



BUREAU OF SOILS AND WATER MANAGEMENT

CITIZEN'S CHARTER

2020 (1st Edition)



BUREAU OF SOILS AND WATER MANAGEMENT

CITIZEN'S CHARTER

2020 (1st Edition)



I. Mandate:

Formulate measures and guidelines for the effective utilization of soil and water resources as vital agricultural resources to attain food security and safety, environmental stability through soil and water resources-based adaptation and mitigation measures that address multi-environmental concerns on land degradation, climate change, and agricultural biodiversity conservation.

II. 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

III. 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.

IV. Service Pledge:

We, the employees and officials of the Bureau of Soils and Water Management 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 Grass-Roots Relations Officers manning our Customer Center are available during working hours for products 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.



LIST OF SERVICES

Map Sales	6-7
Soil Test Kit / Rapid Soil Test kits	8-9
Laboratory Analysis	10-11
Research, Technologies, other Knowledge Products, and Use of Learning Facilities	12-13
Request for Special Projects/Composting Facility for Biodegradable Wastes Organic Agriculture Program	14
Researches, Training, Demonstration Centers and Outreach Offices	15
Request for Technical Assistance on Land Resources Evaluation, Assessment and Mapping	16-17
Request for Technical Assistance on DA Certification for Land Use-Reclassification and Land Use Conversion	18
Request for Technical Assistance on Soil Survey, Classification and Mapping	19-20
Request for Technical Assistance in Planning and Implementation of Rainwater Harvesting Facilities and Other Related Small-Scale Irrigation Infrastructures	21-22
Request for Technical Assistance in Planning and Implementation of Rainwater Harvesting Facilities and Other Related Small-Scale Irrigation Infrastructures (Capacity Building Activities)	23
Request for Technical Assistance in Cloudseeding Operations (CSOps)	24-25
Request for Technical Assistance on Soil Conservation Farm Planning and Establishment of Soil Conservation Guided Farm (SCGF)	26-27
Request for Technical Assistance for Laboratory Trainings and Tour of Facilities	28
Request for Technical Assistance for Soil and Water Researches, Technologies and Trainings	29



Internal Services

Process of Incoming Communication	30
Request for Leave Application	31
Request for Application for Personal Travel Abroad	32
Process of Loans	33
Processing of Application for Retirement/Resignation	34
Request for Issuance of HR Records	35
Process of Internal Communication/Request letter	36
Process of External Communication/Outgoing Letters	37
Request for Official Documents (Memorandum, Special Order, Forms, etc.)	38
Feedback and Complaints Mechanism	39
List of Offices	40-41
Guidelines for Customer Service under New Normal	42



BSWM Products/Services



1. Map Sales

Office or Division:	Geomatics and Soil Information Technology Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (for Bulk Order)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives request via Email or Walk-in Email address: customers.center@bswm.da.gov.ph	1.1 Check availability to GSITD. If available, proceed to next step		10 minutes	GSITD Staff
2. Fill-up the Request Form at the BSWM-Customer Center or Download the Request form at the website www.bswm.da.gov.ph	2.1 Preparation of the Maps		10 minutes	Customer Center Staff
	*On-site Payment 2.2 Issue Order of Payment and Secure approval and pay the cost of the maps	Depend on the size per sheet. P/ 35-95	5 minutes	Customer Center Staff
3. Proceed to Cashier's Unit for Issuance of Official Receipt	3.1 Issuance of Official Receipt		5 minutes	Cashier Staff
4. Present the Official Receipt	4.1 Record the Official Receipt No.		5 minutes	Customer Center Staff



	*Online Payment 1.1 The customer will show the Deposit Slip to the CC Staff;		1 day	Customer Center Staff
	1.2 Upon verification of payment, issue Order of Payment, secure approval and give a copy to the Cashier	N/A	10 minutes	Accounting Section/Cashier Unit
5. Distribution of maps of the Customer a. On-site b. Courier (Online Payment)	a. Issue the maps to the Customer b. Deliver the maps to the customer via courier	(Shipping fee will be charged to the customer)	a. On-site – 5mins b. Courier – Depend on the schedule of the courier provider	a. Customer Center Staff b. Courier
6. Receive the maps	5.1 Release of the maps		5 minutes	Customer Center Staff

