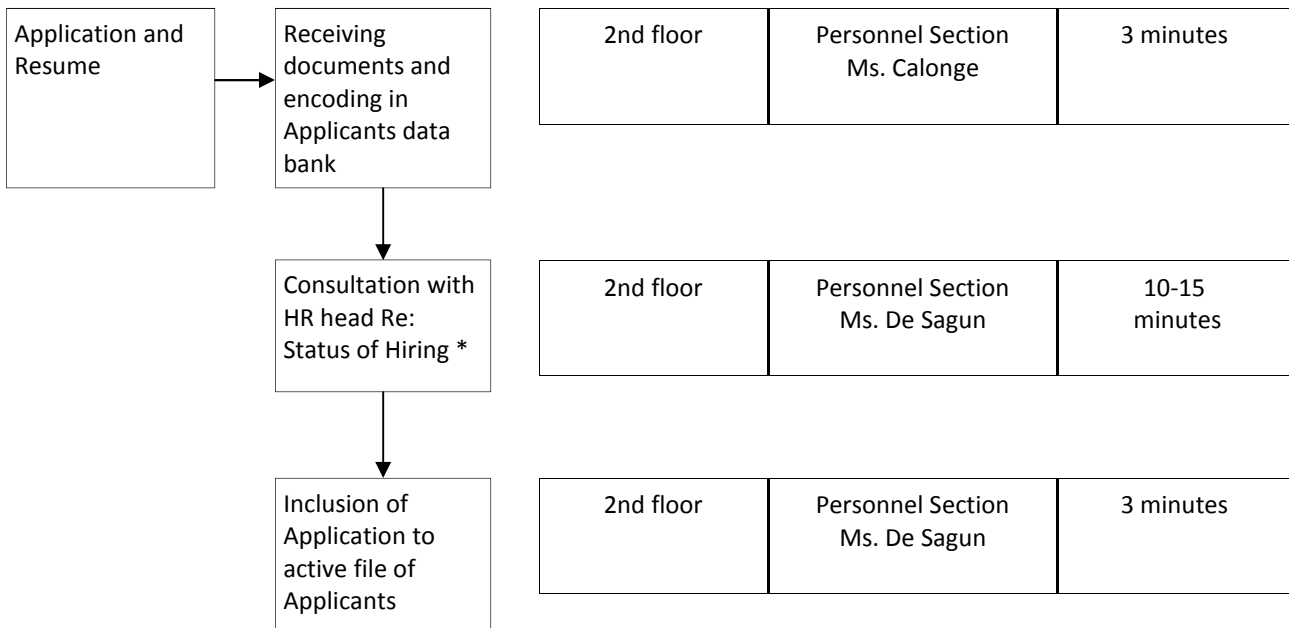


*Note: No fees collected*



## JOB APPLICANTS (WALK-IN)

Client Step	Action taken by BSWM Staff	Location	Office/Responsible Person	Duration
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*Note: There is a current moratorium on Filling-up of vacant position, applicants are advised about it*



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## ALLOWABLE PERIOD OF EXTENSION

1. All frontline services which could not be fulfilled due to unforeseen circumstances (like equipment breakdown) shall be immediately posted at the Client Center to inform the Public. Concerned Division Chief should make a written announcement specifying also when will the service resume.
2. Should there be equipment breakdown or other unforeseen circumstances but the client has already partially or fully paid the service, the technical division is required to fulfil the service as spelled out in the Citizen Charter by any means, even to the point of contracting out the service. Should there be delays, the client should be informed immediately; and as redress mechanism, we will deliver the product/service to client home or office.
3. The 45 minutes allowable time for map printing is good for up to 3 maps. For 4 to 10 maps, please allow one day and for greater than 10 maps, please allow two days.
4. The total number of samples and the complexity of analysis dictate the length of time for sample analysis. For more than 50 samples and more than just NPK analysis, please discuss with Laboratory Staff for the period of time required to complete the analysis.
5. The Secretary of Agriculture is the final authority on Land Use Reclassification and BSWM as TECLUM Secretariat facilitates only the processing of the applications. BSWM can only issue monthly update on status of Applications. NTECLUM which is composed of members from different agencies meets to deliberate applications every last Thursday of the month.



