



One Stop Service Center (OSSC)

The One Stop Service Center (OSSC), is a platform designed for aquaculture farmers. It offers a variety of services for aquaculture market actors, specifically smallholder farmers at the community level. Unlike traditional dealers or retailers, OSSC provides both free and fee-based services in addition to its core business.

Services offered by OSSC

1. Quality aqua inputs (seed, feed, fertilizer, etc.)
2. Information and advisory services on aquaculture
3. Soil and water parameter testing services
4. Modern aqua equipment sales/rent
5. Aqua inputs and fish transport services
6. Information on financial products, banking, and credit facilities
7. Linkage support with forward market



Details of the services

Quality aqua inputs

Aquaculture farmers and input sellers need high-quality inputs to achieve success in their businesses. OSSC, offers a variety of inputs that are approved by relevant authorities and follow standard protocols from production to delivery. These inputs include seed, feed, fertilizer, and Aquaculture Medicinal Products (AMP). For instance, the OSSC ensures that the seed available at the OSSC is produced from quality broods avoiding inbreeding and using standard breeding methods. Similarly, it ensures that feed of OSSC is made with appropriate percentages of protein and other quality ingredients that have good water stability and are approved by the Department of Fisheries.



Information and advisory services on aquaculture

OSSC provides farmers with a wide range of aquaculture-related information and advisory services. It includes improved fish culture modern culture techniques, better management practices, improved feed management, record keeping, etc. The information can be delivered in various ways, such as through direct information delivery by OSSC owners, linking with Local Service Providers (LSPs) and technical experts of feed and AMP companies, formal and informal training, demonstrations, call centers, and mobile Apps.

Soil and water parameter testing services

Each OSSC provides various types of water and soil parameter testing services, including pH, ammonia, dissolved oxygen (DO), and turbidity. They have testing kits and equipment and provide these services independently or in partnership with technical experts from feed and Aquaculture Medicinal Products (AMP) companies. Furthermore, they also connect trained Local Service Providers (LSPs) to assist farmers at their locations. Additionally, the OSSC also takes the initiative to diagnose fish diseases in partnership with the FishTech laboratory.



Modern aqua equipment sales/rent

OSSC expands its business by offering aquaculture machinery, such as aerators, dissolved DO meters, pH meters, Secchi discs, etc. for sale or rental to farmers based on their needs. They either sell these kits and machines directly or connect farmers with machinery service providers. However, not all OSSCs does not offer all types of machinery, as it depends on local demand and fish culture context. To address the issue, the OSSC collaborates with the right partners.

Information on financial and banking and credit facilities

Farmers may obtain aquaculture inputs on credit when needed through OSSC. It also provides information about banking services and collaborates with Bank and Microfinance Institutions (MFI) to offer financial literacy training to farmers. Additionally, OSSC acts as an Agent Bank or micro-merchant. They partner with financial institutions such as Bank Asia, City Bank, etc. The OSSCs keep the contact information of these partners readily available for the fish farmers.



Aqua inputs and fish transport services

OSSC may provide transportation services for delivering aquaculture inputs to farmers and transporting fish from farms to markets. In partnership with MWWorld, they may offer fish transportation services.

Linkage support with local and forward market

OSSC serves as a link between fish farmers and traders. The traders can communicate their fish requirements to the OSSC. Then, the OSSC collect fish from farmers according to the specified criteria and sell them to the buyers. This can enable farmers to receive better prices for their fish. It has also partnerships with forward market providers, such as Roja, MarGen, Parmeeda, etc. Additionally, farmers can receive regular updates on market information from these centers.