***Total processing time is 40 minutes (with stock) 4-10 maps, please allow one day and for greater than 10 maps, please allow two days.**

***Other maps can be downloaded to the Map Library website (www.bswm.maps.da.gov.ph).**



2. Soil Test Kit/Rapid Soil Test kits

Office or Division:	Laboratory Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (for Bulk Order)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives request via Email or Walk-in Email address: customers.center@bswm.da.gov.ph	1.1 Check availability to LSD. If available, proceed to next step		10 minutes	LSD Staff
2. Fill-up the Request Form at the BSWM-Customer Center or Download the Request form at the website www.bswm.da.gov.ph	2.1 Preparation of the STK/RST		10 minutes	Customer Center Staff
	*On-site Payment 2.2 Issue Order of Payment and Secure approval and pay the cost of the maps	STK – P/ 1,500 RST – P/ 1,260	5 minutes	Customer Center Staff
3. Proceed to Cashier's Unit for Issuance of Official Receipt	3.1 Issuance of Official Receipt		5 minutes	Cashier Staff
4. Present the Official Receipt	4.1 Record the Official Receipt No.		5 minutes	Customer Center Staff
	*Online Payment 1.1 The customer will show the Deposit Slip to the CC Staff;		1 day	Customer Center Staff



	1.2 Upon verification of payment, issue Order of Payment, secure approval and give a copy to the Cashier	N/A	10 minutes	Accounting Section/Cashier Unit
1. Receive the STK/RST	5.1 Release of the maps		5 minutes	Customer Center Staff



2. Laboratory Analysis

Office or Division:	Laboratory Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives request via Email or Walk-in Email address: customers.center@bswm.da.gov.ph	1.1 Checks schedule of Laboratory analysis to LSD	N/A	10 minutes	LSD Staff
2. Submit the samples to the Customer Center Staff/LSD Staff	2.1 Inspect the sample if properly collected	N/A	5 minutes	Customer Center Staff/LSD Staff
3. Fill-up the Analysis request form	3.1 Label the sample for Laboratory no.	N/A	10 minutes	Customer Center Staff/LSD Staff
	*On-site Payment 3.2 Issue Order of Payment and Secure approval and pay the cost of the analysis	Depends on the parameter and number of sample P/100-3,500	5 minutes	Customer Center Staff
4. Proceed to Cashier's Unit for Issuance of Official Receipt	4.1 Issuance of Official Receipt	N/A	5 minutes	Cashier Staff
5. Present the Official Receipt	5.1 Record the Official Receipt No.	N/A	5 minutes	Customer Center Staff
	*Online Payment 1.1 The customer will show the Deposit Slip to the CC Staff;	N/A	1 day	Customer Center Staff



	1.2 Upon verification of payment, issue Order of Payment, secure approval and give a copy to the Cashier	N/A	10 minutes	Accounting Section/Cashier Unit
	1.3 Laboratory Analysis	N/A	Agreed timeline depends on the number of samples and complexity of analysis; (minimum of 2 weeks)	
6. Receives the Test report	6.1 Issuance of Laboratory results a. Via Email b. Via on-site	N/A	Via email: 1 day On-site: 5 minutes	Customer Center Staff



1. Researches, Technologies, Knowledge Products, and Use of Learning Facilities

Office or Division:	Soil and Water Resources Research Division; Laboratory Services Division; Agricultural Land Management and Evaluation Division; Soils Survey Division; Information Unit, Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives request via Email or Walk-in Email address: customers.center@bswm.da.gov.ph	1.1 Check availability to concerned division. If available, proceed to next step		10 minutes	Concerned Division Staff
2. Fill-up the Request Form at the BSWM-Customer Center or Download the Request form at the website www.bswm.da.gov.ph	2.1 Preparation of the products		10 minutes	Customer Center Staff
	2.2 Issue Order of Payment and Secure approval and pay the cost of the maps	Mushroom – P/ 20-150 Certificate – P/ 500 LREP Reports – P/ 216 - P/ 2,160	5 minutes	Customer Center Staff



