



PROVINCIAL GOVERNMENT OF AGUSAN DEL SUR

CITIZEN'S CHARTER



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FOREWORD

The Citizen's Charter is a deliberate way that government agencies use to ensure quality services standards on the delivery of government services to the public. It aims to reduce excessive bureaucracy in order to hasten government transactions, thereby giving on-time services to the clients.

With the goal of carrying out effective and efficient governance, the Provincial Government of Agusan del Sur (PGAS), in compliance with Memorandum Circular No. 2019-002 or the Guidelines in the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations, has crafted a Citizen's Charter to fast track government transactions, projects, and programs in order to streamline and improve government service delivery. The Citizen's Charter of the PGAS is the official document that will represent the institution's commitment in regard to its standards and quality services being offered which promote public integrity, transparency, and accountability.

Moreover, this introduces the detailed information of the services offered by each department and the organization in general. It provides step-by-step procedures on how to avail the services, the requirements needed, the processing time allowed, the person responsible to deliver particular services, and the department's obligations/actions to its customers. Generally, this handbook serves as an effective guide for customers who will be transacting with public offices, as well as for the public servants to be reminded of unsoiled and upright execution of duties and responsibilities to meet set expectations.

As our government unit takes the forefront in promoting good governance and delivering high degree of efficiency, transparency, and accountability, we hope that this Citizen Charter will properly inform citizens about the PGAS' brand of quality government service worthy of public trust and confidence.

SANTIAGO B. CANE, JR.
Governor



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AGENCY PROFILE

Agusan del Sur is located in the Northeastern Mindanao, bounded on the North by Agusan del Norte, on the South by Compostela Valley, on the west by Misamis Oriental and Bukidnon, and on the east by Surigao del Sur. The province is landlocked and can be reached only by transportation through the Davao Butuan national Highway. Three major roads also provide access for travelers coming from Tandag, Lianga, Barobo, and Bislig City in Surigao del Sur and one road connect the southwestern part of the province with Asuncion, Compostela Valley province. All four roads however intersect the National Highway at different points. Although Agusan River is a potential route towards the province, no existing ferry facilities regularly ply from Butuan City or Compostela Valley Province.

The province's approximate land area is 896,550 hectares or 8,965.50 sq. kms. ranking as the fourth largest land area in the country. The river municipalities of Loreto, La Paz, Esperanza and San Luis are the four largest municipalities in land area comprising almost sixty percent (60%) of the province's total land area. On the other hand, Sta. Josefa and Talacogon, also river towns, have the smallest land area.

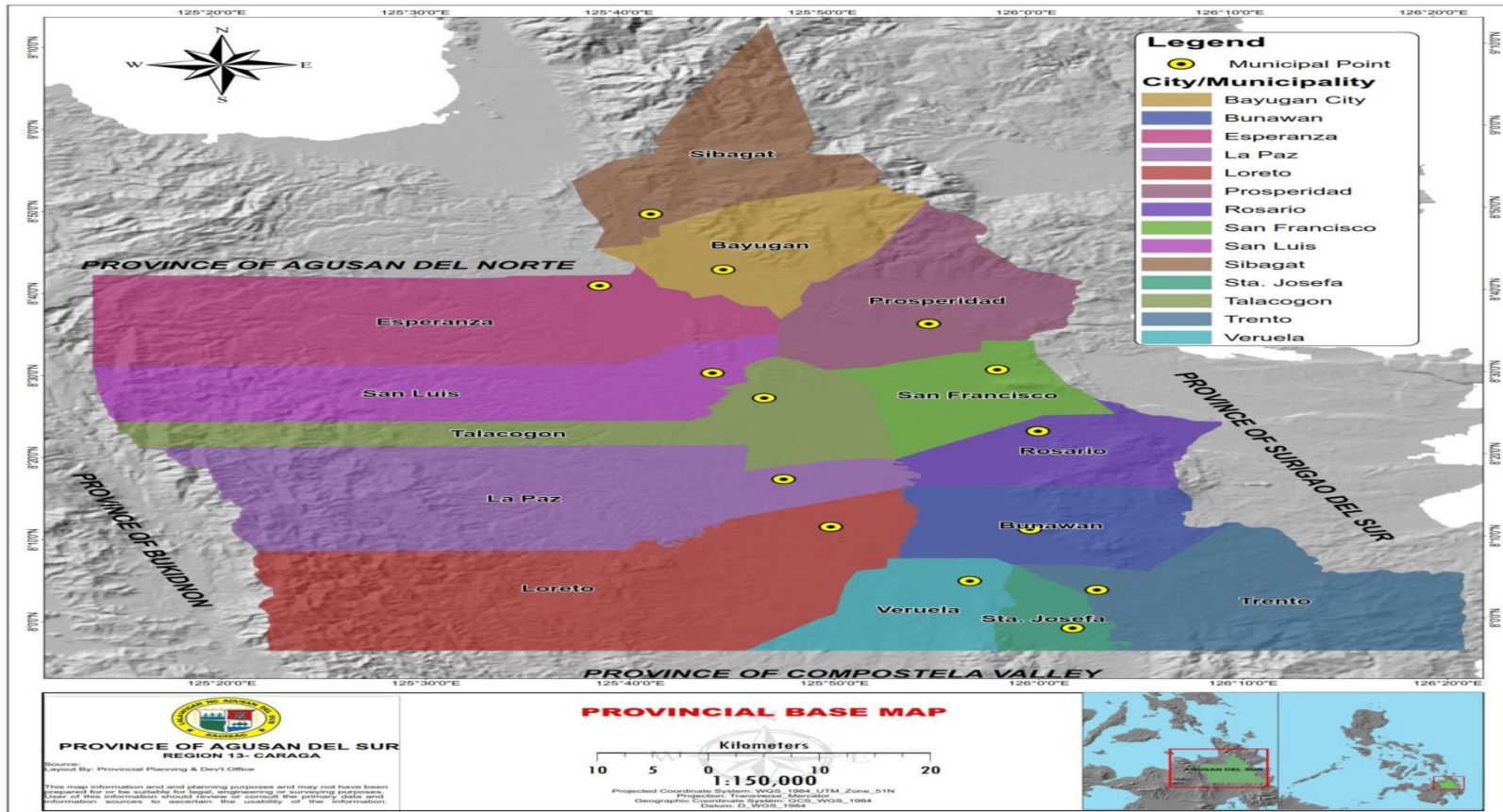
Municipality/City	Land Area (in hectares)	Percent Share (%)
Sibagat	50,136	5.59
Bayugan City	53,939	6.02
Prosperidad	56,133	6.26
San Francisco	35,591	3.97
Rosario	29,601	3.30
Bunawan	43,309	4.83
Trento	75,070	8.37
Sta. Josefa	18,801	2.10
Veruela	33,208	3.70



Loreto	138,940	15.50
La Paz	109,978	12.27
Talacogon	33,084	3.69
San Luis	118,642	13.23
Esperanza	100,118	11.17
TOTAL	896,550	100.00

The seat of the provincial government is the Gov. D.O. Plaza Government Center situated in Barangay Patin-ay, Prosperidad. The center also hosts the national agencies. There are thirteen municipalities and one city in the province. Seven are located along the Asian Highway (AH26) and are aptly termed as highway towns and city. These are Sibagat, Bayugan City, Prosperidad, San Francisco, Rosario, Bunawan and Trento. The municipalities of Sta. Josefa, Veruela, Talacogon, San Luis, Esperanza are situated along the Agusan River. Along the Umayam and Adgawan Rivers which are tributaries of Agusan River, are the municipalities of Loreto and La Paz, respectively.

The province is divided into two congressional districts. District 1 covers Bayugan City, Esperanza, Prosperidad, San Luis, Sibagat and Talacogon while District II covers the municipalities of Bunawan, La Paz, Loreto, Rosario, San Francisco, Sta Josefa, Trento and Veruela. Agusan del Sur has a total of 314 barangaus. Each barangay is headed by an elected Barangay Captain.





I. Mandate

The Provincial Government of Agusan del Sur under the Office of the Governor is mandated to exercise such power and perform such duties and functions as provided under the Local Government Code of 1991 for the efficient, effective and economical governance, the purpose of which is the general welfare of the province and its inhabitants

II. Vision

“With the guidance of the Divine Providence, a province with secure, caring, healthy, developed, productive, self-sustaining and culturally-sensitive people and communities”

III. Mission

Improved and sustained quality of life that is responsive to the needs, welfare and well-being of every Agusanon, especially the marginalized, disadvantage groups and individual in crises; with a strong and committed leadership that exercises good governance; and strongly protects and cares for the environment

Strong, sustained and inclusive economy that increase productivity (value and volume), job opportunities, improve local incomes, expand access to basic services, and sustainably manages natural resources

Development and Sectoral Goals to support the overarching goal of the province - *to reduce incidence of poverty and hunger*

- (1) Improved mobility of people and goods;
- (2) Healthy and empowered communities;
- (3) Increased productivity of priority commodities;
- (4) Reliable source of income through livelihood and employment opportunities;
- (5) Increased resiliency of communities and individuals;
- (6) Maintained stable peace and order condition;
- (7) Sustained management of natural resources and strengthened environmental protection; and
- (8) Inclusive, transparent, participatory, citizen-centered and accountable governance.



IV. Service Pledge

We, the officials and employees of the Provincial Government of Agusan del Sur, do hereby pledge to CARE for our customers and be:

- Credible** – We abide and serve in accordance with the Constitutional principle that “a public office is a public trust.
- Accessible** – We endeavor to observe that our services are accessible to our customers and their needs at the proper time.
- Reliable** – Our customers can be confident that we can and we will deliver on our mandate to serve the people
- Excellent** – We are committed to serve to achieve customer satisfaction



Provincial Accounting Office (PACCO)

External Services



1. Review Disbursement Voucher (Bills – Electricity/Water /Printing Services)

An amount of money owed for goods supplied or services rendered, set out in a printed or written statement of charges.

Office or Division:	Provincial Accounting Office /Bookkeeping Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business			
Who may avail:	Departments/Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Disbursement Voucher 2. CAFOA 3. Statement of Account 4. Certification for official used			Department Department Concerned Offices Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher with complete supporting documents	1.1 Receive the document	None	2 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.2 Assign DV number to system	None	10 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.3 Assign to designated Audit Analyst/Examiner	None	2 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.4.Examine, review, and ascertain its completeness, accuracy and legality of financial transactions	None	8 Minutes	<i>Management and Audit Analyst IV</i> <i>Accountant IV</i> <i>Fiscal Examiner II</i> <i>Management and Audit Analyst II</i> <i>Accountant II or Accountant I</i> Provincial Accounting Office
	1.5.Classify transaction: 1.5.1 If lacking supporting documents logout transaction	None	12 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office



	from system and record in the logbook and contact liaison officer of return docs.			
	1.5.2 If complete – forward the documents to the Provincial Accountant for approval	None	25 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.5.3 Logout in the system and records said transaction and forward to the PTO receiving	None	12 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
2. Wait the financial documents at Provincial Treasury Office				
TOTAL		None	1 Hour, 11 Minutes	

2. Cash Advance- Travel (Local/Foreign), Payroll, Petty Cash, and Operational Expenses

- Travels – travel and assignments shall cover only those which meet the following criteria, it is essential to the effective performance of an official or employee’s mandates or functions, the presence of the official or employee is critical to the outcome of the meeting, conference, consultation or any official activity to be attended. No official or employee may be sent to foreign training, conference or attend international commitments when they are due to retire within one year after the said travel.
- Payroll – The cash advance shall be equal to the net amount of the payroll for a pay period. The payroll could be for salaries, wages, commutable allowances, honoraria and other similar payments.
- Petty Cash – shall be maintained under the imprest system. As such, all replenishments shall be directly charged to the expenses account and at all times, the PC shall be equal to the total cash on hand and the un-replenished expenses. The PC shall be sufficient for the non-recurring, emergency and petty expenses of the LGU for one month.
- Operational Expenses – a cash advance is settled and liquidated within one (1) month by returning the money advanced if unspent, or by the presentation of regularly accomplished vouchers, giving satisfactory detail of the items thereon paid which must be in accordance with the purpose for which the cash advance was granted, and further supported by the necessary documents.



Office or Division:	Provincial Accounting Office /Bookkeeping Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business			
Who may avail:	Departments/Hospitals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cash Book		Concerned Department/Hospitals		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher with complete supporting documents with Cash Book	1. Immediately check the Cash Book if no unliquidated Cash Advances	None	10 Minutes	<i>Sr. Bookkeeper</i> Provincial Accounting Office
	2. If previous cash advance still unliquidated, return immediately to the Liaison Officer	None	3 Minutes	<i>Sr. Bookkeeper</i> Provincial Accounting Office
	3. If none, affix initial to the DV and return to the liaison Officer for process	None	3 Minutes	<i>Sr. Bookkeeper</i> Provincial Accounting Office
TOATAL:		None	16 Minutes	

3. Review and Examine Disbursement Voucher (Suppliers/Contractors)

Review and examine all financial transactions and supporting documents as to legality, propriety and completeness of supporting documents.

Office or Division:	Provincial Accounting Office /Bookkeeping Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2B - Government to Business
Who may avail:	Departments



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher Approved Purchase Request CAFOA Request for Quotation Abstract of Proposals Purchase Order Inspection Report Waste Material (If applicable)		Provincial General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The PGSO submit the Disbursement Vouchers with complete supporting documents with transmittal	1.1. Receive the document	None	2 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.2 Assign DV number to system	None	27 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.3 Assign to designated Audit Analyst/Examiner	None	2 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.4 Examine, review, and ascertain its completeness, accuracy and legality of financial transactions	None	1 Hour	<i>Management and Audit Analyst IV</i> <i>Accountant IV</i> <i>Fiscal Examiner II</i> <i>Management and Audit Analyst II</i> <i>Accountant II or Accountant I</i> Provincial Accounting Office
	1.5. Classify transaction: 1.5.1 If lacking supporting documents logout transaction from system and record in the logbook and contact liaison officer of return docs.	None	15 Minutes	<i>Management and Audit Analyst II</i> Provincial Accounting Office
	1.5.2 If complete – encode the	None	25 Minutes	<i>Management and Audit Analyst II</i>



	deductions and print the BIR Form 2307 and 2306 VAT certificate			Provincial Accounting Office
	1.5.3 Forward the documents to the Provincial Accountant for approval	None	25 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.5.4 Logout in the system and records said transaction and forward to the PTO receiving	None	24 Minutes	<i>Management and Audit Analyst II</i> Provincial Accounting Office
2. Wait the financial documents at PTO				
TOATAL:		None	3 Hours	

4. Review and Examine Disbursement Voucher (Financial Assistance)

Review and examine all financial transactions and supporting documents as to legality, propriety and completeness of supporting documents.

Office or Division:	Provincial Accounting Office /Bookkeeping Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business			
Who may avail:	Clients/Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		PSWDO		
2. CAFOA		PSWDO		
3. General Intake		PSWDO		
4. Certification for Indigency		Barangay		
5. Letter of Intent		Client		
6. Doctor Prescription/Death Certificate/Funeral Bill/Photo copy of valid ID (Payee and Deceased)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON RESPONSIBLE



		BE PAID	TIME	
1. Submit the Disbursement Voucher with complete supporting documents	1.1.Receive the document	None	2 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.2.Assign DV number to system	None	10 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.3.Assign to designated Audit Analyst/Examiner	None	2 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.4.Examine, review, and ascertain its completeness, accuracy and legality of financial transactions	None	10 Minutes	<i>Management and Audit Analyst IV</i> <i>Accountant IV</i> <i>Fiscal Examiner II</i> <i>Management and Audit Analyst II</i> <i>Accountant II or Accountant I</i> Provincial Accounting Office
	1.5.Classify transaction: 1.5.1 If lacking supporting documents logout transaction from system and record in the logbook and contact liaison officer of return docs.	None	12 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.5.2 If complete – forward the documents to the Provincial Accountant for approval	None	25 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.5.3 Logout in the system and records said transaction and forward to the PTO receiving	None	12 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
2. Wait the financial documents at Provincial Treasury Office				
TOTAL		None	1 Hour, 13 Minutes	



5. Purchase Order- Trust Fund/General Fund

Financial controlled as to propriety and availability of funds for General Fund and based on the purpose of the trust fund was created.

Office or Division:	Provincial Accounting Office /Bookkeeping Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business			
Who may avail:	Departments/Hospitals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive PO from BAC logbook	1.1 Encode CAFOA /OBR in the system: Claimant, PO and check the amount	None	5 Minutes	<i>Computer Operator</i> Provincial Accounting Office
	1.2 If amount is not sufficient (exist or lacking) return the PO to PBO/concern Office (TF) for the consistency of the amount appropriated from PO and the budget.	None	10 Minutes	<i>Accountant I</i> Provincial Accounting Office
	1.3 If, appropriated affix initial and forward to Provincial Accountant for approval	None	25 Minutes	<i>Computer Operator</i> <i>Accountant I</i> Provincial Accounting Office
	1.4 Approved PO, detach CAFOA/OBR for reconciliation to paid DV, record in the logbook for outgoing	None	10 Minutes	<i>Computer Operator</i> <i>Accountant I</i> Provincial Accounting Office



2. Receive the approved PO and affix signature from the logbook.				
TOATAL:		None	50 Minutes	



Provincial Accounting Office (PACCO)

Internal Services



1. Certification for Net Take Home Pay (NTHP)

Certificate of Net Pay is a document that contains employee's monthly total earnings, breakdown and total of monthly deductions, and summary of net salary received during the month.

