



Natural Resources Conservation Service
210 Walnut Street, Room 693
Des Moines, IA 50309-2180

June 27, 2012

IOWA INSTRUCTION 110-382 – NOTIFICATION TO EMPLOYEES OF RECEIPT OF SERVICES REQUIREMENTS

IA110.0 PURPOSE

To provide guidance on the requirement to issue a receipt for NRCS services rendered or denied.

IA110.1 SCOPE

This instruction is to ensure that all USDA customers and potential customers are being properly served in local offices. The 2008 farm bill required that a "Receipt of Service" (Form AD-2088) be provided, upon request, for each benefit or service sought by any inquirer, applicant, or customer.

IA110.2 FILING INSTRUCTIONS

This Iowa Instruction will be posted on the Iowa NRCS Employee Website, which can be accessed at <http://www.ia.nrcs.usda.gov/intranet/> under the Iowa NRCS eDirectives System section.

IA110.3 EXHIBITS

See the attachment.

/S/ Richard Sims
State Conservationist

Attachment

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(IA Instruction 110-2 First Edition – June 2012)

Helping People Help the Land

An Equal Opportunity Provider and Employer

IOWA INSTRUCTION 110-382 – NOTIFICATION TO EMPLOYEES OF RECEIPT OF SERVICES REQUIREMENTS

1. PURPOSE:

To provide guidance on the requirement to issue a receipt for NRCS services rendered or denied.

2. BACKGROUND or ROLES AND RESPONSIBILITIES:

This instruction is to ensure that all USDA customers and potential customers are being properly served in local offices; the 2008 farm bill required that a "Receipt of Service" (Form AD-2088) be provided, upon request, for each benefit or service sought by any inquirer, applicant, or customer.

3. EXPLANATION or PROCESS:

On February 4, 2010, National Bulletin 130-10-5 was issued, which provided interim instructions on the requirement to issue a receipt for service or denial of service to any current or prospective producer or landowner who requests one.

The Departmental Regulation (DR) Number 4370-002 was issued on November 28, 2011, that establishes the procedures and policy for the Farm Service Agency, the Natural Resources Conservation Service, the Rural Business Service, the Rural Housing Service, and the Rural Utilities Service to issue a receipt upon request, for each benefit or service sought by an inquirer, applicant, or customer, and to note the action taken or recommended to be taken.

The DR's policy states:

a. All Agencies listed above shall provide a receipt for service or denial of service upon request by any inquirer, applicant, or customer, denoting the date, place, subject of the request or inquiry, and the action taken, not taken, or recommended by such Agency. All Agencies shall use form AD-2088 as such a receipt.

The DR's procedure states:

a. Each Agency shall instruct its field employees by providing guidance about how to comply with the Receipt for Service provision of the 2008 Farm Bill (section 14003 of the Food, Conservation and Energy Act of 2008 (7 U.S.C. §2279-1(e)). Such guidance shall be consistent with this DR. Each Agency shall require that when any inquirer, applicant, or customer who seeks information about or requests any benefit or service provided by the Agency, upon request, he or she shall be given a receipt (form AD-2088) by such Agency denoting the date, place, subject of the request or inquiry, and the action taken, not taken, or recommended by such Agency. Such a receipt shall be provided on the same date the inquiry or request is made or received in person; in the case of inquiries or requests made by FAX, email, or mail, including if such FAX, email, or mail is received during non-business hours, the receipt shall be provided the next business day.

NRCS is not automatically required to provide producers or landowners with a receipt for service. It must be requested by them. But NRCS must provide the receipt whenever a producer or landowner requests one. A copy of the AD-2088 is attached.

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REQUIREMENTS

The USDA's Office of Advocacy and Outreach (OAO) has created a poster to notify clients of this policy. The poster is available on the USDA's OAO webpage at: <http://www.outreach.usda.gov/initiatives.htm>. There are eight different versions to match racial and ethnic populations, so offices need to choose according to their county's demographics.

As a guide, all offices are required to duplicate this poster in a manner that is easily readable and accessible to all customers and employees. It should be produced at no less than 8 1/2" x 11" in size. They should also be produced on a color printer in order to maintain their visibility as they were originally intended.

If you have any questions or concerns about the receipt for service please contact your area office or Jon Hubbert, Assistant State Conservationist (Operations), 515-284-6655.

Approved By:

Date: **06/27/2012**

/s/ Richard Sims

State Conservationist
Natural Resources Conservation Service
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Attachments-Form and Posters