		Soil Survey Report – P/150-450 Facilities & Rentals – P/ 2,600 – 15,900 Lodging – P/ 75 – 500		
3. Proceed to Cashier’s Unit for Issuance of Official Receipt	3.1 Issuance of Official Receipt		5 minutes	Cashier Staff
4. Present the Official Receipt	4.1 Record the Official Receipt No.		5 minutes	Customer Center Staff
5. Receive the products	5.1 Release of the products		5 minutes	Customer Center Staff



6. Request for Special Project/Composting Facility for Biodegradable Wastes Organic Agriculture Program

Office or Division:	Organic Agriculture Program Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request letter to the Records Receiving Unit Email address: customers.center@bsw.m.da.gov.ph	1.1 Endorse to the Director for approval and to OAP for action assuming budget is available		30 minutes	Records Staff; Directors Office Staff
	1.2 OAP Staff will coordinate with the requesting party for a reply letter subject to fund availability		30 minutes	OAP Staff
	1.3 Site Validation for the project		3-7 days days	OAP Focal Person/SWAC
	1.4 MOA Preparation, finalization, and implementation		1-2 months	OAP Staff/SWAC
2. Requesting party makes necessary site preparations/arrangements as agreed in MOA	2.1 Acts on specific requests in coordination with concerned RFU's and other agencies		As per MOA	OAP Focal Person
3. Project beneficiaries formally accept the project	3.1 BSWM turn over to beneficiaries the project/makes formal report		1 day turn-over ceremony	Customer Center Staff

*** CFBW is allocated once a year**



7. Researches, Training, Demonstration Centers, and Outreach Offices

Office or Division:	Research and Development Centers(Bulacan, Bukidnon and Tanay Station)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request letter to the Records Receiving Unit Email address: customers.center@bswm.da.gov.ph	1.1 Endorse to the Director for approval and for action of the Research Center Chief		30 minutes	Records Staff; Directors Office Staff; Research Center Chief
	1.2 Research Center Staff will coordinate with the requesting party		5 minutes	Research Center Staff
	1.3 Evaluate the request. Prepare reply to the requesting party		1 day	Research Center Staff
	1.4 MOA Preparation for the request		3 weeks	Research Center Staff
2. Implementation of the request	2.1 Acts on specific requests in coordination with concerned RFU's and other agencies		As per MOA	Research Center Chief

* Request can be for Capacity Building/Trainings, OJT's, Research Center Tours, Project Tours and Research Sites



8. Request for Land Resources Evaluation, Assessment and Mapping

Office or Division:	Agricultural Land Management and Evaluation Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request letter to the Records Receiving Unit Email address: customers.center@bswm.da.gov.ph	1.1 Endorse to the Director for approval and to ALMED for action assuming budget is available		30 minutes	Records Staff; Directors Office Staff;
	1.2 Requesting party and BSWM agree on cost arrangement.		1 hour to 1 day	ALMED Staff
	1.3 Negotiation for conduct of Land resources evaluations on a cost-sharing schemes with the LGU's		1 hour to 1 day	ALMED Staff
	1.4 MOA Preparation, finalization		2 weeks	ALMED Staff
2. Requesting party makes necessary site preparations/arrangements as agreed in MOA	2.1 Conduct land resources evaluation proper (field work activities)		1-3 months depending on the area coverage detail of survey, as per MOA	ALMED Staff
	2.2 Soil Sample analysis, data compilation and		1.5 months-3 months	ALMED Staff (Field Implementation Team)



	consolidation, map and report preparations, stakeholder's consultation, finalization, and printing and reproduction		Depending on sample volume and laboratory analysis	Laboratory Services Division Geomatics and Soil Information Technology Division
3. Requesting party receives report and maps	2.3 Presentation and submission of reports and maps to the requesting party			ALMED Chief