Office or Division:	Provincial Accounting Office /Bookkeeping Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Employees (Permanent/Casual/Contract of Service/Job Order)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (OR)		Provincial Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt (OR) to the Payroll In-charge when securing the Certification	1.1 Check the data if her/his monthly NTHP is Php 5,000 and above	None	1 Minute	<i>Management and Audit Analyst II Bookkeeper I Provincial Accounting Office</i>
	1.2 If yes, issue and initial Certification of NTHP	None	5 Minutes	<i>Management and Audit Analyst II Bookkeeper I Provincial Accounting Office</i>
	1.3 Route to the Provincial Accountant for approval	None	5 Minutes	<i>Provincial Accountant Management and Audit Analyst IV Accountant IV Administrative Officer IV Provincial Accounting Office</i>
	1.4 Logout the approved certification with signature of the concerned employee	None	1 Minute	<i>Management and Audit Analyst II Bookkeeper I Provincial Accounting Office</i>
2. Receive the approve certification.				
TOTAL:		PHP 50.00	12 Minutes	



2. Clearance for Terminal Leave

Terminal Leave Clearance – the officials and employees is cleared of all accountabilities from Bank Loans/Cooperatives (with approved MOA) Cash Advances, Suspension/Disallowance from the agency. The clearance support to the claim of the unused leave credits on termination of his/her services.

Office or Division:	Provincial Accounting Office /Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Employees (Permanent/Casual/			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (OR)		Provincial Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the OR with Clearance Form to the In-charge when requesting the Office Certificate of Clearance	1.1 Prepare the Accounting Clearance to the concerned employee	None	5 Minutes	<i>Sr. Bookkeeper</i> Provincial Accounting Office
	1.2. Checking if there are unsettled balances – required the concerned employee to submit Special Power of Attorney authorizing the PA to deduct from his/her claim all cash accountabilities stated in the Office clearance.	None	2 Days, 45 Minutes	<i>Sr. Bookkeeper</i> <i>Management and Audit Analyst II</i> <i>Bookkeeper I</i> Provincial Accounting Office
	1.3. If the claim is not sufficient to the total accountabilities, return the documents requiring	None	5 Minutes	<i>Sr. Bookkeeper</i> <i>Management and Audit Analyst II</i> <i>Bookkeeper I</i> Provincial Accounting Office



	settlement of bank balances and present the OR notifying as full payment to the in-charge			
	1.4. If cleared from all the accountabilities, affix initial of Certificate of Clearance	None	2 Minutes	<i>Sr. Bookkeeper Management and Audit Analyst II Bookkeeper I Provincial Accounting Office</i>
	1.5 Route to the Provincial Accountant the Clearance Form with Office Clearance for approval	None	2 Minutes	<i>Provincial Accountant Provincial Accounting Office</i>
	1.5 Record in the logbook with signature from the concerned employee	None	5 Minutes	<i>Sr. Bookkeeper Management and Audit Analyst II Bookkeeper I Provincial Accounting Office</i>
2. Receive the clearance with signature in the logbook				
TOOTAL:		PHP 50.00	3 Days, 4 Minutes	

3. Issuance of Certification for No Unliquidated Balance

Certification of No-Unliquidated Balance is granted to CLGU/MLGU/BLGU/NGOs/POs which have no unliquidated fund.

Office or Division:	Provincial Accounting Office /Bookkeeping Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	City/Municipal/Barangay(CMB) Local Government Units citizens or clients
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Liquidation Reports- Downloaded Funds	Concerned CLGU/MLGU/BLGU



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request certification for no unliquidated balance.	1.1 Examine the books of accounts if they have unliquidated balance	None	30 Minutes	<i>Accountant I</i> Provincial Accounting Office
	1.2 If none, issue and initial certification of no unliquidated balance.	None	5 Minutes	<i>Accountant I</i> Provincial Accounting Office
	1.3 If cleared, route to Provincial Accountant for approval.	None	5 Minutes	<i>Provincial Accountant</i> Provincial Accounting Office
	1.4 Issue Certificate of Appearance upon request of the client and record in the logbook.	None	4 Minutes	<i>Administrative Officer IV</i> Provincial Accounting Office
2. Receive the approve certification of no unliquidated balance and Certificate of Appearance				
TOATAL:		None	44 Minutes	

4. Review and Examine Payroll (Permanent/Casual/Job Order/Contract of Service)

Review and examine all financial transactions and supporting documents as to legality, propriety and completeness of supporting documents.

Office or Division:	Provincial Accounting Office /Bookkeeping Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Departments
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Payroll		Department		
<ul style="list-style-type: none"> • Payroll • CAFOA • Daily Time Record • Approved Travel Order/ Leave/Trip Ticket (if applicable) 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Payroll with complete supporting documents	1.1 Receive the document	None	2 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.2 Assign DV number to system	None	25 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.3 Assign to designated Audit Analyst/Examiner	None	2 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office
	1.4 Examine, review, and ascertain its completeness, accuracy and legality of financial transactions	None	1 Hour and 30 Minutes	<i>Management and Audit Analyst IV</i> <i>Accountant IV</i> <i>Fiscal Examiner II</i> <i>Management and Audit Analyst II</i> <i>Accountant II or Accountant I</i> Provincial Accounting Office
	1.5 Classify transaction: 1.5.1 If lacking supporting documents logout transaction from system and record in the logbook and contact liaison officer of return docs.	None	15 Minutes	<i>Management and Audit Analyst II</i> Provincial Accounting Office
	1.5.2 If complete – forward the documents to the Provincial Accountant for approval	None	25 Minutes	<i>Management and Audit Analyst II</i> Provincial Accounting Office
	1.5.3 Logout in the system and records said	None	15 Minutes	<i>Fiscal Examiner II</i> Provincial Accounting Office



	transaction and forward to the PTO receiving			
2. Wait the financial documents at Provincial Treasury Office				
TOOTAL:		None	2 Hour, 54 Minutes	

5. Purchase Request (PR) for Trust Fund

Financial transaction controlled as to propriety and availability of funds within standard time for Trust Fund.

Office or Division:	Provincial Accounting Office /Bookkeeping Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Departments/Hospitals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Balances for the downloaded funds from the National Agencies/ Hospitals	1.1 If fund available receive PR with Fund Utilization Request and Status (FURS)	None	25 Minutes	<i>Accountant I</i> Provincial Accounting Office
	1.2 Control the PR and affix signature	None	10 Minutes	<i>Accountant I</i> Provincial Accounting Office
	1.3 Forward to Provincial Accountant for signature	None	25 Minutes	<i>Provincial Accountant</i> Provincial Accounting Office
	1.4 Approved PR return to In-charge and record in the logbook	None	3 Minutes	<i>Accountant I</i> Provincial Accounting Office
2. Receive the controlled		None	2 Minutes	



PR with signature in the logbook				
TOATAL:		None	1 Hour, 5 Minutes	

6. Certification for the Availability of Funds (CAF) for Trust Fund

Verify the availability of funds and preparation of CAF upon request.

Office or Division:	Provincial Accounting Office /Bookkeeping Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Departments/Hospitals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Issuance of CAF-Trust Fund		Concerned Department/Hospitals		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request letter for CAF	1.1 Receive the request letter	None	2 Minutes	<i>Accountant I</i> Provincial Accounting Office
	1.2 Verify record if fund is available	None	25 Minutes	<i>Accountant I</i> Provincial Accounting Office
	1.3 Issuance of Certificate of Availability of Fund and affix signature	None	15 Minutes	<i>Accountant I</i> Provincial Accounting Office
	1.4 Forward to Provincial Accountant for approval	None	25 Minutes	<i>Provincial Accountant</i> Provincial Accounting Office
	1.5 Logbook the approved CAF	None	2 Minutes	<i>Accountant I</i> Provincial Accounting Office
2. Receive the CAF with signature and date				
TOATAL:		None	1 Hour, 9 Minutes	



Provincial Administrator Office (PADMO)

External Services



1. Request for logistics

Facilitates and acts on requests for logistics (equipment, table, chairs, vehicle, fuel and others).

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	Provincial Departments/Offices, Private entities, National Government Agencies, Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of the letter addressed to the Governor indicates the purpose and contact number. 2. Supporting Documents, if warranted		End-User		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.1 Receives records and attach the routing Slip. Routes the documents to the concern Personnel.	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> Office of the Provincial Administrator
	1.2 Reviews/checks the documents and routes the documents to the Provincial Administrator/Asst. Provincial Administrator for action.	None	2 Minutes	<i>Administrative Officer IV/Records Officer II</i> Office of the Provincial Administrator
	1.3. Acts on the request and routes the concern Personnel.	None	3 Minutes	<i>Provincial Administrator/Asst. Provincial Administrator</i> Office of the Provincial Administrator
	1.4. Conduct work through process/determine availability. Coordinate the requesting Office or	None	2 hours	<i>Administrative Officer IV/Records Officer II/Administrative Asst. III/ Process Server</i>



	Individual.			
	1.5. Routes the letter request to the concern Office/s have available resources.	None	1 Minute	<i>Administrative Aide VI (Clerk III)</i> Office of the Provincial Administrator
Total		None	2 Hours, 9 Minutes	

Note: *Subject to time availability of the signatory due to prior meeting/s scheduled or due to immediate notice by the Governor.

2. Request for the issuance of Certificate of Posting

The Office issues the certificate of posting as proof of publication and other information was posted to conspicuous place/ designated bulletin board within the area. Facilitate the posting of documents for public information per request of the Department/Agency.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business			
Who may avail:	<ul style="list-style-type: none"> - Private Offices - Provincial Departments/Offices - National Government Agencies 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request from concerned Department or Agency with attached documents to be posted.		End-User		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents.	1. Receives records and attach routing slip. Routes letter request to the concerned Personnel.	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator



	1.2. Reviews and routes the documents to the Provincial Administrators for approval/action.	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	1.3. Approves/acts and routes to the concerned Personnel.	None	5 Minutes	<i>Provincial Administrator/Asst.</i> <i>Provincial Administrator/</i> Office of the Provincial Administrator
	1.4. Prepares the documents for posting in the designated posting area. *After 5 days from posting the certificate will be issued	None	30 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	1.5. Prepares Certificate of Posting. Routes to Provincial Administrators/Asst. Provincial Administrator for signature.	None	30 Minutes	<i>Administrative Officer IV</i> <i>Records Officer II</i> <i>Administrative Asst. III/</i> Office of the Provincial Administrator
	1.6. Acts on the documents and routes to the concerned Personnel	None	5 Minutes	<i>Provincial Administrator/Asst.</i> <i>Provincial Administrator/</i> Office of the Provincial Administrator
	1.7. Releases/issues Certificate of Posting.	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	TOTAL:	None	1 Hour, 20 Minutes	



3. Request for Recommendation Letter

The Office recognizes the important of recommendation in a job application. The Office facilitates and prepares the recommendation letter as per request of and individual in applying Jobs.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents of Agusan del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request address to the Governor stating the purpose. 2. Photocopy of Credentials (TOR, PDS, and Eligibility)		End-User/concerned clients		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter request with supporting documents *The recommendation letter may claim upon approval of the Governor to the Provincial Governor's Office	1.1. Receives, records and attach routing slip. Routes letter-request to the concern Personnel	None	2 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	1.2. Reviews/checks the requirements and prepares recommendation letter. Forwards to Provincial Administrator/Asst. Provincial Administrator for countersign	None	10 minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	1.3. Acts on the documents and routes to the concerned Personnel	None	2 Minutes	<i>Provincial Administrator/Asst.</i> <i>Provincial Administrator</i> Office of the Provincial Administrator
	1.4. Releases/forwards the documents to the Provincial Governor's Office for signature.	None	1 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator



2. Claim the Recommendation Letter to the Provincial Governor Office.				
TOTAL:		None	15 minutes	

Note: *Subject to time availability of the signatory due to prior meeting/s scheduled or due to immediate notice by the Governor.

4. Request for the issuance of Certificate of Appearance

The Office issues the Certificate of Appearance upon request of the clients and visitors of the Provincial Administrators Office.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	National Line Agencies, Local Government Officials and Employees, Private Agencies/Organizations, Civil Society/Organizations, Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration (Logbook)		End-User/Concerned Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the logbook	1.1. Facilitates registration in the logbook. Routes to the concerned Personnel	None	3 Minutes	<i>Administrative Aide VI (Clerk III)/ Administrative Officer IV/Records Officer II/ Provincial Administrator/Asst. Provincial Administrator/ Office of the Provincial Administrator</i>
	1.2. Checks the logbook. Prepares and facilitate the request for signature	None	5 Minutes	
	1.3. Releases / issues the Certificate of Appearance	None	3 Minutes	
TOTAL:		None	11 Minutes	



5. Request for the Approval of Memorandum of Agreement, Memorandum of Understanding and Deed of Donation.

Facilitate the approval of the Memorandum of Agreement, Memorandum of Understanding and Deed of Donation.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business G2C - Government to Citizen			
Who may avail:	National Line Agencies, Private Individuals, Civil Society Organizations, Local Government Units,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of the Memorandum of Agreement, Memorandum of Understanding, Deed of Donation, and other legal documents with transmittal/endorsement and supporting documents, if warranted <i>* The Office will facilitate No. 2 and 3.</i>		End-User		
2. Initials of the Provincial Legal Office in the documents and reviewed by the Provincial Governor's Office.		Provincial Legal Office Provincial Governor		
3. Approved Resolution		Office of the Secretary to the Sanggunian		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the MOA/ MOU/ DOD with transmittal and supporting documents	1.1. Receives, records and attach routing slip. Routes the documents to the concern Personnel.	None	3 Minutes	<i>Administrative Aide VI (Clerk III) Administrative Officer IV Records Officer II Provincial Administrator/Asst. Provincial Administrator/ Office of the Provincial Administrator</i>
	1.2. Checks the completeness of the documents. Routes the documents to Legal Officer for review.	None	5 Minutes	<i>Administrative Aide VI (Clerk III) Administrative Officer IV Records Officer II Provincial Administrator/Asst. Provincial Administrator/</i>



	1.3. Forwards the documents to the Provincial Legal Officer.	None	3 Minutes	Office of the Provincial Administrator <i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	1.4. PLO returns documents with initial or recommendation.	None	3 Minutes	<i>Process Server</i> Provincial Legal Office
	1.5. Receives, records and reviews the documents.	None		<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	1.6. Prepares letter request to pass Resolution and attach copy of supporting. Routes to PA/APA for signature.	None	1 Hour	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	1.7. Acts on the documents and routes to the concern Personnel.	None	5 Minutes	<i>Provincial Administrator</i> <i>Asst. Provincial Administrator/</i> Office of the Provincial Administrator
	1.8. Forwards the documents (letter request and MOA/MOU/DOD) to the Provincial Governor for signature	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	1.9. PGO returns the documents with signature of the Governor	None	1 Minute	<i>Process Server</i> Office of the Provincial Governor
	1.10. Receives and routes to the concerned Personnel.	None	2 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	1.11. Reviews/checks the documents. Forwards the letter request with attached	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i>



	copy of MAO/MOU/DOD to the Sangguniang Panlalawigan Office. *If the MOA/MOU/DOD has corrections it shall be return to the concerned office.			Office of the Provincial Administrator
	1.12. Receives original copy of resolution from Sangguniang Panlalawigan Office. Records and attach routing slip and routes to the Records Officer	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	1.13. Reviews the documents. Send the concern office a copy of Resolution. Forwards the original copy MOA/MOU/DED with attached Resolution to the Governor for approval	None	10 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	1.14. The PGO shall release the approved MOA/MOU/DOD to the concerned Office.	None	1 Minute	<i>Administrative Aide VI (Clerk III)</i> Office of the Provincial Governor
2. Claim the approved MOA/MOU/DOD to the Provincial Governor Office				
Total:		None	1 Hour, 42 Minutes	

Note: *Subject to time availability of the signatory due to prior meeting/s scheduled or due to immediate notice by the Governor.



Provincial Administrator Office (PADMO)

Internal Services



1. Request of Authority to Purchase Motor Vehicle

Facilitate the request of the authority to purchase vehicles to the Department of the Interior and Local Government (DILG) of the acquisition of motor vehicle.