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## GRIEVANCE MECHANISM

### TO OUR VALUED CLIENTS AND STAKEHOLDERS:

*The Bureau of Soils and Water Management (BSWM) is continuously trying to improve the delivery of our products and services to client satisfaction. There will be instances when our services are not up to the client's expectations. We would appreciate receiving the complaints, suggestions, and other types of inputs to be able to serve our clients and stakeholders better.*

*Please let us know how we can serve you better by filling-up our **Client Satisfaction Survey Form** available at the Client Center and drop it in the Suggestion Box. This is voluntary and all replies will be confidential. If you wish to remain anonymous, you do not need to fill in your name nor your organization.*

*You can also send in your feedbacks through regular mail (Bureau of Soils and Water Management, Elliptical Road, Diliman, Quezon City), through e-mail ([od@bswm.gov.ph](mailto:od@bswm.gov.ph)), through fax (+632-923-0454) or through our web site (<http://www.bswm.da.gov.ph>).*

*If you were not able to get our services on time, we will deliver documentary items you paid for through e-mail. This is our way of valuing our clients.*

*Thank you for helping us continuously improve our services.*



## CUSTOMER FEEDBACK FORM

NAME:

ADDRESS:

E-mail:

Telephone/Cell No.:

*This section is optional. You can be anonymous.*

How would you rate the Bureau of Soils & Water Management?

- Very high
- High
- Neutral
- Low
- Very Low

How would you rate the knowledge of the staff?

- Very knowledgeable
- Knowledgeable
- Neutral
- Unknowledgeable
- Very unknowledgeable

How reasonable do you find the cost?

- Very reasonable
- Reasonable
- Average
- Quite high
- Unreasonably high

How would you rate our professionalism and courtesy?

- Very professional
- Professional
- Neutral
- Unprofessional
- Very unprofessional

Please rate the appearance of our Client Center

- Excellent
- Good
- Fair/Adequate
- Poor
- Terrible

How willing are you to recommend our agency to others?

- Very willing
- Willing
- Neutral
- Unwilling
- Very unwilling

How would you rate the knowledge of the staff?

- Very high
- High
- Neutral
- Low
- Very Low

Please feel free to share any comments or suggestions that you have:

Are there any products or services we don't carry that you would like to see in the future?



**CLIENT SATISFACTION FEEDBACK**  
Department of Agriculture

INDIVIDUAL  
 GROUP

**RECIPIENT/ REPRESENTATIVE:**

1. NAME: \_\_\_\_\_  
Surname First Name Middle Name

2. DATE OF BIRTH: \_\_\_\_/\_\_\_\_/\_\_\_\_ 3. GENDER:  MALE  FEMALE

4. NAME OF LGU: \_\_\_\_\_

5. NAME OF ASSOCIATION: \_\_\_\_\_ 6. No. of members

7. ADDRESS: \_\_\_\_\_  
Street/Purok Barangay City/Municipality Province

8. FARM LOCATION: \_\_\_\_\_  
Barangay City/Municipality Province

9. CONTACT NO: \_\_\_\_\_ Email Address: \_\_\_\_\_

**I. Details of Assistance**

1. DATE OF REQUEST: \_\_\_\_/\_\_\_\_/\_\_\_\_  
(MM/DD/YYYY)

2. TYPE OF GOODS/SERVICES REQUESTED: \_\_\_\_\_

3. PURPOSE: \_\_\_\_\_

4. DATE OF DELIVERY:

a. TARGET: \_\_\_\_/\_\_\_\_/\_\_\_\_ (MM/DD/YYYY) b. \_\_\_\_/\_\_\_\_/\_\_\_\_ (MM/DD/YYYY)

**II. Feedback (Please Check)**

1. Who provided the goods/Services provided?  LGU  DA

2. How would you rate your satisfaction with goods/services received? \_\_\_\_\_

Particulars	Poor	Fair	Satisfac- tory	Very Satisfac- tory	If not, Why?
a. Quality of goods/services provided					
b. Services rendered by Personnel					
b.1. Attitude (i.e courteousness)					
b.2. Promptness in attending the request					

3. Did you receive the goods/services on the agreed or appropriate time?  
 YES  No, Why not? \_\_\_\_\_

Signature of Recipient: \_\_\_\_\_



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## PERFORMANCE PLEDGE

We, the employees and officials of the Bureau of Soils and Water Management, on the occasion of our 65th Anniversary, June 2, 2016, and in the presence of our distinguished guests and beloved retirees and friends, do hereby pledge:

*Our Services*

*We are committed to provide you  
quality and efficient service  
with utmost courtesy and dedication.*

*We will always have a staff to attend  
to your requests even during lunch break  
and snack time.*

*In no way will we refuse acceptance  
of your written application, request,  
and complete documents.*

*Our Frontline Information Desks Officers  
manning our Clients' Center  
are available during working hours  
for product and service delivery,  
consultation, and technical advice.*

*Our backdoor staff are always available  
to provide much needed support  
to enable us to deliver our services on time.*

*So help us Eternal God.*

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Signature over printed name  
65th BSWM Anniversary  
June 2, 2016