9. Request for Technical Assistance on DA Certification For Land Use Reclassification and Land Use Conversion

Office or Division:	Agricultural Land Management and Evaluation Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses;			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry/Follow up of Application via personal visit or phone/online Email address: da.nteclum@gmail.com	1.1 NTECLUM Secretariat will be requested to entertain the applicant 1.2 NTECLUM Secretariat will check the database of applications	None	15 minutes	NTECLUM Secretariat
2. Receipt of Certificate signed by DA Secretary	2.1 NTECLUM Secretariat releases Certificate	None	10 minutes	NTECLUM Secretariat
3. Request technical inputs or comments, and other related documents through official letter or email addressed to BSWM Director/Chairperson of NTECLUM	3.1 Act on the request specified in the letter upon endorsement from the Office of the Director	None	Maximum of 20 days; depending on the type of request/transaction	NTECLUM Secretariat

*The whole process, which commences upon submission of complete documents at the DA-RFOs until signing of Certificate by DA Secretary, covers 30-45 days following the existing Guidelines (DA AO 18 S.2020)



10. Technical Assistance on Request for Soils Survey, Classification and Mapping

Office or Division:	Soils Survey Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request letter to the Records Receiving Unit Email address: customers.center@bsw.m.da.gov.ph	1.1 Endorse to the Director for approval and to SSD Chief for action		30 minutes	Records Staff; Directors Office Staff
	1.2 SSD Staff will coordinate with the requesting party		30 minutes	Soils Survey Chief and Technical Personnel
2. Customer sets appointment with the Soil Survey Division (online or face-to-face)	2.1 A project proposal is prepared based on agreement		1-2 hours	Soils Survey Staff and Customer
	2.2 Execution of the MOA/Understanding (MOA/MOU) 2.3.1 Preparatory implementation activities (<i>creation of team, gathering of supplies and materials</i>)		1-2 months	Soils Survey Staff
	2.4 Soil Survey, classification and mapping		Based on approved timeline	Field Implementation Team with the Customer and LGU



	2.5 Soil Sample analysis, data compilation and consolidations; map and report preparations; finalization and reproduction		2 weeks to 3 months (depending on the volume of soil samples and type of analyses and type of analyses)	Laboratory Services Division; Soils Survey Division; Geomatics and Soil Information Technology Division
3. Customer receives/accepts project output	3.1 Project output presentation and turn over (online or face-to-face; output may be sent out via courier			

***This is a cost-sharing frontline service between the BSWM and Customer;**

***Common customers are DA-Attached Bureau's/Agencies, Local Government Units (LGU's), and Farmers Associations**



11. Request for Technical Assistance in Planning and Implementation of Rainwater Harvesting Facilities and other Related Small-Scale Irrigation Infrastructures

I. For preparation of Detailed Engineering Design (DED) and Program of Works (POW)

Office or Division:	Water Resources Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request letter to the Records Receiving Unit Email address: customers.center@bswm.da.gov.ph	1.1 Endorse to the Director for approval and delegation	None	1-2 days	Records Staff, Director
	1.2 Delegate to WRMD for appropriate action and delegate to WRMD Section/Staff	None	1-2 days	Director, WRMD Chief and WRMD Staff
	* Feasible 1.3 Conduct of Survey	N/A	Depending on location of site/s and number of sites	WRMD Staff
	1.4 Preparation of DED and POW	N/A	1 month	WRMD Staff
	1.5 Preparation of Feasibility Report*	N/A	1 month	WRMD Staff



	1.6 Approval from WRMD and Endorsement to Director	N/A	1 day	WRMD Chief
2. DA/DA-RFO's/Customer will receive the endorsement	2.1 Endorsement to DA/DA-RFO and or Requesting Party	N/A	4 days	Director and Unit Head, Records Unit
	*If not feasible 2.2 Preparation of validation report	N/A	1 day	WRMD Staff
	2.3 Endorsement to the Director	N/A	2 days	WRMD Staff
3. Requesting party will receive the Endorsement	3.1 Endorsement to the Requesting party	N/A	4 days	Director and Unit Head, Records Unit



12. Request for Technical Assistance in Planning and Implementation of Rainwater Harvesting Facilities and Other Related Small-Scale Irrigation Infrastructures