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Departments/Offices with approved Annual Investment Plan and Budget Appropriation of Motor Vehicle
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Letter request of the office stating: (a) purpose and deployment (b) no. of units to be purchased and (c) Type of vehicle and specifications with; (1) no. of cylinders, fuel and engine and (2) displacement. 2. Original copy of Certificate of Availability of Appropriation and Fund signed by the Provincial Budget Officer and Provincial Accountant (with date of issuance, fund source and the appropriated amount). 3. Certified true copy from the record file of Appropriation Ordinance approving the purchase (i.e., first two and last pages of the said Ordinance and the page indicating the appropriated amount per vehicle to be purchased) and/or current Sanggunian Resolution on fund utilization in case of trust funds such as unexpended DRRM fund balances from the previous years, and funds transferred/donated to the requesting-LGU from higher-level LGUs, government corporations, etc. 	<ol style="list-style-type: none"> 1. End-User/Requesting Office 2. Provincial Budget Office Provincial Accounting Office 3. Office of the Sangguniang Panlalawigan



4. Original copy of updated inventory of existing motor vehicles signed by the property/ supply officer or PGSO (current calendar year). <i>* The Office will facilitate the request for SP Resolution and the letter request for Authority to Purchase Motor Vehicle to the Department of the Interior and Local Government.</i>		4. Provincial General Services Office			
CLIENTS STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements <i>*Ensure supporting documents are complete.</i>	1.1	Receives, records and attach the routing slip. Routes the documents to the concern Personnel.	None	3 Minutes	<i>Administrative Aide VI (Clerk III)/ Provincial Administrator Office of the Provincial Administrator</i>
	1.2.	Checks the completeness of the documents. Routes the documents to the Provincial Administrator / Acting Provincial Administrator for approval. <i>*If the documents are incomplete, it shall be returned to the requesting Office.</i>	None	2 Minutes	<i>Administrative Aide VI (Clerk III)/ Administrative Officer IV/Records Officer II/ Provincial Office of the Provincial Administrator</i>
	1.3.	Acts on the request and routes the documents to concerned Personnel.	None	5 Minutes	<i>Provincial Administrator/Asst. Provincial Administrator Office of the Provincial Administrator</i>
	1.4.	Prepares the letter requesting the Sangguniang Panlalawigan Office (SPO) to pass a Resolution. Routes the letter request with the supporting	None	30 Minutes	<i>Administrative Officer IV/Records Officer II/ Provincial Administrator/Asst. Provincial Administrator Office of the Provincial Administrator</i>



	documents to PA/APA for countersign.			
	1.5. Acts in the documents. Routes to the concerned Personnel for release.		5 Minutes	<i>Provincial Administrator/Asst. Provincial Administrator</i> Office of the Provincial Administrator
	1.6. Releases/forwards the letter-request to pass Resolution with supporting documents to the PGO for the Governor signature.		3 Minutes	<i>Administrative Aide VI (Clerk III)</i> Office of the Provincial Administrator
	2. PGO returns the letter request signed by the Governor with attached supporting documents	None	3 Minutes	<i>Administrative Aide VI (Clerk III)/ Administrative Officer IV/Records Officer II</i> Office of the Provincial Administrator
	2.1. Receives the documents and routes to concern Personnel.	None		
	2.2. Reviews/checks the letter-request with supporting documents. Routes the documents to concerned Office.	None	2 Minutes	<i>Administrative Aide VI (Clerk III)/ Administrative Officer IV/Records Officer II</i> Office of the Provincial Administrator
	2.3. Releases/ forwards the documents to the Sangguniang Panlalawigan Office requesting enactment of Resolution. *It will take seven days (upon submission of the request to the SP office before the resolution will be released)	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> Office of the Provincial Administrator
	3. Sangguniang Panlalawigan			



	Office furnishes the Resolution authorizing the purchase of Motor Vehicle. 3.1. Receives records and encodes in the Document Tracking and attach routing slip. Routes to the Records Officer.	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	3.2. Reviews and files the documents. Forwards one copy of System Resolution to the concern Personnel	None	3 minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	3.3. Prepares a letter request address to the Department of Interior and Local Government (DILG)- Regional Office to allow the purchase of Motor Vehicle	None	1 Hour	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	3.4. Acts/countersign the letter request and forwards to the concerned Personnel	None	5 Minutes	<i>Provincial Administrator</i> <i>Asst. Provincial Administrator</i> Office of the Provincial Administrator
	3.5. Releases/forwards the letter with attached supporting documents for signature of the Governor	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	4. Provincial Governors Office returns the letter-request signed by the Governor with supporting documents. 4.1. Receives, records and routes to concern personnel.	None	3 Minutes	<i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	4.2. Reviews/checks the	None	2 Minutes	<i>Administrative Officer IV</i>



	documents and attach original supporting documents. Routes to the concerned Personnel.			<i>Records Officer II</i> Office of the Provincial Administrator
	4.3. Releases/forwards the letter request to the Department of Interior and Local Government-Provincial Office. *Authority to Purchase Motor Vehicle will take one month or more depending on the assessment of DILG-National Office.	None	3 Minutes	<i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	5. DILG send the Authority to Purchase Motor Vehicle thru email or hard copy 5.1. Receives, records documents and attach routing slip. Routes to the concern Personnel	None	3 Minutes	<i>Administrative Aide VI (Clerk III)/</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	5.2 Reviews/checks the documents. Provide the requesting office a copy and routes to releasing	None	4 Minutes	<i>Administrative Aide VI (Clerk III)/</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	5.3. Releases/ forwards the Authority to Purchase Motor Vehicle to the requesting office	None	3 Minutes	<i>Administrative Aide VI (Clerk III)/</i> <i>Administrative Officer IV/Records Officer II</i> Office of the Provincial Administrator
Total:		None	2 Hours, 20 Minutes	

Note: *Subject to time availability of the signatory due to prior meeting/s scheduled or due to immediate notice by the Governor



2. Issuance of Administrative Order and Executive Order

The office facilitates the issuances of the Administrative Order and Executive Order.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Provincial Government of Agusan del Sur Offices/Departments/TWGs/Committees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal from the Office 2. Administrative Order/Executive Order		End-User		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Administrative Order and Executive Order with attached transmittal	1.1. Receives, records and attach routing slip. Routes the documents to the concern Personnel	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV/Records Officer II</i> Office of the Provincial Administrator
	1.2. Checks the completeness of the documents. Routes the documents to PA/APA for approval	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	1.3. Acts on the documents and routes to concerned Personnel	None	5 Minutes	<i>Provincial Administrator</i> <i>Asst. Provincial Administrator</i> Office of the Provincial Administrator
	1.4 Routes/forwards the documents to the Provincial Legal Officer for review.	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator
	1.5. PLO return documents with initial or recommendation.	None	3 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Administrative Officer IV</i> <i>Records Officer II</i> Office of the Provincial Administrator



	1.5.1. Receives, records and reviews the documents. Routes to PA/APA.			
	1.6. Acts on the documents and routes to the concerned Personnel	None	5 Minutes	<i>Provincial Administrator Asst. Provincial Administrator Office of the Provincial Administrator</i>
	1.7 Routes/forwards the documents to the Provincial Governor's Office	None	3 minutes	<i>Administrative Aide VI (Clerk III) Administrative Officer IV Records Officer II Office of the Provincial Administrator</i>
	1.8. Provincial Governor's Office returns/forwards the documents with Governor signature or recommendations 1.8.1. Receives, records and routes to the concerned Personnel	None	3 Minutes	<i>Administrative Aide VI (Clerk III)/ Administrative Officer IV Records Officer II Office of the Provincial Administrator</i>
	1.9. Reviews/checks and file the approved AO/EO.	None	3 Minutes	<i>Administrative Aide VI (Clerk III)/ Administrative Officer IV/Records Officer II Office of the Provincial Administrator</i>
	1.10. Releases/forwards a copy to the concerned Office.	None	3 Minutes	<i>Administrative Aide VI (Clerk III)/ Administrative Officer IV Records Officer II Office of the Provincial Administrator</i>
	*If the AO/EO returned with comments/recommendations. It shall be returned to the concerned office for finalization.			
	Total	None	34 Minutes	

Note: *Subject to time availability of the signatory due to prior meeting/s scheduled or due to immediate notice by the Governor.



3. Transmission of Radio Messages to Municipal Local Government Units

Facilitate the transmission of Radio Messages to the Municipal Local Government Units.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	National Government Agencies Provincial Government of Agusan del Sur Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Message of Transmission (Radio Message) 2. Transmittal/Endorsement		End-User		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Radio Message with attached transmittal/endorsement	1.1. Receives, records and routes the documents to the concern Personnel	None	3 Minutes	<i>Administrative Aide VI (Clerk III) Communication Equipment Operator Office of the Provincial Administrator</i>
	1.2. Reviews and transcribe radio messages	None	30 Minutes	<i>Administrative Aide VI (Clerk III) Communication Equipment Operator Office of the Provincial Administrator</i>
	1.3. Prepares status of message transmission slip and routes to concerned Offices	None	10 Minutes	<i>Administrative Aide VI (Clerk III) Communication Equipment Operator Office of the Provincial Administrator</i>
	1.4. Releases the status message transmission slip to concerned Offices	None	3 Minutes	<i>Administrative Aide VI (Clerk III) Communication Equipment Operator Office of the Provincial Administrator</i>
Total:		None	46 Minutes	

Note: *Subject to time availability of the receiver in the respective Municipality.



Moral Recovery and Values Formation Services (MRVFS)

External Services



1. Conduct of Moral Recovery and Values Formation Seminar/Orientation

It is the mandate of the Moral Recovery and Values Formation Services to ensure effective implementation of the Moral Recovery and Values Formation Program (MRVFP) for the whole province. It is also said to be the support services to other departments in addressing issues concerning social problems. Through this, the MRVFS offered Seminars and Orientations to all Agusanon by schedule and by request. These activities can be served either face to face or through virtual.

Office or Division:	Moral Recovery and Values Formation Services			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Request/Invitation Letter		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a hard copy of request/invitation letter or Send a soft copy of request/invitation at MRVFS email address pgasmrvfs2020@gmail.com or through the zimbra account of the Administrative Officer Designate (Anthony C. Baral)	1.1. Receive the hard copy of request/invitation letter or Acknowledge receipt of the document sent through e-mail or zimbra	None	5 Minutes	<i>Electronics and Communication Equipment Technician I Administrative Officer/Education Research Assistant II Moral Recovery and Values Formation Services</i>
	1.2. Log the request/invitation letter in the log book at the reception desk	None	2 Minutes	<i>Electronics and Communication Equipment Technician I Moral Recovery and Values Formation Services</i>
	1.3. Forward the letter/invitation to the Officer In-Charge for	None	5 Minutes	<i>Electronics and Communication Equipment Technician I Moral Recovery and Values Formation Services</i>



	approval.			Formation Services
	1.4. Route the letter to the responsible section for appropriate action	None	1 Minutes	<i>Community Affairs Officer II</i> Moral Recovery and Values Formation Services
	1.5. Conduct/Facilitate the request/invitation letter	None	2 Days	<i>Community Affairs Officer I</i> Moral Recovery and Values Formation Services
TOTAL:		None	2 Days, 13 Minutes	

2. Facilitate Spiritual Direction and Guidance

The Moral Recovery and Values Formation Services offer Spiritual Direction and Guidance to all Agusanon. Every month there is a schedule for confession/Spiritual direction in the Provincial Chapel facilitated by the Provincial Chaplain in the province. For non-Catholic, the Provincial Ecumenical Coordinator will also facilitate for spiritual direction and guidance as per request. The said activity is also offered to all Agusanon during the conduct of MRVF Basic Seminar as it is part of the program facilitated by the team.

Office or Division:	Moral Recovery and Values Formation Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Request letter for Spiritual Guidance/ Log for schedule of Spiritual guidance		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Log for record at MRVFS	1. Inform the priest for scheduled confession/Spiritual guidance	None	5 Minutes	<i>Administrative Officer/Education Research Assistant II</i> Moral Recovery and Values Formation Services
2. Prepare for the scheduled date for confession and Spiritual guidance	2. Inform the client for the possible schedule of confession and Spiritual guidance	None	2 Minutes	<i>Electronics and Communications Equipment Technician I</i> Moral Recovery and Values Formation Services
3. Be present on the scheduled date of confession/Spiritual guidance	3.1. Facilitate the scheduled confession/Spiritual guidance	None	30 Minutes	<i>Provincial Chaplain</i> Moral Recovery and Values Formation Services
	3.2. Gives absolution/ Responding with self-disclosure	None	5 Minutes	<i>Provincial Chaplain</i> Moral Recovery and Values Formation Services
TOTAL:		None	42 Minutes	

3. Conduct of Ecumenical Service, Bible Service, Eucharistic Celebration, and Choir Rendition

The Moral Recovery and Values Formation Services is extending its services through the conduct of Bible Service, Ecumenical Service, Eucharistic Celebration and Choir rendition. These activities cater not only PGAS departments but also other NGAs, NGOs, MLGUs, BLGUs and other Religious Sectors.

Office or Division:	Moral Recovery and Values Formation Services
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All
CHECKLIST REQUIREMENTS	
WHERE TO SECURE	



Request/Invitation Letter		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a hard copy of request/invitation letter or Send a soft copy of request/invitation at MRVFS email address pgasmrvfs2020@gmail.com or through the zimbra account of the Administrative Officer Designate (Anthony C. Baral)	1. Receive the hard copy of request/invitation letter or Acknowledge receipt of the document sent through e-mail or zimbra	None	5 Minutes	<i>Electronics and Communications Equipment Technician I</i> <i>Administrative Officer/Education Research Assistant II</i> Moral Recovery and Values Formation Services
	1.1. Log the request/invitation letter in the logbook at the reception desk	None	2 Minutes	<i>Electronics and Communications Equipment Technician I</i> Moral Recovery and Values Formation Services
	1.2. Forward the letter/invitation to the Officer In-Charge for approval	None	5 Minutes	<i>Electronics and Communications Equipment Technician I</i> Moral Recovery and Values Formation Services
	1.3. Route the letter to the responsible section for appropriate action	None	1 Minute	<i>Community Affairs Officer II</i> Moral Recovery and Values Formation Services
	1.4. Conduct/Facilitate the request/invitation letter	None	1 Hour	<i>Community Affairs Officer I</i> <i>Provincial Chaplain</i> Moral Recovery and Values Formation Services
TOTAL:		None	1 Hour, 13 Minutes	



Provincial Sports and Youth Development Office (PSYDS)

External Services



1. Facilitation of Invitational Sports Competition Requests

The agency recognizes the innate capacities of the young individuals specifically on the field of sports. By reaching out to them through established linkage between the agency and the existing sports associations within the province, these aspiring young ones will have the chance to participate higher level of competition.

Office or Division:	Provincial Administrator's Office - Sports and Youth Development Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request addressed to the Governor with other pertinent documents 2. Athlete's Authenticated birth certificate 3. Parent's consent 4. Athlete's Previous/Latest achievement 5. List of Athletes 6. Request letter for the participating sports association		These requirements shall be brought by the requesting sports association along with other pertinent documents as listed on the checklist.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the log book to the client	None	1 minute	<i>Administrative Aide I</i> Sports and Youth Development Services
2. Submit the complete requirements to the Sports and Youth	2. Receives, review and validates the documents.	None	30 Minutes	<i>SGRO II</i> Sports and Youth Development Services



Development Services two (2) months prior to the sports events for review and validation.	2.1. Once validated, the SYDS endorses the request with formulated activity design to the Governor for approval.	None	3 Days	<i>Provincial Sports Development Coordinator</i> Sports and Youth Development Services
3. After three (3) days or when a confirmation is received, the requesting association shall visit the office for finalization.		None	1 Minute	<i>Provincial Sports Development Coordinator</i> Sports and Youth Development Services
				<i>Clerk</i> Provincial Administrator's Office
				<i>Acting Provincial Administrator</i> Provincial Administrator's Office
				<i>Provincial Governor</i> Provincial Governor's Office
4. Sign out the Client Log Book in the office lobby.	4. Give the log book to the client	None		<i>Administrative Aide I</i> Sports and Youth Development Services
TOTAL		None	3 days, 33 Minutes	

2. Requisition of Sports Equipment (PGAS employee only for Fun and Fitness Hour)

The agency is looking forward to an efficient workforce acting like a single organism that can contribute to the achievement of its singular objective which is to eradicate poverty in the province, however, due to some work-related illnesses, the significant effect may slow the process. Having sufficient sports equipment, the Provincial Government of Agusan del Sur (PGAS) employees can fully utilize and enjoy fun and fitness hour to the next level.



Office or Division:	Provincial Administrator's Office - Sports and Youth Development Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Government employees only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's slip		Sports and Youth Development Services - Storekeeper Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the log book to the client	None	1 minute	<i>Administrative Aide I</i> Sports and Youth Development Services
2. Secure a borrower's slip from the storekeeper and fill -in the appropriate boxes therein.	2. Give the Borrower's slip to the client and review the availability of the items and validate.	None	1 minute	<i>Storekeeper</i> Sports and Youth Development Services
2.1 Once validated and the requested item/s is/are available, sign the "received" field next to every item requested.	2.1 Hand-over the item/s requested and file the borrower's slip.	None	5 minutes	<i>Storekeeper</i> Sports and Youth Development Services
*Make sure to return all the items borrowed as indicated in the borrower's slip.				
3. To return the items,	3. Give the log book to the	None	1 Minute	<i>Storekeeper</i>



repeat step one (1) and skip step two (2).	client.			Sports and Youth Development Services
4. Hand-in the borrowed items to the Storekeeper and affix your signature on the field "returned" right next to every item borrowed.	4. Account each item returned and mark as "okay" in remark column.	None	5 Minutes	<i>Storekeeper</i> Sports and Youth Development Services
*Make sure you accounted all the items before signing the slip to avoid confusion and ask for a photocopy of the slip if necessary.	4.1 Give photocopy of the borrower's slip to the client.	None	1 Minute	<i>Storekeeper</i> Sports and Youth Development Services
5. Sign out the Client Log Book in the office lobby.	5. Give the log book to the client	None	1 Minute	<i>Administrative Aide I</i> Sports and Youth Development Services
TOTAL		None	15 minutes	



3. Utilization of Fitness Gym

The agency is looking forward to an efficient workforce acting like a single organism that can contribute to the achievement of its singular objective which is to eradicate poverty in the province, however, due to some work-related illnesses, the significant effect may slow the process. With the proper use of the Fitness Facility in a regular fashion, both internal and external clientele can gradually boost their immune system which may help them avoid some serious illnesses and have a better perspective in life through engaging to health and wellness related activities in the workplace and in the community.

Office or Division:	Provincial Administrator's Office - Sports and Youth Development Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Government employees and individuals except children			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Medical Certificate 2. Waiver of Liability			Provincial Health Office/D.O.Plaza Memorial Hospital Sports and Youth Development Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must log-in before proceeding to the work-out sessions.	1. Give the log book to the client	None	1 minute	<i>Administrative Aide I</i> Sports and Youth Development Services
2. For new client, present medical certificate or secure waiver of liability.	2. Takes the medical certificate or waiver of liability	None	1 minute	<i>Fitness Instructor/Incharge</i> Sports and Youth Development Services
2.1. Undergo a weighing and blood pressure checking for monitoring	2.1. Assist the weighing and blood checking process	None	2 minutes	<i>Fitness Instructor/Incharge</i> Sports and Youth Development Services



purposes.				
2.2 For new client, ask for a brief orientation from the fitness instructor or in-charge on how to use the gym facility and equipment properly.	2.2 The Fitness Instructor or in-charge shall give the new client a brief orientation on how to use the gym facility and equipment properly.	None	10 minutes	<i>Fitness Instructor/Incharge</i> Sports and Youth Development Services
3. After the orientation, proceed to the designated area for warm-up to avoid injury.	3. The Fitness Instructor/In-charge shall lead the warm-up exercise necessary to avoid injury.	None	30 minutes	<i>Fitness Instructor/Incharge</i> Sports and Youth Development Services
4. For regular clients, skip step two (2) and proceed to the designated area for warm-up.	4. The same with step three (3)	None	30 minutes	<i>Fitness Instructor/Incharge</i> Sports and Youth Development Services
5. After the warm-up, proceed to the desired equipment alternately or as advised by the fitness instructor for a period of time. *You may bring tumblers for re-hydrating purposes during the work-out.	5. The Fitness Instructor/In-charge shall roam around and observe client's physical condition during the work-out as it may deem necessary.	None	1 Hour, 30 minutes	<i>Fitness Instructor/Incharge</i> Sports and Youth Development Services



6. After the work-out session, undergo a cool down procedure in the designated area before logging out.	6. The Fitness Instructor/In-charge shall lead the cool down exercise necessary to relax muscles.	None	10 minutes	<i>Fitness Instructor/Incharge</i> Sports and Youth Development Services
7. Sign out the Client Log Book in the office lobby.	7. Give the log book to the client	None	1 minute	<i>Administrative Aide I</i> Sports and Youth Development Services
TOTAL		None	2 Hours, 55 mins.	



