



**Bureau of Fisheries & Aquatic Resources  
(BFAR)  
Region 12**

# **Citizen's Charter**



## OUR VISION

A modernized fishery industry that is sustainable, technologically advanced and globally competitive, its transformation guided by sound management practices and tempered by the principle of social justice and strong private sector participation.

## OUR MISSION

To conserve, protect and practice sustainable development of the country's fisheries and aquatic resources; alleviate poverty by providing supplementary livelihood to the fisherfolk; improve aquaculture productivity within ecological limits; utilize optimally offshore and deep-sea fisheries resources; and upgrade post-harvest facilities and technology.

## OUR GOALS

To contribute to national food security; ensure rational and judicious development; sustainability and conservation of the country's fisheries resources including the EEZ and adjacent territorial waters; reduce poverty incidence in the coastal areas; and enhance fisherfolk empowerment.



## SERVICE PLEDGE

We, the employees of the Bureau of Fisheries and Aquatic Resources (BFAR), shall continue to serve the interest of the Filipino people and the welfare of our nation by addressing the needs of our clients and stakeholders, for the sustainable development, judicious, management, utilization and conservation of the country's fisheries and aquatic resources.

Towards these end, we therefore commit to:

*F*urther provide quality administrative and technical assistance to clients and stakeholders specifically aimed at increasing resource productivity, improving resource use efficiency, and ensuring the long term sustainability of the country's fishery and aquatic resources;

*I*mprove our frontline services to meet the clientele and stakeholders' increasing demand for fast and efficient service, transparency and accountability;

*S*ubscribe to local and international best practices and conduct in all, frontline services, office processes and adopt high quality assurance standards;

*H*umbly respond to inquiries swiftly, efficiently and with utmost courtesy through our Public Assistance Counter (PAC) from Monday to Friday, 8:00 a.m. to 5:00 p.m. and even beyond as warranted by the circumstances and demands from the public;

*E*nsure strict compliance with quality service standards in the delivery of frontline services towards creativity and innovative approaches to uplift public service;

*R*eadily offer a wide range of quality frontline services which are easily accessible and affordable to the general public by giving value to every client's comments, suggestions and complaints;

*I*ndividually strive to nurture an efficient, enthusiastic and competent workforce with appropriate technologies and competencies for better service to our clientele;

*E*nlighten the public with 24/7 access to the BFAR website (<http://www.bfar.da.gov.ph>) and;

*S*implify procedures to speed up frontline transactions within the BFAR premises.

## Lists of Frontline Services

- I. Technical Assistance in a form of Phone call, Walk-in Clients, Hands-on/On-sight
- II. Fingerling Dispersal to Communal Bodies of Water and Fishpond (1,000 pcs. below)
- III. Processing of 25-year Fishpond Lease Agreement (FLA)
- IV. Renewal of Commercial Fishing Vessel/Gear License (CFVGL)
- V. Issuance of Certificate of Clearance for Commercial Fishing Vessel (CFV)
- VI. Issuance of Fisheries Quarantine Clearance and Inspection of Commodities (Fisheries Quarantine Service)
- VII. Issuance of Quarantine Clearance for Domestic Movement of Fish and other Fishery Products
- VIII. Laboratory Services for the Analysis of Shellfish and other Fishery Products for Marine Biotoxins
- IX. Issuance of Fish Health Test Result/s
- X. Issuance of Fisherfolk Identification Cards (IDs)
- XI. Provision of Fishery Projects requested by Local Government Units (LGUs)
- XII. Training Assistance on Aquaculture