II. For conduct of (or Assistance to) Capability Building Activities

Office or Division:	Water Resources Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request letter to the Records Receiving Unit Email address: customers.center@bswm.da.gov.ph	1.1 Endorse to the Director for approval and delegation	None	1-2 days	Records Staff, Director
	1.2 Delegate to WRMD for appropriate action and delegate to WRMD Section/Staff	N/A	2 days	Director, WRMD Chief and WRMD Staff
	1.3 Conduct/Assistance to Capability Building Activities	N/A	Depending on location of site/s and number of sites	WRMD Staff
	1.4 Preparation of reports	N/A	1 day	WRMD Staff
2. The requesting party will receive the reports	2.1 Endorsement of Reports to the requesting party	N/A	1 day	WRMD Staff and Customer



13. Request for Technical Assistance in Cloud Seeding Operations (CSOs)

Office or Division:	Water Resources Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request letter to the Records Receiving Unit Email address: customers.center@bsw.m.da.gov.ph	1.1 Endorse to the Director for approval and delegation	None	1-2 days	Records Staf, Director
	1.2 Delegate to WRMD for appropriate action and delegate to WRMD Section/Staff	None	2 days	Director, WRMD Chief/Staff
	1.3 Conduct Joint Area Assessment for Pre-Cloud Seeding Operations (JAAPO)	None	Depending on location of site/s and number of sites	WRMD Staff
	* Feasible 1.4 Endorsement of JAAPOR to Director	None	2 days	Director and WRMD Staff
	1.5 Coordination with Stakeholders	None	Depending on response of Stakeholders	WRMD Staff



	1.6 Monitoring of CSOps	None	Depending on the duration of CSOps	WRMD Staff, DA-RFO and Requesting Party
	1.7 Preparations of Monitoring reports	None	3 days	WRMD Staff, DA-RFO, Requesting Party
	1.8 Endorsement to Director	None	2 days	WRMD Chief and Director
	*if not Feasible 1.9 Inform the Requesting Party after JAAPO	None	1 day	WRMD Staff
	1.10 Preparation of JAAPO Report (JAAPOR)	None	2 days	WRMD Staff



14. Request for Technical Assistance on Soil Conservation Farm Planning and Establishment of Soil Conservation Guided Farm (SCGF)

Office or Division:	Soil Conservation Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request letter to the Records Receiving Unit Email address: customers.center@bsw.m.da.gov.ph	1.1 Endorse to the Director for approval and to SCMD for appropriate action	None	30 mins (Walk-in) 1 day – (Online)	Records Staff, Director
	1.2 Customer and BSWM agree on schedule and cost sharing arrangements, if applicable	N/A	1-hour Personal 1-2 days (If online)	SCMD Chief and Requesting party
2. Requesting party makes necessary site preparations and arrangements	2.1 Conduct site validation; prepare site validation report and inform the customer	N/A	3-7 working days depending on area coverage and scope of work	SCMD Staff
3. Requesting party participates and provides support to BSWM Staff per MOA Provision	3.1 Topo Survey, Soil Sampling and land use mapping Specialized training on soil conservation	N/A	2-4 weeks depending on the coverage	SCMD Staff
4. Requesting party receives report and decides on the	4.1 Field data processing, SC Farm planning, soil analysis	N/A	3-8 weeks	SCMD Staff and LSD Staff



establishment of SCGF	preparation and finalization of report (incl. consultation)			
4. Requesting party facilitates/supports the establishment of SCGF	6.1 Provide technical assistance in the establishment of SCGF	None	1-3 weeks depending on area coverage	SCMD Chief



15. Request for Technical Assistance on Laboratory Trainings and Tours of Facilities

Office or Division:	Laboratory Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request letter to the Records Receiving Unit or via email. Email address: customers.center@bswm.da.gov.ph	1.1 Endorse to the Director for approval and to LSD for appropriate action	None	1-2 days	Records Staff, Director
	1.2 Delegate to LSD for appropriate action and delegate to LSD Section/Staff	N/A	1 day	LSD Chief/Staff
	1.3 Evaluate the request and prepare reply to the Customer	N/A	2 days	LSD Staff
2. Implementation of the request (Laboratory Tours and Trainings)	2.1 Upon approval, prepare and implement the request	N/A	As specified in the approved request	LSD Staff