Public Employment Services Office (PESO)

External Services



1. Job Search Assistance

Provide job assistance to jobseekers and clients thru various employment services such as Job Search Kiosk, Job Fair, Special Recruitment, and Skills Trainings.

Office or Division	PESO – Employment Facilitation			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up NSRP Form 1		Frontline Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office receiving area	1. Direct the logbook to the client	None	2 Minutes	<i>Administrative Aide I</i> Public Employment Service Office
2. Fill-out NSRP Form and submit it together with resume	2. Check NSRP Form 1	None	5 Minutes	<i>Administrative Aide I</i> Public Employment Service Office
3. Pay attention for the counseling and experience self-searching of jobs thru employment kiosk, available job vacancies and available skills training for self-employment	3. Provide initial interview and helpful tips in applying for a job	None	5 Minutes	<i>Labor & Employment Officer III</i> <i>Manpower Development Officer II</i> Public Employment Service Office
4. Anticipate update for the status of the application thru text message or via	4. Update the client the schedule of services available thru text message	None	3 Minutes	<i>Administrative Aide III</i> Public Employment Service Office



Facebook/messenger				
TOTAL:		None	10 Minutes	

2. Application on Summer Privilege for Employment of Students (SPES)

SPES is an employment bridging program intended to help poor but deserving students, out-of-school youth (OSY), and dependents of displaced workers to continue and finish their education. This program is implemented during summer or Christmas vacation. Applicants must be 15-30 years old at the time of application and latest income tax of parents does not exceed poverty threshold. Interested individuals may submit their application before the deadline posted at our official facebook account: pesoagusandelsur

Office or Division	PESO – Employment Facilitation			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Students, Out-of-school youth (OSY), and dependents of displaced workers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter address to the Provincial Governor (1copy)				
2. Resume with ID picture(2 pcs. passport size)				
3. Birth or Baptismal Certificate (2 photocopy)		PSA / Church		
4. Form 137/138 or Certification of passing grades signed by the registrar (1 original , 1 photocopy)		Universities /College/Secondary Schools currently enrolled		
5. Income Tax Return or Certification from BIR or Certificate of Indigency/Low Income (1 original,1 photocopy)		BIR /Barangay Office/MSWD or CSWD		
6. If Out-of-School Youth , secure Certification as OSY (1 original,1 photocopy)		Barangay Office/MSWDO or CSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office receiving area	1. Direct the logbook to the client	None	2 Minutes	<i>Administrative Aide I</i> Public Employment Service Office
2. Submit requirements	2. Check the qualification of the	None	5 Minutes	<i>Administrative Aide I</i>



and secure SPES Application Form	clients and completeness and validity of documents submitted and issue SPES Application Form			Public Employment Service Office
3. Fill-out SPES Application Form and undergo screening interview and anticipate feedback thru text message for the status of application and schedule of orientation	3.1 Evaluate the documentary requirements submitted and the SPES Application Form	None	5 Minutes	<i>Labor & Employment Officer III</i> Public Employment Service Office
	3.2 Conduct of screening interview	None	10 Minutes	<i>Supervising Labor and Employment Officer</i> Public Employment Service Office
	3.3 Advise the client of the approval of his/her application and schedule of orientation of SPES beneficiaries thru text message	None	3 Minutes	<i>Labor and Employment Assistant I</i> Public Employment Service Office
TOTAL:		None	25 Minutes	

3. Job start - Application Process

Job start is an employment facilitation which aims to enhance the knowledge and skills acquired by jobseekers in formal education or technical training in order for them to become more responsive to the demands of labor market. The applicant must be 18-24 years of age at the time of registration. At least high school graduate, not employed, studying nor undergoing training and with less than one year, or no work experience.

Office or Division	PESO – Employment Facilitation
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who may avail	Youth at Risk
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Birth or Baptismal Certificate (1 photocopy)		PSA / Church		
2. Transcript of Records (TOR) /Form 137/138 or Diploma (1 photocopy)		Universities /College/Secondary Schools currently enrolled		
3. Barangay Clearance		Barangay Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office receiving area	1. Direct the logbook to the client.	None	2 Minutes	<i>Administrative Aide I</i> Public Employment Service Office
2. Fill-out NSRP Form and submit it together with requirements	2. Check requirements and NSRP Form 1	None	5 Minutes	<i>Administrative Aide III</i> Public Employment Service Office
3. Anticipate feedback for the status of the application thru text message	3. Advise the client of the approval of his/her application and schedule of Life Skills Training thru text message	None	3 Minutes	<i>Administrative Aide III</i> Public Employment Service Office
TOTAL:		None	10 Minutes	

4. Application for Government Internship Project (GIP)

GIP aims to provide opportunities and engage young workers to serve general public in government agencies/entities projects and programs at the national and local level, particularly the poor/indigent and young workers, opportunity to demonstrate their talents and skills in the field of public service. Applicants must be 18-30 years old.

Office or Division	PESO – Employment Facilitation		
Classification	Simple		
Type of Transaction	G2C-Government to Citizen		
Who may avail	At least High School graduate		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application Letter address to the Provincial Governor (1copy)			



2. Resume with ID picture(1 copy)				
3. Birth or Baptismal Certificate (1 photocopy)		PSA / Church		
4. Transcript of Records (TOR) /Form 137/138 or Diploma or Certificate of Graduation/National Certification 2 (1 photocopy)		Universities /College/Secondary Schools currently enrolled		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office receiving area	1. Direct the logbook to the client	None	2 Minutes	<i>Administrative Aide I</i> Public Employment Service Office
2. Fill-out NSRP Form and submit it together with requirements	2.1. Check requirements and NSRP Form 1	None	5 Minutes	<i>Labor and Employment Officer III</i> Public Employment Service Office
	2.2 Conduct interview	None	10 Minutes	<i>Labor and Employment Officer III</i> Public Employment Service Office
3. Anticipate feedback for the status of the application thru text message	3. Advise the client of the approval of his/her application and schedule of orientation thru text message	None	3 Minutes	<i>Administrative Aide III</i> Public Employment Service Office
TOTAL:		None	20 Minutes	

5. OFW Help Desk Assistance

As part of the reintegration program of OWWA, OFW Help Desk was established to provide assistance services to OFWs and their dependents.

Office or Division:	PESO – Migration and Development		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	OFW / dependents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Filled Case Intake Sheet	Frontline Desk		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office receiving area	1. Direct the logbook to the client	None	2 Minutes	<i>Administrative Aide I</i> Public Employment Service Office
2. Fill-out Case Intake Sheet and anticipate interview for further clarification	2.1 Guide and check Case Intake	None	5 Minutes	<i>Administrative Aide III</i> Public Employment Service Office
	2.2 Conduct interview	None	10 Minutes	<i>Supervising Labor & Employment Officer</i> Public Employment Service Office
3. Anticipate feedback for the status of the case thru text message from OWWA hotline	3. Email the Case Intake Sheet to OWWA and advise the client wait for the update thru phone call	None	3 Minutes	<i>Administrative Aide III</i> Public Employment Service Office
TOTAL:		None	20 Minutes	

6. Availment of Fly Now Pay Later Plan (FNPLP)

FNPLP intended to assist bonafide Agusan Del Sur residents who, in their quest to work abroad, are financially constrained to defray the costs of processing fees and other documentary expenses.

Office or Division:	PESO – Migration and Development		
Classification:	Highly Technical		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	OFW only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Employment Contract (1 photocopy)		Employer (Foreign employer)	
2. Overseas Employer Certificate (OEC) for returning OFW (1 photocopy)		POEA	
3. Latest Annual Income Tax Return if any (1 photocopy) would-be OFW		BIR	
4. Passport (1 photocopy)		DFA	



5. Cedula (1 photocopy)		Barangay Office		
6. Barangay Clearance (1 photocopy)		Barangay Office		
7. House Sketch (1copy)				
8. Two Valid IDs (1photocopy) (driver's license, voter's ID, postal ID)		Employment ID,LTO,COMELEC,		
9. 1x1 Picture (1pc) passport size		Photo Studio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office receiving area	1. Direct the logbook to the client	None	2 Minutes	<i>Administrative Aide I</i> Public Employment Service Office
2. Secure NSRP Form 1 and undergo screening interview	2. Conduct initial interview and orientation about the program	None	5 Minutes	<i>Administrative Aide III</i> Public Employment Service Office
3. Undergo Family Financial Management orientation	3. Conduct Family Financial Management orientation	None	5 Minutes	<i>Supervising Labor and Employment Officer</i> Public Employment Service Office
4. Submit requirements for application	4. Evaluate the requirements and qualification of the applicants and prepare Memorandum of Agreement	None	5 Minutes	<i>Administrative Aide III</i> Public Employment Service Office
5. Sign Memorandum of Agreement and anticipate feedback thru text message	5.1. Endorse the documents to the Administrator's office for recommendation and endorsement	None	1 Day	<i>Process Server</i> Public Employment Service Office
	5.2 Endorse MOA to Legal Office for review and initial	None	1 Day	<i>Process Server</i> Provincial Administrator's Office
	5.3 Return MOA to Provincial Administrator's Office and indorse to the Sangguniang Panlalawigan Office for a	None	1day	<i>Process Server</i> Provincial Legal Office



	resolution			
	5.4 Sangguniang Panlalawigan for issuance of Resolution authorizing the Provincial Governor to sign into MOA	None	7 Days	<i>Sangguniang Panlalawigan Member</i>
	5.5 Endorse to the Provincial Governor to sign/approval of MOA	None	1 Day	<i>Provincial Governor Provincial Governor's Office</i>
	5.6 Return approved MOA to PESO	None	5 Minutes	<i>Administrative Aide III Provincial Governor's Office</i>
	5.7 Advise the client get the approved MOA to be notarized	None	2 Minutes	<i>Administrative Aide III Public Employment Service Office</i>
6. Notarized MOA at private Attorney's Office	6. Give the Approved MOA	PHP1000.00 <i>Notarial fee</i>	1 Hour	Provincial Attorney's Office
7. Return notarized MOA at PESO and anticipate feedback thru text message for the release of your check	7. Prepare Disbursement Voucher and other supporting documents for processing	None	5 Minutes	<i>Administrative Aide IV Public Employment Service Office</i>
	7.1. Process the Disbursement Voucher	None	3 Days	<i>Process Server Public Employment Service Office</i>
	7.2. Release the check and documentation	None	5 Minutes	<i>Disbursing Officer Provincial Treasury Office</i>
TOTAL:		PHP 1000.00 Notarial fee	14 Days , 1 Hour & 34 Minutes	



7. Repayment Process of Fly now, Pay Later Plan

The repayment scheme has minimum of Six (6) months to One (1) year.

Office or Division	PESO – Migration and Development			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	None			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office receiving area	1. Direct the logbook to the client	None	2 Minutes	<i>Administrative Aide I</i> Public Employment Service Office
2. Ask for the Order of Payment	2. Issue an Order of Payment as reflected in the ledger or whatever clients desired	None	3 Minutes	<i>Administrative Aide III</i> Public Employment Service Office
3. Pay at the Provincial Treasury Office	3. Receive payment and issue Official Receipt	None	5 Minutes	<i>Cashier</i> Provincial Treasury Office
4. Furnish a photocopied Official Receipt at PESO.	4. Receive a copy and record and /update payment in the ledger	None	2 Minutes	<i>Administrative Aide III</i> Public Employment Service Office
TOTAL:		None	12 Minutes	

8. Request for Special/Local Recruitment Activity (SRA/LRA)

This activity provides a venue where people could explore simultaneously various employment options and actually seek assistance they prefer. Both local and overseas job opportunities will be brought closer to residents of Agusan del Sur. Ensure that the agency seeking assistance is authorized by the Philippine Overseas Employment Administration (POEA) and shall in no way



allow any land based or sea based licensed recruitment agency with incomplete documents to conduct Special Recruitment Activities (SRA).

Office or Division	PESO – Employment Facilitation			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Licensed Local and Overseas Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Concerned Agency		
Company Profile		Concerned Agency		
Photocopy of BIR Certificate		BIR		
List of Job Orders/Vacancies		Concerned Agency		
No Objection Certificate (NOC)		PESO		
License from DOLE/POEO (for SRA)		POEA		
Affidavit of Undertaking (for SRA)		POEA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for SRA/LRA	1.1 Issue requirements to conduct SRA/LRA	None	3 Minutes	<i>Labor & Employment Assistant Public Employment Service Office</i>
	1.2 Check submitted requirements	None	5 Minutes	<i>Labor & Employment Assistant Public Employment Service Office</i>
	1.3 Issue No Objection Certificate Note: Issued upon completion of documents/requirements	Clearance Certificate Fee PHP 1,000.00	5 Minutes	<i>Labor & Employment Officer III Public Employment Service Office</i>
	1.4. Provide venue for SRA/LRA Note: provided upon date scheduled	None	5 Minutes	<i>Labor & Employment Officer III Public Employment Service Office</i>
2. Submit Terminal Report/List of Job	2. Receive post-activity requirement	None	2 Minutes	<i>Labor & Employment Assistant Public Employment Service Office</i>



Registered & Job Placed				
TOTAL:		PHP 1,000.00	20 Minutes	

9. Request for Skills Training

This project provides various in-demand skills trainings nowadays for self-employment or wage employment in partnership with the Technical Education and Skills Development Authority (TESDA) and other government and non-government organization.

Office or Division	PESO – Skills Development and Entrepreneurship			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Youth, unemployed women, OFWs and their family and other vulnerable group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
o Letter Request		Brgy. Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office receiving area	1. Direct the logbook to the client	None	2 Minutes	<i>Administrative Aide I</i> Public Employment Service Office
2. Present the letter request	2.1 Conduct initial interview for further clarification regarding the letter request and endorse the document to the SLEO			
	2.2 Conduct interview	None	10 Minutes	<i>Supervising Labor & Employment Officer</i> Public Employment Service Office
3. Anticipate feedback for the status of the request thru text message or phone call	3. Advise the client of the approval of his/her application and schedule of training	None	5 Minutes	<i>Manpower Development Officer II</i> Public Employment Service Office



for the status of request and schedule of training				
		TOTAL:	None	22 Minutes



Provincial Agriculture and Veterinary Office - Agriculture External Services



1. Provision of Agri-Fishery Data

Provide Agri-fishery and Rainfall data

Office or Division:	Technical Support Unit (TSU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business G2C - Government to Citizen			
Who may avail:	Stakeholders ; NGOs; FOs; FAs other Government Offices which need Agri-Fishery Data			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Agency		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter request	1. Receive and log the letter then assist client to Technical Support Unit (TSU)	None	3 Minutes	<i>Administrative Aide IV (Clerk II)</i> Provincial Agriculture Office
2. Fill up logbook	2. Request client to fill-up logbook	None	1 Minute	<i>Administrative Assistant III (Computer Operator II)</i> Provincial Agriculture Office
3. Wait for the generation of data	3. Generate data (Rainfall Data, Agricultural Profile, Commodity Profile, etc.)	None	15 Minutes	<i>Agriculturist I</i> Provincial Agriculture Office
	3.1. Sign/Approve the documents	None	5 Minute	<i>Supervising Agriculturist PGDH - Provincial Agriculturist</i> Provincial Agriculture Office
4. Fill up Client satisfaction feedback form	4.1. Receive the form	None	1 Minute	<i>Agriculturist I</i> Provincial Agriculture Office
	4.2. Release the document/s	None	1 Minute	<i>Administrative Aide IV (Clerk II)</i> Provincial Agriculture Office
TOTAL:		None	26 Minutes	



2. Provision of Farm Facilities, Machineries and Equipment

Provide support in the implementation of agri-fishery engineering programs/projects thru the provision of pre and post-harvest facilities to qualified People's Organization (POs) and Cooperatives.