***Requests are applicable for Capacity Building, Trainings, OJT's, Laboratory Tours, Copy of LSD Manuals**



16. Request for Technical Assistance Soil and Water Researches, Technologies and Trainings

Office or Division:	Soil and Water Resources Research Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Businesses; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request letter to the Records Receiving Unit or via email. Email address: customers.center@bswm.da.gov.ph	1.1 Endorse to the Director for approval and to SWRRD for appropriate action	None	1-2 days	Records Staff, Director
	1.2 Delegate to SWRRD for appropriate action and delegate to SWRRD Section/Staff	N/A	1 day	SWRRD Chief/Staff
	1.3 Evaluate the request and prepare reply to the Customer	N/A	1 day	SWRRD Staff
2. Implementation of the assistance for Soil and Water Researches, Technologies and Trainings	1.4 Upon approval, prepare and implement the request	N/A	As specified in the approved request	SWRRD Staff



17. Process of Incoming Communication

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Customers; Government Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documents to the Records Unit	1.1 Receive from the client the Incoming communication	None	30 mins	Records Unit Staff
	1.2 Stamp <i>Received</i> and affix initial and date to the receiving copy of the receiver. Record in logbook for control and retain one copy for records file			
	1.3 Forward the communication letter to the Directors Office for notation and approval			



18. Request for Leave Application

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Application Form		Personnel Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished leave application form with appropriate attachment as applicable	1.1 Receipt by Personnel Section staff <ul style="list-style-type: none"> • Sick leave – 5 days upon return • Forced Leave / Vacation leave – must be approved by Director 5 days before the effectivity date 	None	2 - 3 days	Personnel Section Staff
	1.2 Recording in leave card			
	1.3 Endorsement to the Director for approval			



19. Request for Application for Personal Travel Abroad

Office or Division:	Personnel Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All BSWM Permanent Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent to Office of the Director with accomplished leave application form	1.1 Receipt of HR of approved letter of request for travel abroad with supporting documents from Office of the Director	None	1 week	Personnel Section Staff
	1.2 Recording in leave card			
	1.3 Endorsement of leave to the Director for approval			
	1.4 Transmittal to DA-OSEC for issuance of Travel Authority			
	1.5 Receipt of approval from DA-OSEC			
2. Requesting party will receive the approved Application to Travel Abroad	2.1 The approved Application to Travel Abroad will be released to the Requesting party			



21. Process of Loan

Office or Division:	Personnel Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All BSWM Permanent Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished loan application form with appropriate attachment as applicable	1.1 Receipt of Duly Accomplished loan applications	None	1 week	Personnel Section Staff
	1.2 Verification and endorsement of loan application with attached documents from HR			
	1.3 Approval by authorized official			
	1.4 Transmittal to DA-OSEC for issuance of Travel Authority			
	1.5 Receipt of approval from DA-OSEC			
2. Requesting party will receive the loan	2.1 Release of the loan			



22. Processing of Application for Retirement/Resignation

Office or Division:	Personnel Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All BSWM Permanent Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Resignation/Retirement Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent to retire/resign to Office of the Director	1.1 Receipt of letter of intent to retire/resign with notation from the Director	None	Total of 3 months (max.)	Personnel Section Staff
	1.2 Preparation and issuances of clearance forms			
	1.3 Preparation of Final clearance upon receipt of signed Divisional and Admin Clearances			
2. Receiving the approved Retirement/Resignation	2.1 Endorsement of Claims upon compliance of all requirements			
	2.2 Processing and payment Terminal leave claim			



23. Request for Issuance of HR Records

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All BSWM Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request and Feedback Form		Personnel Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request and Feedback Form	1.1 Receipt of Request and Feedback Form	None	2-3 days	Personnel Section Staff
	1.2 Retrieval and printing of record/s			
	1.3 Verification/ validation by the reviewer			
	1.4 Approval/Signing by Chief, Personnel Section (with preparer and reviewer initials on the document)			
2. Requesting Party will receive the HR Records	2.1 Release the document to the Request Party			



24. Process of Internal Communication/Request letter

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BSWM Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documents to the Records Unit	1.1 Receive from the client the request letter/internal communication	None	30 mins	Records Unit Staff
	1.2 Stamp <i>Received</i> and affix initial and date to the receiving copy of the receiver. Record in logbook for control and retain one copy for records file			
	1.3 Forward the communication letter to the Directors Office for notation and approval			



25. Process of External Communication/Outgoing Letters

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens; G2G – Government to Government			
Who may avail:	Citizens; Government Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documents to the Records Unit	1.1 Receive from the client the request letter/internal communication	The price will depend on the courier to be used (Post Office, Courier) *Payments will be charged from the cash advance of the Unit Head	30 mins to 1 day	Records Unit Staff
	1.2 Stamp <i>Released</i> and affix initial and date to the receiving copy of the receiver. Record in logbook for control and retain one copy for records file			Head, Records Unit
	1.3 Send through email, mail via Post Office, or send through courier to client			Records Staff
	1.4 Encode in the database for easy tracking and retrieval			Records Staff



26. Request for Official Documents (Memorandum, Special Order, Forms, etc.)

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens; G2G – Government to Government			
Who may avail:	Citizens; BSWM Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request and Feedback Form	1.1 Receive and Approval of the Request and Feedback Form from the Division, Unit, Research Centers	None	10 mins to 1 day	Records Unit Head and Staff
	1.2 Retrieval and Tracking of the documents			
2. Receiving of the requested document	2.1 Issuance of the requested document and return of the filled out Feedback form for the rating			



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Customers are encouraged to fill-up the Customer Feedback Form which will be located at the Customer Center. The accomplished feedback can be submitted to the Customer Center Staff
How feedbacks are processed	Feedbacks are gathered and are processed quarterly
How to file a complaint	Customer will send a complaint letter addressed to the Head of Agency, with the details of complaints, name of the person being complained and evidences. The complaint letter can be submitted to the Customer Center via hard copy or thru email customers.center@bswm.da.gov.ph
How complaints are processed	Complaint/s received will be forwarded to the Head of the Agency/Division/Section/Unit whether verbal or written for appropriate action. The action taken will be forwarded to the complainant via official letter signed by the head of agency.
Contact Information of CCB, PCC, ARTA	Director's Office (8-9204378) Customer Center (8332-9534) customers.center@bswm.da.gov.ph



Office	Address	Contact Information
Administrative Units/Sections		
Directors Office	2 nd Floor, Bureau of Soils and Water Management	8-920-4378 8-920-4364
Assistance Director's Office	2 nd Floor, Bureau of Soils and Water Management	8-923-0462 8-920-4318
Directors Office (Receiving)	2 nd Floor, Bureau of Soils and Water Management	8-920-4379
Accounting Section	1 st Floor, Bureau of Soils and Water Management	8920-0470
Budget Section	1 st Floor, Bureau of Soils and Water Management	
Building and Grounds Administration	1 st Floor, Bureau of Soils and Water Management	
Cashier's Unit	1 st Floor, Bureau of Soils and Water Management	
Customer Center	1 st Floor, Bureau of Soils and Water Management	8-332-9534 8273-2474 loc 3202
Dormitory	1 st Floor, Bureau of Soils and Water Management	
Information Office	1 st Floor, Bureau of Soils and Water Management	8-923-0433
Library	3 rd Floor, Bureau of Soils and Water Management	
Personnel Section	2 nd Floor, Bureau of Soils and Water Management	
Planning Section	1 st Floor,	
Procurement Management Section	2 nd Floor, Bureau of Soils and Water Management	
Property Section	Basement, Bureau of Soils and Water Management	8-923-0451
Organic Agriculture Program	2 nd Floor, Bureau of Soils and Water Management	8-920-4320
Records Unit	1 st Floor, Bureau of Soils and Water Management	
Technical Divisions		
Agricultural Land Management and Evaluation Division (ALMED)	2 nd Floor, Bureau of Soils and Water Management	8-923-0424