Office or Division:	Agricultural Engineering Division (AED)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	People's Organization (POs) and Cooperatives with complete supporting requirements			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PGAS-Funded: Identified C/MLGUs <ol style="list-style-type: none"> C/MAO to submit list of recipients with supporting documents Validation PGAS-Funded: Walk-in clients <ol style="list-style-type: none"> Request Letter with supporting documents Validation DA-Funded <ol style="list-style-type: none"> Request Letter with supporting documents Validation Notice of Approval from DA 		At their respective LGUs		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
PGAS-Funded: 1. Identified C/MLGUs	1. Inform concerned C/MAO to submit list of recipients with supporting requirements	None	5 Minutes	<i>Draftsman I</i> Provincial Agriculture Office
2. Submit list of recipients with attached supporting requirements	2. Receive, log & forward documents to Agricultural Engineering Division (AED)	None	15 Minutes	<i>Administrative Aide IV (Clerk II)</i> Provincial Agriculture Office



3. Proceed to AED. Take note of the results of the review and schedule of validation	3. Review/validate the documents then schedule field validation	None	30 Minutes	<i>Engineer IV</i> Provincial Agriculture Office
3.1. Present during validation	3.1. Conduct of field validation	None	4 Hours	<i>Engineer IV</i> <i>Engineer II</i> Provincial Agriculture Office
3.2. Wait for validation result and feedback	3.2. Inform the client the result of the validation	None	5 Minutes	<i>Engineer IV</i> Provincial Agriculture Office
4. Wait for the "Notice to Withdraw"	4. Process the procurement for delivery of farm machineries and equipment at PAVO-Agriculture Office	None	6 Months	<i>Engineer IV</i> Provincial Agriculture Office
TOTAL:		None	6 Months, 4 Hours, 55 Minutes	
<u>PGAS-Funded: Walk-in clients</u>				
1. Inquire for the required documents	1. Discuss and provide list of requirements to client	None	30 Minutes	<i>Engineer IV</i> Provincial Agriculture Office
1.1. Submit letter-request with attach supporting requirements	1.1. Receive, log & forward documents to Agricultural Engineering Division (AED)	None	5 Minutes	<i>Administrative Aide IV (Clerk II)</i> Provincial Agriculture Office
2. Proceed to AED. Take note of the results of the review and wait for further advice.	2. Review / validate the documents	None	30 Minutes	<i>Engineer IV</i> Provincial Agriculture Office
	2.1 Complete Documents File the documents and advise the concerned for the availability of allocation	None	5 Minutes	<i>Engineer IV</i> Provincial Agriculture Office
	2.2 Incomplete Documents Return the documents to the concerned with attached list	None	5 Minutes	<i>Draftsman I</i> Provincial Agriculture Office



	of lacking requirements for compliance			
3. Comply the lacking requirements				
TOTAL:		None	1 Hour, 15 Minutes	
<u>DA-Funded</u>				
1. Submit letter-request with attach supporting requirements	1. Receive, log & forward documents to Agricultural Engineering Division (AED)	None	15 Minutes	<i>Administrative Aide IV (Clerk II)</i> Provincial Agriculture Office
2. Proceed to AED. Take note of the results of the review and wait for further advice.	2. Review/validate the documents	None	30 Minutes	<i>Engineer IV</i> Provincial Agriculture Office
3. Wait for the "Notice of Approval" from DA-RFO 13	3. If Complete Documents: Prepare endorsement to DA	None	5 Minutes	<i>Draftsman I</i> Provincial Agriculture Office
	If Incomplete Documents: Return the documents to the concerned with attach list of lacking requirements for compliance	None	5 Minutes	<i>Draftsman I</i> Provincial Agriculture Office
TOTAL:		None	55 Minutes	

3. Provision of Technical Assistance

Provide agri-fishery technical services.

Office or Division:	Operation Division (OD)/Technical Support Unit (TSU)/Support Facilities Division (SFD)/Agricultural Engineering Division (AED) & Cooperative Development Services (CDS)
Classification:	Simple
Type of Transaction:	G2G - Government to Government



	G2B - Government to Business G2C - Government to Citizen			
Who may avail:	Anyone who are engaged or planning to engage in farming.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Provincial Agriculture Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire for technical assistance of specific commodity	1. Assist clients and inform whom to approach	None	5 Minutes	<i>Administrative Aide IV (Clerk II)</i> Provincial Agriculture Office
2. Proceed to concerned personnel/ Fill up log book	2. Request client to fill-up logbook and Conduct assessment to client's need			
	2.1 Technical Services (Please see Services below)	None	30 Minutes	<i>Engineer IV</i> <i>Supv. Cooperatives Dev. Specialist</i> <i>Sr. Agriculturist or Sr. Aqua-culturist</i> <i>Chemist II</i> <i>Agriculturist II</i> <i>Agricultural Technician</i> Provincial Agriculture Office
3. Take note of the advice and schedule of activities	3. Set schedule for activities (i.e. field visit, orientation, demo, etc.)	None	10 Minutes	<i>Engineer IV</i> <i>Supv. Cooperatives Dev. Specialist</i> <i>Sr. Agriculturist or Sr. Aqua-culturist</i> <i>Chemist II</i> <i>Agriculturist II</i> <i>Agricultural Technician</i> Provincial Agriculture Office
4. Prepare for the site visitation, orientation or field demonstration	4. Field Visitation; Conduct orientation or field demonstration	None	4 Hours	<i>Engineer IV</i> <i>Supv. Cooperatives Dev. Specialist</i> <i>Sr. Agriculturist or Sr. Aqua-culturist</i> <i>Chemist II</i> <i>Agriculturist II</i>



				Agricultural Technician Provincial Agriculture Office
TOTAL:		None	4 Hours, 45 Minutes	

Technical Services	Fees	Processing Time
1. Rubber	None	30 Minutes
2. Cacao	None	30 Minutes
3. Banana	None	30 Minutes
4. Rice	None	30 Minutes
5. Corn	None	30 Minutes
6. Fruit Tree	None	30 Minutes
7. Vegetable	None	30 Minutes
8. Cut-flower	None	30 Minutes
9. Tilapia Production	None	30 Minutes
10. Farm Mechanization	None	30 Minutes
11. Vermicomposting	None	30 Minutes
12. Soil Sampling	None	30 Minutes
13. Cooperative/Farmers Organizations	None	30 Minutes
14. Control of Plant pests & diseases	None	30 Minutes

4. Provision of Inputs for Farm Establishment/Techno Demo

Provide farm inputs such as seedlings (rubber, cacao, and banana); vegetable seeds; vermin-worms; fertilizers; chemicals (pesticides); and Tilapia feeds.

Office or Division:	Support Facilities Division (SFD)/Operation Division (OD)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	People's Organization (POs), Farmer's Associations (FAs) and Cooperatives
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Fill-up request form		Provincial Agriculture Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit Request Letter/Letter of Intent	1. Receive, log & forward documents to concerned division	None	3 Minutes	<i>Administrative Aide IV (Clerk II)</i> Provincial Agriculture Office
2. Proceed to concerned personnel/ Fill-up request form	2. Request client to fill-up request form	None	15 Minutes	<i>Senior Agriculturist/Chief, OD</i> Provincial Agriculture Office <i>Senior Aqua-culturist/Chief, SFD</i> Provincial Agriculture Office
	1.1 Conduct interview, gather basic information and scheduling			
	1.2 Conduct field validation	None	4 Hours	<i>Senior Agriculturist/Chief, OD</i> Provincial Agriculture Office <i>Senior Aqua-culturist/Chief, SFD</i> Provincial Agriculture Office
3. Wait for validation result and feedback	3. Inform the client the result of the validation	None	5 Minutes	
4. Wait for the delivery	4. Process the procurement for delivery of farm inputs At PAVO-Agriculture Office	None	6 Months	
TOTAL:		None	6 Months, 4 Hours, 23 Minutes	

5. Provision of Farm Inputs (Fruit Tree Seedlings, Fingerlings, Banana Plantlets, Vermi-Worms, Tricho)

Provide farm inputs produced from our support facilities (fruit tree nursery, fish hatchery, banana tissue laboratory, Trichoderma laboratory and Vermi facility) to farmers.

Office or Division:	Support Facilities Division (SFD)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Farmer-Enrollees (FEs) of USAD & LoSAD; Schools and other organizations



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-up request form		Provincial Agriculture Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit Request Letter	1. Receive, log & forward documents to concerned division	None	3 Minutes	<i>Administrative Aide IV (Clerk II)</i> Provincial Agriculture Office
2. Proceed to concerned personnel/ Fill-up request form	2. Request client to fill-up request form & conduct interview, gather basic information	None	5 Minutes	<i>Senior Aquaculturist</i> <i>Chemist II</i> Provincial Agriculture Office
	2.1. For the following concern:	None	1 Month, 3 Minutes	<i>Chemist II</i> Provincial Agriculture Office
	2.1.1. Fruit Tree seedling and Vermi-worms	None	1 Month, 3 Minutes	<i>Farm Worker II</i> Provincial Agriculture Office
	2.1.2. Fingerlings	None	1 Month, 3 Minutes	<i>Senior Aquaculturist</i> Provincial Agriculture Office
	2.1.3. Banana Plantlets and Trichoderma	None	10 Minutes	<i>Senior Aquaculturist</i> <i>Chemist</i> <i>Farm Worker</i> Provincial Agriculture Office
	2.2. Release the farm inputs	None	10 Minutes	<i>Senior Aquaculturist</i> <i>Chemist</i> <i>Farm Worker</i> Provincial Agriculture Office
Total for Fruit Tree Seedling and Vermi-worms:		None	1 Month, 21 Minutes	
Total for Fingerlings:		None	1 Month, 21 Minutes	
Total for Banana Plantlets and Trichoderma:		None	1 Month, 21 Minutes	



6. Soil Analysis Services

Provide soil analysis services to clients

Office or Division:	Support Facilities Division (SFD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Soil Samples		Respective land area		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submit Soil samples	1.1. Receive, briefing of clients & forward soil samples to SFD	None	3 Minutes	<i>Administrative Aide IV (Clerk II)</i> Provincial Agriculture Office <i>Chemist II</i> Provincial Agriculture Office
	1.2. Log and conduct the soil analysis procedures	None	2 Months	
2. Wait for the result	2. Release the soil analysis result	None	5 Minutes	
TOTAL:		None	2 Months, 8 Minutes	



Provincial Veterinary Office External Services



1. Issuance of Veterinary Health Certificate for animals to be transported outside the province

Issuance of Veterinary Health Certificate is duly done by a licensed veterinarian. The client will present the required documents as pre-requisite for issuance of veterinary health certificate. This is to check if live animals are safe to transport outside the province. This service is available from Monday-Friday, 8:00 AM-5:00 PM.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For large animals:				
Certificate of Ownership		Municipal/City Agriculture Office		
Certificate of Transfer of Ownership		Municipal/City Agriculture Office		
Livestock Dealer License (Commercial Purposes)		Department of Agriculture		
Vaccination History		Owner of animals		
For small animals:				
Endorsement letter from the Municipal Agriculture Office (if animals is not around)		Municipal/City Agriculture Office		
Certificate of vaccination. If possible bring the animals for inspection		Provincial Veterinary Office (if vaccinated here), Private (if vaccinated in private)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the receiving desk. Bring the above mentioned documents.	1. Receive and examine the validity of documents submitted. Gather necessary information; fill up form, and issue charge slip.	None	5 Minutes	<i>Administrative Officer IV</i> <i>Administrative Assistant II</i> Provincial Veterinary Office
2. Pay the certification fee to the Provincial Treasury Office	2. Receive the OR and indorse the form to the veterinarian on post for inspection of animals.	PHP 50.00	3 Minutes	<i>Administrative Officer IV</i> <i>Administrative Assistant II</i> Provincial Veterinary Office



3. Present the OR to the PVO receiving clerk.	3.1. Conducts inspection of animals to be transported. If the animal/s is not around, the attending veterinarian will decide if the inspection is necessary depending on the origin of the animals to be transported or coordinate with the Municipal Technician to inspect the said animals.	None	1 Hour	Veterinarian IV Veterinarian II Provincial Veterinary Office
	3.2 Issuance of Veterinary Health Certificate	None	5 Minutes	
TOTAL:		PHP 50.00	1 Hour, 13 Minutes	

2. Provide information on Livestock and Poultry Raising and Livestock Development projects to walk-in clients

The office provides information to those clients who want to avail the different livestock projects of the province. They can avail the projects or services if they passed the set criteria and submitted all the required documents. They can avail the services from Monday-Friday, 8:00 AM-5:00 PM.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON RESPONSIBLE



		PAID	TIME	
1. Tell what kind of information needed.	1.1 Record customer name and purpose and endorse customer to point person.	None	5 Minutes	<i>Administrative Officer IV Admin. Assist. II Provincial Veterinary Office</i>
	1.2 Provide technical assistance/information and reading materials for reference.	None	5 Minutes	<i>Administrative Officer IV Admin. Assist. II Provincial Veterinary Office</i>
	1.3 Give reference if the information needed is not immediately available.	None	5 Minutes	<i>Administrative Officer IV Admin. Assist. II Provincial Veterinary Office</i>
TOTAL:		None	15 Minutes	

3. Provide Veterinary Health Services

This services fall into four main categories; clinical services (treatment of diseased animals and control of production limiting disorders; preventive services (avoiding the outbreak of diseases); provision of drugs, vaccines and other products and human health protection (inspection of marketed animal products.) This services are provided to all regardless of sector and be given from Monday-Friday, 8:00 am-5:00 pm.

Office or Division:	Provincial Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the receiving desk. If the animal to be consulted is a pet, poultry	1. Records client's basic information such as name, address, species of animals	None	5 Minutes	<i>Administrative Officer IV Administrative Assistant II</i>



and other small animals, the owner may bring the animals with them.	and indorse the client to the veterinarian on post.			Provincial Veterinary
2. Submit the animal for clinical examination and provide necessary information to the attending veterinarian.	2. Conducts clinical examination on animal and provide appropriate veterinary health services (Please see table below)	None	Depends on the clinical procedure conducted	<i>Administrative Officer IV</i> <i>Administrative Assistant II</i> Provincial Veterinary
3. For phone-in customers, if the animal cannot be brought to the office for clinical examination, the owner shall accompany the attending veterinarian for farm visitation.	3.1 Ask the necessary information. Records client's basic information such as name, address, specie and schedule farm visits.	None	5 Minutes	<i>Administrative Officer IV</i> <i>Administrative Assistant II</i> Provincial Veterinary
	3.2 Conducts clinical examination on animals and provide appropriate veterinary health services (Please see table below)	None	Depends on the clinical procedure conducted	<i>Veterinarian IV</i> <i>Veterinarian II</i> Provincial Veterinary Office
Total:		None	Depends on the clinical procedure conducted	

Clinical Procedure	Fee	Processing Time
1. Urinalysis	None	10 Minutes
2. Fecalysis	None	30 Minutes
3. Ultrasound	None	2 Minutes
4. Curative Treatment	None	30 Minutes
5. Vaccination	None	30 Minutes
6. Deworming	None	20 Minutes



7. Castration	None	1 Hour
8. Vitamins administration	None	20 Minutes
9. Consultation/Technical Assistance	None	30 Minutes



Provincial Treasury and Assessment Office - Assessment

External Services



1. Annotation of Mortgage, Bail Bond and Levy

The annotation is used to register loans or bail bonds in the Tax Declaration kept in the PASSO

Office or Division:	Assessment Records Management Division (ARMD)			
Classification:	Simple			
Type of Transaction:	G2C - Government To Citizens G2G - Government To Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Contract must be registered in Register of Deeds (ROD)		Register of Deeds		
2. Tax Clearance (up to current year)		Municipal Treasurer's Office		
3. Latest Tax Declaration (TD)		Municipal Assessment Office/ Provincial Assessment Office		
4. Title		Register of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Tax Declaration, Title, Tax Clearance, Contract and other documents at Window 5.	1.1. Receives and validates Contract, Tax Payment, Title and other supporting documents.	None	2 Minutes	<i>Records Officer IV Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	1.2. Researches current and previous records on file for any annotations.	None	10 Minutes	<i>Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
2. Present computation and Pays at Window 1.	2.1. Computes and requires annotation fee.	PHP 1.50 per thousand but not less than PHP 100.00	0.5 Minutes	<i>Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	2.2. Receives OR and annotates	None	5 Minutes	<i>Assessment Clerk III Administrative Aide III</i>



	on Tax Declaration and Contract and initials.			Provincial Assessors Office
	2.3. Reviews annotated Contract, Tax Declaration & supporting documents	None	5 Minutes	<i>Supervising Administrative Officer (Records Officer IV)</i> Provincial Assessors Office
	2.4. Approves annotated Tax Declaration and Contract.	None	2 Minutes	<i>Provincial Assessor/Authorized Representative</i> Provincial Assessors Office
	2.5. Releases the annotated Tax Declaration and Contract	None	0.5 Minutes	<i>Assessment Clerk III</i> <i>Administrative Aide III</i> Provincial Assessors Office
3. Receives the approved annotated Tax Declaration and Contract.		None		Customer
TOTAL:		Php 1.50 per thousand but not less than Php 100.00	25 Minutes	

2. Cancellation of Encumbrance

Cancellation of encumbrances indicates that the property is already freed of any encumbrances from lending institution or court.

Office or Division:	Assessment Records Management Division (ARMD)
Classification:	Simple
Type of Transaction:	G2C - Government To Citizens G2G - Government To Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Contract must be registered in Register of Deeds (ROD)		Register of Deeds			
2. Tax Clearance (up to current year)		Municipal Treasurer's Office			
3. Latest Tax Declaration (TD)		Municipal Assessment Office/ Provincial Assessment Office			
4. Title		Register of Deeds			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present Tax Declaration, Title, Tax Clearance, Contract and other documents at Window 5.	1.1. Receives and validates Contract, Tax Payment, Title and other supporting documents.	None	1 Minute	Assessment Clerk III Administrative Aide III Provincial Assessors Office	
	1.2. Researches current and previous records on file	None	5 Minutes	Assessment Clerk III Administrative Aide III Provincial Assessors Office	
2. Present computation and Pays at Window 1.	2.1. Computes and requires annotation fee.	Tax Declaration PHP 50.00	1 Minute	Assessment Clerk III Administrative Aide III Provincial Assessors Office	
	2.2. Receives OR and annotates cancellation on Tax Declaration and initials.	None	3 Minutes	Assessment Clerk III Administrative Aide III Provincial Assessors Office	
	2.3. Reviews annotated Contract, Tax Declaration & supporting documents and initials	None	5 Minutes	Supervising Administrative Officer (Records Officer IV) Local Assessment Operations Officer II Provincial Assessors Office	
	2.4. Approves annotated cancellation Tax Declaration	None	1 Minute	Provincial Assessor/Authorized Representative Provincial Assessors Office	
	2.5. Releases the owner's copy of Declaration with canceled encumbrance	None	1 Minute	Supervising Administrative Officer (Records Officer IV) Local Assessment Operations Officer II Assessment Clerk III Administrative Aide III	



				Provincial Assessors Office Customer
3. Receives owner's copy of tax declaration with canceled encumbrance.		None		
TOTAL:		Php 50.00	17 Minutes	

3. Conducts Adjudication/ Geotagging of applicants Provincial Local Government Unit (PLGU) Surveyed Barangay Sites

This activity is conducted to PGLGU surveyed barangay site facilitated through the implementation of Public Land Titling Project. PLGU personnel and CENRO concern conducts mass titling application including geotagging of applied residential area as requirement for Residential Free Patent Application (RFPA). Completeness of RFPA were reviewed and approved by DENR-CENRO which will ripen into individual patents/title for registration.

Office or Division:	Tax Mapping Operation Division (TMOD)		
Classification:	Complex		
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Complete requirements as stated in RA 10023			
a. Duly Accomplished Form			
b. Secure Verification From/Land Status of applied lot in CENRO concern		Secure Verification From/Land Status of applied lot in CENRO concern	
c. Copy of approved plan by licensed GE or Cadastral Map		DENR Regional Office	
d. Copy of Technical Description Form		DENR Regional Office	
e. Zoning Certification		MPDC	
f. Mayors certification that property is not needed by the government		Mayor's Office	



g. Court Clearance		Regional Trial Court - Secure first Certificate of Encumbrance from Provincial Assessment Office			
h. Barangay Certification of actual occupancy		Barangay Office			
i. Recent Community Tax Certificate (Cedula)		Barangay Office			
j. Tax Declaration		Municipal Assessment Office/ Provincial Assessment Office			
k. Documentary Stamp (3pcs)		Municipal/ Provincial Treasury Office			
l. Application fee of Php 50.00					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit request for adjudication/mass application of title.	1.1 Conducts adjudication/geotagging of actual occupants/applicants	PHP 100.00 Per Residential Lot	15 Hours	<i>Provincial Assessor Asst. Provincial Assessor Tax Mapper III or Tax Mapper II Local Assessment Optrns Officer II Draftsman III and/or Draftsman I Instrument Man Engineering Aide Provincial Assessors Office</i>	
	1.2. Evaluates completeness of documents	None	7 Hours, 30 Minutes	<i>Tax Mapper III or Tax Mapper II Local Assessment Optrns Officer II Instrument Man Engineering Aide Provincial Assessors Office</i>	
	1.3. Compiles and submits RFPA to CENRO.	None	15 Hours	<i>Tax Mapper III Local Assessment Optrns Officer II Instrument Man Engineering Aide Provincial Assessors Office</i>	
	1.4. Follow-up CENRO of submitted RFP application for submission to PENRO	None	4 Hours	<i>Local Assessment Optrns Officer II Instrument Man Engineering Aide Provincial Assessors Office</i>	
	1.5. Facilitates registration of patent at ROD.	None	4 Hours	<i>Tax Mapper II Local Assessment Optrns Officer II</i>	



	1.6. Releases owners copy of title with tax declaration	None	5 Minutes	Provincial Assessors Office <i>Tax Mapper II</i> <i>Local Assessment Optrns Officer II</i> Provincial Assessors Office
2. Receives owner's copy of title				
Total Residential Lot :		PHP 100.00	5 Days, 40 Minutes	

4. Issuance of Certification of Total Land Holding, No Land Holding, Improvements, No Improvements

This service is provided to customer's registry assessment certification for processing of transactions to various government agencies that serve as a requirement.

Office or Division:	Assessment Records Management Division (ARMD)			
Classification:	Simple			
Type of Transaction:	G2C - Government To Citizens G2G - Government To Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Special Power of Attorney (SPA)/ Authorization - 1 copy		Public Attorney's Office/ Property owner		
2. Deed of Conveyance or Tax Declaration		Notary Public		
3. Tax Declaration		Municipal Assessment Office/Provincial Assessment Office		
4. Title		Register of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 4 and fill- in request form	1.1 Requires customer to present requirements and filled request form	None	5 Minutes	<i>Local Assessment Optrns Officer II</i> <i>Assessment Clerk III</i> <i>Administrative Aide III</i> Provincial Assessors Office
	1.2. Logs & number filled request.	None	1 Minute	<i>Local Assessment Optrns Officer II</i> <i>Assessment Clerk III</i>



				<i>Administrative Aide III</i> Provincial Assessors Office
	1.3. Researches request on the RPTIS/ verify manually the previous	None	10 Minutes	<i>Local Assessment Optrns Officer II</i> <i>Assessment Clerk III</i> <i>Administrative Aide III</i> Provincial Assessors Office
2. Pays at Window 1 the required fees.	2.1. Requires payment of fees based on ordinance	Certification fee PHP 60.00/person Research fee PHP 60.00/person	1 Minute	<i>Local Assessment Optrns Officer II</i> <i>Assessment Clerk III</i> <i>Administrative Aide III</i> Provincial Assessors Office
	2.2. Generates Certification and signs prepared by.	None	1 Minute	<i>Local Assessment Optrns Officer II</i> <i>Assessment Clerk III</i> <i>Administrative Aide III</i> Provincial Assessors Office
	2.3. Review and signs Certification.	None	1 Minute	<i>Supervising Administrative Officer (SAO)-Records Officer IV</i> Provincial Assessors Office
	2.4. Approves the Certification.	None	1 Minute	<i>Provincial Assessor/Authorized Representative</i> Provincial Assessors Office
	2.5. Releases the Certification.	None	1 Minute	<i>Local Assessment Optrns Officer II</i> <i>Assessment Clerk III</i> <i>Administrative Aide III</i> Provincial Assessors Office
3. Receives the approved Certification.		None		Customer
Total Certification fee:		Php60.00/person	21 Minutes	



Total Research fee	Php60.00/person		
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5. Issuance of Certified Copy of Tax Declaration/Field Appraisal Assessment Sheet (Manual)

Issuance of a certified copy of a Tax Declaration/FAAS done manually for records that is not available in the RPTIS storage.

Office or Division:	Assessment Records Management Division (ARMD)			
Classification:	Simple			
Type of Transaction:	G2C - Government To Citizens G2G - Government To Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Special Power of Attorney (SPA)/ Authorization - 1 copy		Public Attorney's Office/ Property owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 4 and fill- in request form	1.1 Requires customer to present the requirements and filled request form	None	5 Minutes	<i>Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	1.2. Logs & number filled request.	None	1 Minute	<i>Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	1.3. Researches on records	None	15 Minutes	<i>Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
2. Pays at Window 1 the required fees.	2.1. Requires payment of fees based on ordinance	Certification fee PHP 60.00/person Research fee	5 Minute	<i>Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>



		PHP 60.00/person		
	2.2. Encode and Generates Certification and signs.	None	10 Minutes	<i>Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	2.3. Review and signs Certification.	None	2 Minutes	<i>Records Officer IV Provincial Assessors Office</i>
	2.4. Approves the Certification.	None	1 Minute	<i>Provincial Assessor/Authorized Representative Provincial Assessors Office</i>
	2.5. Releases the Certification.	None	1 Minute	<i>Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
3. Receives the approved Certification.		None		Customer
Total Certification Fee:		PHP 60.00/person	40 Minutes	
Total Research fee:		PHP 60.00/person		

6. Issuance of Certified Copy (RPTIS)

Issuance of certified copy of Tax Declaration and FAAS, generated in Real Property Tax Information System.

Office or Division:	Assessment Records Management Division (ARMD)
Classification:	Simple
Type of Transaction:	G2C - Government To Citizens G2G - Government To Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Special Power of Attorney (SPA)/ Authorization - 1 copy	Public Attorney's Office/ Property owner



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 4 and fill- in request form	1.1 Requires customer to present requirements and filled request form	None	5 Minutes	<i>Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	1.2. Logs & number filled request.	None	1 Minute	<i>Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	1.3. Researches request on the RPTIS.	None	3 Minutes	<i>Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
2. Pays at Window 1 the required fees.	2.1. Requires payment of fees based on ordinance	Certification fee PHP 60.00/person Research fee PHP 60.00/person	1 Minute	<i>Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	2.2. Generates Certification and signs prepared by.	None	1 Minute	<i>Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	2.3. Review and signs Certification.	None	1 Minute	<i>Supervising Administrative Officer (SAO)-Records Officer IV Provincial Assessors Office</i>
	2.4. Approves the Certification.	None	1 Minute	<i>Provincial Assessor/Authorized Representative Provincial Assessors Office</i>
	2.5. Releases the Certification.	None	1 Minute	<i>Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III</i>



				Provincial Assessors Office
3. Receives the approved Certification.		None		Customer
Total Certification Fee:		PHP 60.00/person	14 Minutes	
Total Research fee:		PHP 60.00/person		

7. Issuance of History of Assessment

The document is a trace of history of a property as to owners MV, AV, effectivity of tax and notation registered in the tax declaration.

Office or Division:	Assessment Records Management Division (ARMD)			
Classification:	Simple			
Type of Transaction:	G2C - Government To Citizens G2G - Government To Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Special Power of Attorney (SPA)/ Authorization - 1 copy		Public Attorney's Office/ Property owner		
2. Deed of Conveyance or Tax Declaration		Client		
3. Title		Register of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 4 and fill- in request form	1.1 Requires customer to present SPA/Authorized, Title or Tax Declaration and fill-in request form.	None	5 Minutes	<i>Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	1.2. Logs & number filled request.	None	1 Minute	<i>Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	1.3 Research manually the previous assessment	None	4 Hours	<i>Assessment Clerk III Administrative Aide III</i>



	records			Provincial Assessors Office
2. Pays at Window 1 the required fees.	2.1. Requires payment of fees based on ordinance	PHP100.00/person PHP 60.00 Per Research fee	1 Minute	<i>Assessment Clerk III Administrative Aide III</i> Provincial Assessors Office
	2.2. Encodes and generates assessment History and signs prepared by	None	1 Minute	<i>Assessment Clerk III Administrative Aide III</i> Provincial Assessors Office
	2.3. Review and signs Assessment History	None	1 Minute	<i>Supervising Administrative Officer (SAO) - Records Officer IV</i> Provincial Assessors Office
	2.4. Approves the Assessment History	None	1 Minute	<i>Provincial Assessor/Authorized Representative</i> Provincial Assessors Office
	2.5. Releases the Assessment History.	None	1 Minute	<i>Supervising Administrative Officer (SAO) - Records Officer IV Local Assessment Optrns Officer II Assessment Clerk III Administrative Aide III</i> Provincial Assessors Office
3. Receives the approved Certification.		None		Customer
TOTAL:		PHP 100.00/person Research fee PHP 60.00	4 Hours, 21 Minutes	



8. Issuance of New Tax Declaration subject to ten years back taxes

Land declared for the first time from RP and unknown land to known owner shall be assessed for the period during which it would be liable but in no case for more than ten (10) years.

Office or Division:	All Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Clearance (up to current year) - 1 copy		Municipal Treasurers Office		
2. Approved survey plan from Department of Environment and Natural Resources (DENR)/ Department of Agrarian Reform (DAR) -1 copy		Department of Environment and Natural Resources (Ambago, Butuan City)		
3. Certification and approved application from Department of Environment and Natural Resources (DENR)/ Department of Agrarian Reform (DAR) or Photocopy of title - 1 copy		Department of Environment and Natural Resources (Ambago, Butuan City)		
4. Sworn Statement - 3 copies		Register of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits supporting documents, Field Appraisal and Assessment Sheet (FAAS) and Tax Declaration duly signed as Recommending Approval by the Municipal Assessor.	1. Receives and records FAAS on log book.	None	1 Minute	Assessment Clerk III Property Appraisal and Assessment Division (PAAD) Provincial Assessors Office
2. Waits for the processing	2. Checks supporting documents	None	5 Minutes	Local Assessment Optrns Officer IV



and approval of the FAAS, TD and NOA.	attached.			<i>Assessment Clerk III</i> Property Appraisal and Assessment Division (PAAD) Provincial Assessors Office
	2.1. Reviews and initials FAAS.	None	2 Minutes	<i>Local Assessment Oprtns Officer IV</i> Property Appraisal and Assessment Division (PAAD) Provincial Assessors Office
	2.2. Verifies existing records.	None	3 Minutes	<i>Local Assessment Oprtns Officer II</i> <i>Assessment Clerk III</i> <i>Administrative Aide III</i> Assessment Records and Management Division (ARMD) Provincial Assessors Office
	2.3. Reviews and initials FAAS.	None	2 Minutes	<i>Records Officer IV</i> Assessment Records and Management Division (ARMD) Provincial Assessors Office
	2.4. Assigns PIN, checks previous records and updates TMCR/ TM.	None	3 Minutes	<i>Local Assessment Oprtns Officer II</i> <i>Tax Mapper II or Draftsman III</i> <i>Instrument Man</i> <i>Tax Mapping Aide</i> <i>Engineering Aide</i> Tax Mapping Operations Division Provincial Assessors Office
	2.5. Reviews and initials FAAS.	None	2 Minutes	<i>Local Assessment Oprtns Officer II</i> <i>Draftsman III or Tax Mapper IV</i> Tax Mapping Operations Division Provincial Assessors Office
	2.6. Reviews and evaluates overall assessment before approval of FAAS.	None	5 Minutes	<i>Assessment Clerk III</i> Assessment Operation Evaluation Division (AOED) Provincial Assessors Office
	2.7. Reviews and initial FAAS.	None	2 Minutes	<i>Taxmapper II</i>



				Local Assessment Optrns Officer II Local Assessment Optrns Officer IV Assessment Operation Evaluation Division (AOED) Provincial Assessors Office
	2.8. Approves FAAS.	None	2 Minutes	Provincial Assessor/Authorized Representative Provincial Assessors Office
	2.9. Copy previous records or edits system data and proof reads.	None	10 Minutes (Simple) 15 Minutes (Complex)	Assessment Clerk III Assessment Records and Management Division (ARMD) – Real Property Tax Information System (RPTIS) Section Provincial Assessors Office
	2.10. Approves data on system.	None	2 Minutes	Provincial Assessor/Authorized Representative Provincial Assessors Office
	2.11. Generates TD and NOA.	None	2 Minutes	Assessment Clerk III Assessment Records and Management Division (ARMD) Provincial Assessors Office
	2.12. Approves TD and NOA.	None	2 Minutes	Provincial Assessor/Authorized Representative Provincial Assessors Office
	2.13. Segregates and releases owner's copy.	None	1 Minutes	Local Assessment Optrn Officer II Assessment Clerk III Administrative Aide III Assessment Records and Management Division (ARMD) Provincial Assessors Office
3. Receives Owner's copy -Tax Declaration and Notice of Assessment.				Customer
TOTAL:		None	48 Minutes	



9. Issuance of Provincial Appraisal Committee (PAC) Resolution

The PAC Resolution issued to proponent in acquiring land for public purpose. The committee thru resolution will either adopt the offered price of the owner or fixed current, fair and reasonable valuation of the real property.

Office or Division:	Property Appraisal And Assessment Division (PAAD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request from Barangay, Municipal/ Province per requesting Agency to PAC Chairman, Sangguniang Panlalawigan, Sangguniang Bayan or Resolution as to intention and purpose and Offer to sell by the owner		Barangay Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to PAC Chairman for ocular inspection and valuation.	1. Checks documents attached.	PHP 200.00	5 Minutes	Local Assessment Optrns Officer IV Assessment Clerk III Provincial Assessors Office
2. Waits for the approval of PAC Resolution.	2.1. Conducts field inspection.	None	7 Hours, 30 Minutes	Local Assessment Optrns Officer IV Assessment Clerk III Provincial Assessors Office
	2.2. Gather data and prepares Narrative Report, Valuation Report and PAC Resolution.	None	1 Hour, 30 Minutes	Local Assessment Optrns Officer IV Assessment Clerk III Provincial Assessors Office
	2.3. Signs PAC Resolution and Valuation Report.	None	5 Minutes	Local Assessment Optrns Officer IV Assessment Clerk III Provincial Assessors Office
	2.4. Releases PAC Resolution.	None	1 Minute	Assessment Clerk III Provincial Assessors Office
3. Receives approved PAC				



Resolution.				
TOTAL:		PHP 200.00	1 Day, 1 Hour, 11 Minutes	

10. Issuance of Sketch Plan with Vicinity

This service is offered only to customers with existing Tax Declaration or record in the Assessment Office upon payment of necessary fees and presentation of proof of ownership of the requested parcel. In the absence of proof of ownership, client must secure DOJAC from Public Attorney's Office (PAO) to complete the transaction.