Geomatics and Soil Information Technology Division (GSITD)	2 nd Floor, Bureau of Soils and Water Management	8-920-4321
Laboratory Services Division (LSD)	3 rd Floor, Bureau of Soils and Water Management	8-9230492
Soil Conservation Management Division (SCMD)	1 st Floor, Bureau of Soils and Water Management	8-923-0459
Soil Survey Division (SSD)	1 st Floor, Bureau of Soils and Water Management	8-923-0474
Soil and Water Resources Research Division (SWRRD)	4 th Floor, Bureau of Soils and Water Management	8-9204379
Water Resources Management Division (WRMD)	1 st Floor, Bureau of Soils and Water Management	8-923-0454
Research Stations		
National Soil and Water Resources Research Development Center – Hilly land Pedo Ecological Zone - Tanay Station	Brgy, Cuyambay, Tanay, Rizal	
National Soil and Water Resources Research Development Center – Lowland Pedo Ecological Zone – Bulacan Station	New Site, Brgy. Pinaod, San Ildefonso, Bulacan	
National Soil and Water Resources Research Development Center – Highland Pedo Ecological Zone – Bulacan Station	Dalwangan, Malaybalay, Bukidnon	

GUIDELINES FOR CUSTOMER SERVICE UNDER NEW NORMAL



1. HEALTH AND SAFETY PROTOCOLS AGAINST COVID-19

- The customer is required to wear face mask at all times.
- The customer is subjected to thermal scanning. Individual with body temperature of 37.8 °C and above with cough, cold and shows any symptoms of Covid-19 shall be denied entry and shall be advised to seek immediate medical attention.
- The customer shall wash hands, spray alcohol/sanitizers on both hands and use foot baths upon entry
- Shall submit a duly accomplished Health Declaration Form
- Mandatory social and physical distancing at least one (1) but preferably two (2) meters between individual
- Only one (1) customer is allowed entry to Customer Center (CC)

2. CUSTOMER VISIT BY APPOINTMENT

- Customer may send their queries to customers.center@bswm.da.gov.ph
- Customer center staff acknowledges receipt of the query and forwards it to the responsible Division/Center/Unit through the Office of the Director. Responsible Division/Center/Unit acknowledge requests within 1-2 working days.
- Once particular services or products are determined by the customer, the Customer Center (CC) staff issue appointment time and date on a first come first serve basis. We can only entertain 10-15 guest per day.
- Customer is required to follow Standard Protocol for Health and Safety Measures Against COVID-19.

3. CUSTOMER ONLINE

- Customer may send their queries to customers.center@bswm.da.gov.ph
- Customer center staff acknowledges receipt of the query and forwards it to the responsible Division/Center/Unit through the Office of the Director. Responsible Division/Center/Unit acknowledge requests within 1-2 working days.
- Once particular services or products are determined by the customer, the CC staff sends the appropriate Form to the Customer via email.
- The Customer fills up and signs the form and sends it back to the Customer Center
- If the Customer request is laboratory analysis, the CC staff will clarify with the customer via phone call or email and confirm the tests to be performed, cost and lead time through the assistance of Laboratory Services Division (LSD) staff
- After the Customer and CC/LSD staff reaches an agreement, the Customer shall send the samples to the BSWM Customer Center via same-day-delivery courier following the advised storage of samples.
- The Customer shall pay cost of laboratory analysis through online payment to the BSWM Account
- The Customer shall send the copy/picture of deposit slip through email for verification
- Upon verification, the CC staff shall record and issue Order of Payment, secure approval and submit to Cashier.
- The result of analysis will be sent to the Customer on the agreed timeline through email/courier.
- If the customer requirement is another product or service, upon receive of deposit slip, the CC staff will send it to the Customer through email or service provider

4. WALK IN CUSTOMER

- Walk in applicants will have to wait until customers with appointment is served.
- He/she will be advised of the available slot to avoid overcrowding at the Customer Center
- He/she will likewise be issued Reference number on first come first serve basis. Senior Citizen and Person with Disability (PWD) are given priority.