Office or Division:	Tax Mapping Operation Division (TMOD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax declaration and other documents showing details of land parcel		Municipal Assessment Office/ Provincial Assessment Office		
2. Title		Register of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to window 6 and fill up the land Verification request form	1.1. Requires copy of title, tax declaration and any other documents showing details of land	None	5 Minutes	<i>Tax Mapper III Local Assessment Oprtns Officer II Draftsman III or Draftsman I Instrument Man Engineering Aide Tax Mapping Aide Provincial Assessors Office</i>
	1.2. Research the request on RPTIS/LPMS	None	7 Hours, 30 Minutes	<i>Tax Mapper III Local Assessment Oprtn Officer II Draftsman III or Draftsman I Instrument Man</i>



				<i>Engineering Aide Tax Mapping Aide Provincial Assessors Office</i>
2. Pays at Window 1 the required fees	2.1. Requires payment of the request	Residential Lot PHP 100.00 Agricultural Lot PHP 300.00	2 Minutes	<i>Tax Mapper III Local Assessment Oprtn Officer II Draftsman III or Draftsman I Instrument Man Engineering Aide Tax Mapping Aide Provincial Assessors Office</i>
	2.2. Preparation of sketch plan with vicinity	None	2 Hours	<i>Tax Mapper III or Instrument Man Local Assessment Oprtns Officer II Draftsman III or Draftsman I Engineering Aide Tax Mapping Aide Provincial Assessors Office</i>
	2.3. Prints sketch plan and signs	None	5 Minutes	<i>Tax Mapper III Local Assessment Oprtns Officer II Draftsman III or Draftsman I Instrument Man or Engineering Aide Tax Mapping Aide Provincial Assessors Office</i>
	2.4. Release the sketch plan with vicinity	None	1 Minute	<i>Tax Mapper III Local Assessment Oprtns Officer II Draftsman III or Draftsman I Instrument Man or Engineering Aide Tax Mapping Aide Provincial Assessors Office</i>
3. Receives the sketch plan signed and sealed		None		
Total per Residential Lot:		PHP 100.00	1 Day, 1 Hour 43 Minutes	
Total per Agricultural Lot:		PHP		



300.00

11. Issuance of Tax Declaration for DC, DT, DP, PC, GR and RC transactions

This services can be availed by real property owners or their authorize representatives for General Revision, Reclassification and Reassessment purposes

Office or Division:	All Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens /G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Clearance (up to current year) - 1 copy		Municipal Treasurers Office		
2. Inspection Report of Municipal Assessor - 1 copy		Municipal Assessors Office		
3. Sworn Statement of owner - 3 copies		Municipal Assessors Office		
4. Photocopy of Title - 1 copy		Register of Deeds		
5. Birth certificate - 1 copy		Local Civil Registrar (LCR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits supporting documents, Field Appraisal and Assessment Sheet (FAAS) and Tax Declaration duly signed as Recommending Approval by the Municipal Assessor.	1. Receives and records FAAS on log book.	None	1 Minute	Assessment Clerk III Administrative Unit Provincial Assessors Office
2. Waits for the processing and approval of the	2. Checks supporting documents attached.	None	5 Minutes	Local Assessment Oprtn Officer IV Assessment Clerk III Property Appraisal and Assessment



FAAS, TD, NOA and NOC				Division (PAAD) Provincial Assessors Office
	2.1. Reviews and initials FAAS.	None	2 Minutes	<i>Local Assessment Oprtn Officer IV</i> <i>Assessment Clerk III</i> Property Appraisal and Assessment Division (PAAD) Provincial Assessors Office
	2.2. Verifies existing records (3 revisions) and checks tie-up.	None	15 Minutes	<i>Local Assessment Oprtn Officer II</i> <i>Assessment Clerk III</i> <i>Administrative Aide III</i> Assessment Records and Management Division (ARMD) Provincial Assessors Office
	2.3. Reviews and initials FAAS.	None	2 Minutes	<i>Local Assessment</i> <i>Operations Officer II</i> <i>Supervising Administrative Officer</i> Assessment Records and Management Division (ARMD) Provincial Assessors Office
	2.4. Assigns PIN, checks previous records and updates TMCR/ TM.	None	3 Minutes	<i>Local Assessment Oprtn Officer II</i> <i>Tax Mapper II or Draftsman III</i> <i>Instrument Man or Tax Mapping Aide</i> <i>Engineering Aide</i> Tax Mapping Operation Division (TMOD) Provincial Assessors Office
	2.5. Reviews and initials FAAS.	None	2 Minutes	<i>Records Officer IV</i> Provincial Assessors Office
	2.6. Reviews and evaluates overall assessment before approval of FAAS.	None	5 Minutes	<i>Assessment Clerk III</i> Provincial Assessors Office
	2.7. Reviews and initial FAAS.	None	2 Minutes	<i>Local Assessment Oprtn Officer IV</i> Provincial Assessors Office
	2.8. Approves FAAS.	None	2 Minutes	<i>Provincial Assessor/Authorized</i>



				<i>Representative</i> Provincial Assessors Office
	2.9. Copy previous records or edits system data and proof reads.	None	5 Minutes	<i>Assessment Clerk III</i> Provincial Assessors Office
	2.10. Approves data on system.	None	2 Minutes	<i>Provincial Assessor/Authorized Representative</i> Provincial Assessors Office
	2.11. Generates TD and NOA.	None	2 Minutes	<i>Assessment Clerk III</i> Provincial Assessors Office
	2.12. Approves TD and NOA.	None	2 Minutes	<i>Provincial Assessor/Authorized Representative</i> Provincial Assessors Office
	2.13. Segregates and releases owner's copy.	None	1 Minutes	<i>Local Assessment Oprtn Officer II</i> <i>Assessment Clerk III</i> <i>Administrative Aide III</i> Provincial Assessors Office
3. Receives Owner's copy -Tax Declaration and Notice of Assessment.				
TOTAL:		None	51 Minutes	

12. Issuance of True copy of Tax Declaration (RPTIS)

Issuance of a certified true copy of a Tax Declaration or a document file is a regular transaction. This service is to provide updated and accurate record and authentic records to customers for purposes as required by concerned agencies/departments (such as BIR, ROD, DAR, government and private banks, courts, etc.)

Office or Division:	Records Management Division (RMD)
Classification:	Simple
Type of Transaction:	G2C - Government To Citizens /G2G - Government To Government
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Special Power of Attorney (SPA)/ Authorization - 1 copy		Public Attorney's Office/ Property owner		
2. Deed of Conveyance or Tax Declaration		Client		
3. Title		Register of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 4 and fill- in request form	1.1 Requires customer to present SPA/Authorized, Title or Tax Declaration and fill-in request form.	None	1 Minute	<i>Records Officer IV Local Assessment Oprtn Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	1.2. Logs & number filled request.	None	1 Minute	<i>Records Officer IV Local Assessment Oprtn Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	1.3. Research request on the RPTIS	None	1 Minute	<i>Records Officer IV Local Assessment Oprtn Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
2. Pays at Window 1 the required fees.	2.1. Requires payment of fees based on ordinance	Certification fee PHP 60.00/parcel Research fee of PHP 60.00/person	1 Minute	<i>Records Officer IV Local Assessment Oprtn Officer II Assessment Clerk III Administrative Aide III Provincial Assessors Office</i>
	2.2. Generates copy of Tax Declaration.	None	1 Minute	<i>Records Officer IV Local Assessment Oprtn Officer II Assessment Clerk III</i>



				<i>Administrative Aide III</i> Provincial Assessors Office
	2.3. Reviews and signs certified true copy of TD	one	1 Minute	<i>Records Officer IV</i> Provincial Assessors Office
	2.4. Approves certified true copy of TD	None	1 Minute	<i>Provincial Assessor/Authorized Representative</i> Provincial Assessors Office
	2.5. Releases the approved Certified true copy of TD	None	1 Minute	<i>Records Officer IV</i> <i>Local Assessment Oprtns Officer II</i> <i>Assessment Clerk III</i> <i>Administrative Aide III</i> Provincial Assessors Office
3. Receives the approved Certified true copy of TD.		None		
Total of Certificate Fee per person:		PHP 60.00	8 Minutes	
Total Research Fee per person:		PHP 60.00		

13. Request for Relocation Survey on Government Properties

Upon request of any government entity and presentation of documents verifying the veracity of ownership, PASSO will conduct relocation survey with the coordination of the requester on the specified date. Sketch plan resulting of the conducted survey will then be furnished to the requesting agency for reference purposes only.

Office or Division:	Tax Mapping Operation Division (TMOD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for relocation signed by the Local Chief Executive (LCE) concern		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for	1.1. Verifies lot record on file	PHP 100.00	30 Minutes	<i>Tax Mapper III</i>



survey signed by the LCE concern.		Per Residential Lot Php 300.00 Per Agricultural Lot		<i>Local Assessment Oprtns Officer II Tax Mapper II or Draftsman III Instrument Man Engineering Aide Provincial Assessors Office</i>
	1.2. Conducts research of lot data at DENR.	None	7 Hours, 30 Minutes	<i>Tax Mapper III Local Assessment Oprtns Officer II Instrument Man or Engineering Aide Provincial Assessors Office</i>
	1.3. Conducts reconnaissance survey	None	7 Hours, 30 Minutes	<i>Tax Mapper III Local Assessment Oprtns Officer II Instrument Man or Engineering Aide Provincial Assessors Office</i>
	1.4. Conducts relocation survey.	None	22 Hours, 30 Minutes	<i>Tax Mapper III Local Assessment Oprtns Officer II Draftsman I or Instrument Man Engineering Aide Provincial Assessors Office</i>
2. Request for sketch plan/advance plan for reference	2.1. Prepares sketch plan of the relocated land parcel	None	7 Hours, 30 Minutes	<i>Tax Mapper III Local Assessment Oprtns Officer II Draftsman III or Draftsman I Instrument Man or Engineering Aide Tax Mapping Aide Provincial Assessors Office</i>
	2.2. Releases sketch plan/advance plan	None	5 Minutes	<i>Tax Mapper III Local Assessment Oprtns Officer II Draftsman III or Draftsman I Instrument Man or Engineering Aide Tax Mapping Aide Provincial Assessors Office</i>
Total per Residential Lot:		PHP 100.00	5 Days, 5 Hours	
Total per Agricultural Lot:		PHP		



	300.00	35 Minutes	
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14. Request for Subdivision Survey of Barangay Sites (Untitled)

This service is offered to barangay local government units with existing untitled barangay sites actually utilized as residential areas. Facilitation of survey was free of charge up to the approval of subdivision survey at DENR Regional Office. This is in line with the Public Land Titling Project of the province in partnership with DENR.

Office or Division:	Tax Mapping Operation Division (TMOD)			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C - Government to Citizens /G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of ownership of requested parcel and request letter signed by the Brgy. captain		Barangay Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for survey of barangay site signed by barangay captain	1.1. Verifies lot record on file,	PHP 100.00 Per Residential Lot	30 Minutes	<i>Tax Mapper III or Tax Mapper II Local Assessment Oprtns Officer II Draftsman III or Draftsman I Instrument Man or Engineering Aide Provincial Assessors Office</i>
	1.2. Conducts research of lot data at DENR.	None	7 Hours, 30 Minutes	<i>Tax Mapper III Local Assessment Oprtns Officer II Instrument Man or Engineering Aide Provincial Assessors Office</i>
	1.3. Conducts reconnaissance survey	None	7 Hours, 30 Minutes	<i>Tax Mapper III Local Assessment Oprtns Officer II Instrument Man or Engineering Aide Provincial Assessors Office</i>
	1.4. Conducts barangay assembly of the	None	7 Hours, 30 Minutes	<i>Tax Mapper III Local Assessment Oprtns Officer II Instrument Man</i>



	requested Brgy site			<i>Engineering Aide</i> Provincial Assessors Office
2. Follow-up status of request	2.1. Submits request for survey authority with complete attachments to CENRO	None	7 Hours, 30 Minutes	<i>Tax Mapper III</i> <i>Local Assessment Oprtns Officer II</i> Provincial Assessors Office
	2.2. Conducts field survey and preparation of scheme.	None	40 Hours	<i>Tax Mapper III</i> <i>Local Assessment Oprtns Officer II</i> <i>Draftsman III or Draftsman I</i> <i>Instrument Man or Engineering Aide</i> Provincial Assessors Office
	2.3. Finalizes the subdivision plan and survey documents	None	7 Hours, 30 Minutes	<i>Tax Mapper III</i> <i>Local Assessment Oprtns Officer II</i> Provincial Assessors Office
	2.4. Submits letter to Sangguniang Bayan concerned for enactment of resolution conforming the subdivision scheme	None	7 Hours, 30 Minutes	<i>Engineering Aide</i> Provincial Assessors Office
	2.5. Submits complete survey return to CENRO	None	4 Hours	<i>Tax Mapper III</i> <i>Local Assessment Oprtns Officer II</i> Provincial Assessors Office
	2.6. Pick-up survey returns and submit to DENR regional office for approval	None	7 Hours, 30 Minutes	<i>Tax Mapper III</i> <i>Local Assessment Oprtns Officer II</i> Provincial Assessors Office
Total per Residential Lot:		PHP 100.00	12 Days, 1 Hour	

15. Request for subdivision survey of Barangay Sites (Titled)

The activity is conducted to barangays with existing barangay sites which were already titled in the name of the barangay and were already utilized as residential areas upon submission of necessary documents verifying ownership (land tile, conveyance etc.) and



payment of fees (see Ordinance). PASSO survey team will conduct subdivision survey and facilitate up to the approval of survey. All necessary documents and fees for the approval of survey must be shouldered by the requesting agency. Approved survey plan must be secured by the requesting agency including the facilitation of individual titling.

Office or Division:	Tax Mapping Operation Division (TMOD)			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of ownership of requested parcel and request letter signed by the Brgy. captain		Barangay Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for survey of barangay site signed by barangay captain	1.1. Verifies lot record on file	PHP 100.00 Per Residential Lot	30 Minutes	<i>Tax Mapper III Local Assessment Optrns Officer II Tax Mapper II or Draftsman III Instrument Man Engineering Aide Provincial Assessors Office</i>
	1.2. Conducts research of lot data at DENR.	None	7 Hours, 30 Minutes	<i>Tax Mapper III or Tax Mapper II Local Assessment Optrns Officer II Instrument Man Engineering Aide Provincial Assessors Office</i>
	1.3. Conducts reconnaissance survey	None	7 Hours, 30 Minutes	<i>Tax Mapper III or Tax Mapper II Local Assessment Optrns Officer II Instrument Man Engineering Aide Provincial Assessors Office</i>
	1.4. Conducts barangay assembly of the requested Brgy site	None	7 Hours, 30 Minutes	<i>Provincial Assessor Asst. Provincial Assessor Tax Mapper III</i>



				<i>Local Assessment Optrns Officer II Draftsman III or Draftsman I Instrument Man or Engineering Aide Provincial Assessors Office</i>
	1.5. Conducts field survey and preparation of survey scheme.	None	40 Hours	<i>Tax Mapper III Local Assessment Optrns Officer II Draftsman I or Instrument Man Engineering Aide Provincial Assessors Office</i>
	1.6. Finalizes the subdivision plan and other documents	None	7 Hours, 30 Minutes	<i>Tax Mapper III Local Assessment Optrns Officer II Instrument Man Engineering Aide Provincial Assessors Office</i>
	1.7. Submits letter to Sangguniang Bayan concerned for enactment of resolution conforming the subdivision scheme	None	7 Hours, 30 Minutes	<i>Engineering Aide Provincial Assessors Office</i>
	1.8. Submit complete survey returns to DENR regional office for approval	None	7 Hours, 30 Minutes	<i>Tax Mapper III Local Assessment Optrns Officer II Provincial Assessors Office</i>
2. Request for copy of approved plan	2. Releases the copy of Verified subdivision survey for reference	None	5 Minutes	<i>Tax Mapper III Local Assessment Optrns Officer II Instrument Man or Engineering Aide Provincial Assessors Office</i>
Total Per Residential Lot:		PHP 100.00	10 Days, 5 Hours, 35 Minutes	



16. Transfer of Ownership of Real Properties

This service can be availed by real property owners or their authorized representatives for change of ownership purposes.

Office or Division:	All Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Clearance (up to current year) - 1 copy		Municipal Treasurers Office		
2. Transfer's Tax - 1 copy of official receipt		Municipal Treasurers Office/ Provincial Assessors Office		
3. Deed of Conveyance -1 copy		Customer/Notary Public		
4. Sworn Statement - 3 copies		Municipal Assessors Office		
5. BIR-CAR - 1 copy		Bureau of Internal Revenue		
6. Photocopy of Title - 1 copy		Register of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Supporting documents, Field Appraisal Assessment Sheet (FAAS) and Tax Declaration (TD) duly signed as Recommending Approval by the Municipal Assessor	1. Receives and encode in the Real Property Tax Information System (RPTIS) under Job Ticketing	Transfer Fee - 1/2 of 1% the Deed of Sale or Tax Declaration market value whichever is higher	1 Minute	<i>Administrative Aide III</i> Administrative Unit Provincial Assessor's Office
2. Waits for the processing and approval of the Field Appraisal and Assessment Sheet, Tax	2. Checks supporting documents attached	None	5 Minutes	<i>Local Assessment Oprtns Officer IV</i> <i>Assessment Clerk III</i> Property Appraisal and Assessment Division (PAAD) Provincial Assessor's Office



Declaration and Notice of Assessment	2.1 Reviews and initials FAAS.	None	2 Minutes	Local Assessment Optrns Officer IV Assessment Clerk III Property Appraisal and Assessment Division (PAAD) Provincial Assessor's Office
	2.2 Verifies, checks and tie-up previous records	None	10 Minutes	Assessment Clerk III Administrative Aide III Assessment Records and Management Division (ARMD) Provincial Assessor's Office
	2.3 Reviews and initials FAAS.	None	2 Minutes	Assessment Clerk III Local Assessment Optrns Officer II Supervising Administrative Officer (Records Officer) Assessment Records and Management Division (ARMD) Provincial Assessor's Office
	2.4 Updates PIN, checks previous records and updates TMCR/TM	None	7 Minutes	Taxmapper II Draftsman III or Draftsman I Instrument Man /Taxmapping Aide Engineering Aide Tax Mapping Operations Division (TMOD) Provincial Assessor's Office
	2.5 Reviews and initials FAAS.	None	2 Minutes	Local Assessment Optrns Officer II Draftsman III or Taxmapper IV Tax Mapping Operations Division (TMOD) Provincial Assessor's Office
	2.6 Reviews and evaluates overall assessment before approval of FAAS.	None	5 Minutes	Local Assessment Optrns Officer II Assessment Clerk II Assessment Operation Evaluation



				Division (AOED) Provincial Assessor's Office
	2.7 Reviews and initials FAAS.	None	2 Minutes	<i>Taxmapper II</i> <i>Local Assessment Optrns Officer II</i> <i>Local Assessment Optrns Officer IV</i> Assessment Operation Evaluation Division (AOED) Provincial Assessor's Office
	2.8 Reviews and approves FAAS.	None	2 Minutes	<i>Provincial Assessor/Authorized Representative</i> Provincial Assessor's Office
	2.9 Update previous records or edits system data	None	4 Minutes	<i>Assessment Clerk III</i> Assessment Records and Management Division (ARMD) – Real Property Tax Information System (RPTIS) Section Provincial Assessor's Office
	2.10 Approves data on system.	None	2 Minutes	<i>Provincial Assessor/Authorized Representative</i> Provincial Assessor's Office
	2.11 Generates TD and NOA.	None	2 Minutes	<i>Assessment Clerk III</i> Assessment Records and Management Division (ARMD) Provincial Assessor's Office
	2.12 Proof read TD & NOA	None	1 Minute	<i>Assessment Clerk II</i> Assessment Operation Evaluation Division (AOED) Provincial Assessor's Office
	2.14 Approves TD and NOA.	None	2 Minutes	<i>Provincial Assessor/Authorized Representative</i> Provincial Assessor's Office
	2.15 Segregates and releases owner's copy or Municipal	None	1 Minute	<i>Local Assessment Optrns Officer II</i> <i>Assessment Clerk III</i> <i>Administrative Aide III</i>



	File			Assessment Records and Management Division (ARMD) Provincial Assessor's Office
3. Receives Owner's copy - Tax Declaration and Notice of Assessment.		None		Customer
TOTAL:		Transfer Fee - 1/2 of 1% the Deed of Sale or Tax Declaration market value whichever is higher	50 Minutes	

17. Verification of Assessment Records

The document is issued to customers who ask verification of records of a particular real property for any legal purposes.

Office or Division:	Assessment Records Management Division (ARMD)/Tax Mapping Operation Division (TMOD)			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government To Citizens G2G - Government To Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Special Power of Attorney (SPA)/ Authorization		Public Attorney's Office/ Property owner		
2. Title or Tax Declaration (TD)		Register of Deeds/ Municipal Assessment Office/ Provincial Assessment Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 4 and fill- in request form	1.1. Requires documents such as SPA/Authorization,	None	0.5 Minutes	<i>Local Assessment Oprtns Officer II Tax Mapper II</i>



	Title or Tax Declaration.			<i>Assessment Clerk III Draftsman II or Draftsman I Instrument Man Engineering Aide Provincial Assessors Office</i>
	1.2. Research request on the RPTIS- ARMD and LPMS-TMOD or verify manually the previous assessment records.	None	8 Minutes	<i>Local Assessment Optrns Officer II Tax Mapper II Assessment Clerk III Draftsman II or Draftsman I Instrument Man Engineering Aide Provincial Assessors Office</i>
2. Pays at Window 1 the required fees.	2.1. Requires Research Fee payment.	Tax Declaration Php60.00	0.5 Minutes	<i>Local Assessment Optrns Officer II Tax Mapper II Assessment Clerk III Draftsman II or Draftsman I Instrument Man Engineering Aide Provincial Assessors Office</i>
	2.2. Generates the requested assessment record/data and initials.	None	0.5 Minutes	<i>Local Assessment Optrns Officer II Tax Mapper II Assessment Clerk III Draftsman II or Draftsman I Instrument Man Engineering Aide Provincial Assessors Office</i>
	2.3. Approves verification request.	None	0.5 Minutes	<i>Provincial Assessor/Authorized Representative Provincial Assessors Office</i>



	2.4. Releases the approved Verification Sheet.	None	0.5 Minutes	Local Assessment Optrns Officer II Tax Mapper II Assessment Clerk III Draftsman II or Draftsman I Instrument Man Engineering Aide Provincial Assessors Office
3. Receives the approved verification sheet.		None		
Total for tax Declaration:		PHP 60.00	10 Minutes, 30 Seconds	



Provincial Treasury Office

External Services



1. Facilitation of the Approval of Disbursement Voucher/Payment Supplier

The Provincial Treasury Office will facilitate and release the approved disbursement voucher/check provided that the claimant showed valid Identification Card.

Office or Division:	Provincial Treasury Office/Cash Disbursement Division			
Classification:	Simple			
Type of Transaction:	Government to Government , Government to Business			
Who may avail:	Government Employees (Permanent and Casual Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher with attached requirements: <ul style="list-style-type: none"> • Disbursement Voucher • Approved Purchase Request • CAFOA • Request for Quotation • Abstract of Proposals • Purchase Order • Inspection Report • Waste Material (If applicable) 		Provincial General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait the financial transaction-Vouchers with supporting documents forwarded by PACCO at PTO	1.1. Receive the vouchers with supporting document from PACCO.	None	5 Minutes	Computer Operator Local Treasury Operation Officer Provincial Treasury Office
	1.2. Assign FMIS Control number from the system	None	5 Minutes	Computer Operator Local Treasury Operation Officer Provincial Treasury Office
	1.3. Check as to authenticity and veracity of the documents 1.3.1. If YES forward to PT as to availability of funds. 1.3.2. If no contact liaison officer	None	1 Hour	Computer Operator Local Treasury Operation Officer Provincial Treasury Office



	to return the documents for compliance.			
	1.4. Log-out in the system and records the transaction. Forward the voucher to PADMO or PGO for approval.	None	5 Minutes	<i>Process Server</i> Provincial Treasury Office
	1.5. Once approved, forward the voucher back to PTO for check preparation.	None	5 Minutes	<i>Process Server</i> Provincial Administrator's Office Or <i>Process Server</i> Provincial Governor's Office
	1.5.1. Process the check for signature of the authorize signatories and forward to the Provincial Treasurer for signature.	None	5 Minutes	<i>Clerk</i> <i>Provincial Treasurer</i> Provincial Treasury Office
	1.5.2. Forward the check to PADMO or PGO for signature	None	5 Minutes	<i>Process Server</i> Provincial Treasury Office
	1.5.3. From PADMO/PGO forward to PA for the Accountants Advice	None	5 Minutes	<i>Process Server</i> Provincial Treasury Office
	1.5.4. Received the approved check and the accountant's advice	None	10 Minutes	<i>Clerk</i> Provincial Treasury Office
	1.5.5 Logbook the check and ask a valid ID of the claimant and release the check	None	10 Minutes	<i>Clerk</i> Provincial Treasury Office
2. Receive the check.				
TOTAL :		None	1 Hour, 45 Minutes	



2. Issuance of Governor's Permit

The Provincial Treasury Office prepares and issue Governor's Permit to any business entities provided that the business comply with all the ordinances/policies of the Provincial Government.

Office or Division:	Provincial Treasury Office /Administrative Unit			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Businessmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-in the Governors Permit Form		PTO-Revenue Generation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the in-charge that you want to apply for a Governor's Permit.	1. Give the Governor's Permit Form to fill-in the required information.	None	10 Minutes	<i>Revenue Collection Clerk II</i> Provincial Treasury Office
2. Pay the Governor's Permit Fee, Annual Fixed Tax, Sticker for Delivery Trucks and Vans	2.1. Issue Official Receipt	PHP 500.00 PHP 500.00 PHP 50.00/Truck or van	10 Minutes	<i>Revenue Collection Clerk II</i> Provincial Treasury Office
	2.2. Prepare the Governor's Permit Certificate	None	10 Minutes	<i>Records Officer</i> Provincial Treasury Office
	2.3. Process the Governor's Permit to be signed by the Provincial Treasurer and the Provincial Governor.	None	10 Days	<i>Administrative Assistant I</i> <i>Provincial Treasurer</i> Provincial Treasury Office
3. Wait for the approval of the Governor's Permit for a maximum of 10 working days and shall receive upon approval				



through call, delivered or emailed on the registered mail.				
TOTAL :		PHP 500.00 PHP 500.00 PHP 50.00/Truck or van	10 Days, 30 Minutes	

3. Issuance of Official Receipt

The Provincial Treasury Office prepares and issue Official Receipt for Sand and Gravel Extraction provided that the Permittee presented the RIS to purchase SAG Delivery Receipts (AF) and Order of Payment from PENRO to pay the Sand and Gravel Extraction Tax.

Office or Division:	Provincial Treasury Office/Revenue Generation Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Business Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
>Order of Payment >Consumed Delivery Receipt > RIS > Columnar (Sales Record) >Official Receipt		>PENRO >SAG Permittee >PTO/Revenue Generation Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Order of Payment, RIS, consumed Delivery Receipts and the	1. Examine the Delivery Receipts, columnar and the Order of Payment, if the amount will complement with the DR.	None	20 Minutes	<i>Computer Operator</i> Provincial Treasury Office



Columnar (sales record) and pay the required amount to the collector.	1.1. If no, the in-charge will re-compute the amount and return to the permittee to pay the correct amount.	PHP 23.20/cubic meter	5 Minutes	<i>Revenue Collection Clerk II Supply Officer Provincial Treasury Office</i>
	1.2. If yes, the Collector will issue the Official Receipt with the corresponding amount.	PHP 165.00/stab	5 Minutes	<i>Revenue Collection Clerk II Supply Officer Provincial Treasury Office</i>
2. Received the Official Receipt with the Order of Payment and RIS. Present /give to the Supply Officer the Order of Payment, RIS and the Official Receipt	2.1. The Supply Officer will check the amount reflected in the OR corresponds with OP and RIS.	None	5 Minutes	<i>Revenue Collection Clerk II Supply Officer Provincial Treasury Office</i>
	2.2. Encode the RIS to the system as to the no. of stabs requisitioned by the permittee	None	10 Minutes	<i>Revenue Collection Clerk II Supply Officer Provincial Treasury Office</i>
	2.3. Prepare the Memorandum Receipt and the SAG Delivery Receipt.	None	10 Minutes	<i>Revenue Collection Clerk II Supply Officer Provincial Treasury Office</i>
	2.4. Process the Memorandum Receipts for inspection by LTOO II and for approval of PT	None	10 Minutes	<i>Provincial Treasurer Local Treasury Operation Officer Provincial Treasury Office</i>
	2.5 After the Memorandum Receipts is approved, the client will signify in the MR that he received the SAG-DR (If the receiver is not the permittee, Special Power of Attorney is needed)	None	5 Minutes	<i>Supply Officer Provincial Treasury Office</i>
	2.6. The SO will get 2 copies of RIS,OP and MR.	None	5 Minutes	<i>Supply Officer Provincial Treasury Office</i>



3. Received the SAG-DR and his copy of RIS, OP, MR and OR.				
TOTAL:		PHP 197.20	1 Hour, 15 Minutes	



Provincial Treasury Office

Internal Services



1. Certificate of Clearance (Maternity Leave, Sick Leave, Vacation Leave, Terminal Leave and Travel Abroad)

The Provincial Treasury Office prepares and issue certificate of clearance to employees undergone Maternity Leave, Sick Leave, and Vacation Leave for more than 15 days, terminal Leave and Travel Abroad.

Office or Division:	Provincial Treasury Office /Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Employees (Permanent and Casual Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the amount as to kind of Clearance the client need	1.1 Issue Official Receipt (Any of the Collector)	PHP 50.00 – Local- PHP 200.00- Abroad	5 Minutes	<i>Revenue Collection Clerk II</i> Provincial Treasury Office
2. Present OR with complete data (Name, Office, Position and purpose of Clearance	2.1. Prepare certificate of clearance	None	5 Minutes	<i>Revenue Collection Clerk II</i> Provincial Treasury Office
	2.2. Process the Certificate of Clearance for signature of the authorize signatories	None	8 Hours	<i>Records Officer</i> Provincial Treasury Office
	2.3. Forward the Certificate of Clearance to the Provincial Treasurer for approval.	None	5 Minutes	<i>Provincial Treasurer</i> Provincial Treasury Office
	2.4. Record in the Logbook the Certificate of Clearance	None	1 Minute	<i>Records Officer</i> Provincial Treasury Office
3. Receive Certificate of Clearance & sign the logbook				



Total for Local :	PHP 50.00	8 Hours, 16	
Total for Abroad:	PHP 200.00	Minutes	

2. Requisition/Purchase of Accountable Forms

Requisition/Purchase of Accountable Forms presumes that the LGU knew the prices of the Accountable Forms they are going to purchase at the Provincial Treasury Office or they call ahead from the SO-PTO for the prices of AF before they come to PTO.

Office or Division:	Provincial Treasury Office /Administrative Unit/Revenue Generation Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Municipal Treasurers, Accountable Officers with Fidelity Bond			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
>Requisition Issue Slip (RIS) >Check for payment		Concerned LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the Accountable Forms they wanted to purchase thru Check	1.1. Verify if the price is correct, if it tallies with the RIS and the check	Depends on the AF they purchase and the quantity mostly (AF51- PHP160.50/St ab)	5 Minutes	<i>Revenue Collection Clerk II</i> Provincial Treasury Office
	1.2. Issue Official Receipt		5 Minutes	<i>Revenue Collection Clerk II</i> Provincial Treasury Office
2. Present the RIS and the Official Receipt to the Supply Officer	2.1. Encode the Accountable Forms purchased to the system to generate Memorandum Receipt/ Invoice.	None	10 Minutes	<i>Supply Officer</i> Provincial Treasury Office
	2.2. Prepare the AF for	None	30 Minutes	<i>Local Treasury Operation Officer</i>



	inspection/review by the authorize signatory as to the quantity, correctness of serial nos. of AF.			Provincial Treasury Office
	2.3. After inspection, the authorize signatory will affix their signature to the Memorandum Receipt including the client.	None	10 Minutes	<i>Provincial Treasurer</i> Provincial Treasury Office
	2.4. Retain copy of RIS and Memorandum Receipt. Release the Accountable Forms	None	3 Minutes	<i>Supply Officer</i> Provincial Treasury Office
3. Received the Accountable Forms with the his OR, copy of RIS and Memorandum Receipt				
TOTAL :		Depends on the AF they purchase and the quantity mostly (AF51- PHP160.50/St ab)	1 Hour, 3 Minutes	



Provincial Budget Office(PBO)

External Services



1. Processing of Claims for Obligation/ Certification of Availability of Appropriation in CAFOA

The office ensures prompt processing of claims for obligation using the Budget Monitoring System (BMS) based on approved appropriations.

Office or Division:	Execution, Control, and Accountability Division – Provincial Budget Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Stakeholders (both internal and external)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Status of Appropriation and Allotment (SAA)/Control 2. Printed Certification on Appropriations, Funds and Obligation of Allotment (CAFOA) and signed by the requesting office head or in-charge 3. Disbursement Voucher (if any) 4. Bill (if any) 5. Payroll (if any) 6. Purchase Order and other procurement documents (if any) 7. General Intake Sheet (for financial assistance) 8. Pre-repair/Maintenance Inspection Report (for repairs and maintenance) 9. Program of Works (for infrastructure transactions) 10. Waiver (for catering outside PLC) 		<ul style="list-style-type: none"> • Requesting office • General Intake Sheet – Social Welfare & Dev't Office (PSWDO) • Payroll – Accounting Office (PAccO) • Bills – service providers • Program of Works – Engineering Office (PEO) • Pre-repair/Maintenance Inspection Report - General Services Office (PGSO) • Waiver – Provincial Learning Center (PLC) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits CAFOA and other required documents for obligation to receiving clerk	1. Receives and checks documents as to appropriateness of supporting papers and verify correctness of entries as basis for obligation.	None	3 Minutes	<i>Administrative Assistant II</i> Provincial Budget Office



	<p>1.1. Forwards complete documents to responsible person/in-charge or returns incomplete or with erroneous entries documents to client (liaison officer/process server)</p>			
	<p>2. Assigns transaction number 2.1. Verifies appropriateness of claims/charges based on approved budget/DFPPT/WFP and encodes accurate amount of claim through the Budget Monitoring System (BMS) 2.2. Assigns CAFOA number and affixes initial 2.3. Forwards documents to Provincial Budget Officer (PBO) or his authorized representative for signature of the certification as to availability of appropriation.</p>	None	8 Minutes	<p><i>Budget Officer II</i> <i>Budget Officer I</i> <i>Computer Operator II</i> <i>Administrative Assistant II</i> Provincial Budget Office</p>
	<p>3. Certifies as to availability of appropriation and forwards certified documents to assigned staff for release</p>	None	2 Minutes	<p><i>Provincial Budget Officer</i> <i>Budget Officer IV</i> <i>Budget Officer II</i> <i>Administrative Officer IV</i> Provincial Budget Office</p>
	<p>4. Take one copy of certified documents (CAFOA and others if any) for filing 4.1. Release approved documents to the client/ forwards to accounting office as the case</p>	None	2 Minutes	<p><i>Administrative Assistant II</i> <i>Process Server</i> Provincial Budget Office</p>



	may be 4.2. Logs out transaction in the BMS			
Total:		None	15 Minutes	

2. Earmarking of Purchase Request (PR)

The office ensures prompt earmarking of PRs using the electronic Procurement System (ePS) based on approved appropriations/ DFPPT or WFP.

Office or Division:	Execution, Control, and Accountability Division – Provincial Budget Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Stakeholders (both internal and external)			
Who may avail:	Local and National Government Offices and CSOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Approved Detailed Financial and Physical Performance Target (DFPPT) – if any 2. Approved Work and Financial Plan – if any 3. Status of Appropriation and Allotment (SAA)/Control 4. Approved Activity/Training Design – if any 5. Pre-repair/Maintenance Inspection Report (for repairs and maintenance) 6. Program of Works (for infrastructure transactions) 7. Waiver (for catering outside PLC) 8. Supplies Availability Inquiry (SAI) – for common use supplies 		<ul style="list-style-type: none"> • Requesting office • Program of Works – Engineering Office (PEO) • Pre-repair/Maintenance Inspection Report - General Services Office (PGSO) • Waiver – Provincial Learning Center (PLC) • SAI – General Services Office (PGSO) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE



			TIME	
1. Submits PR through electronic Procurement System (ePS)	1. Verifies and earmarks submitted PR in ePS	None	3 Minutes	<i>Budget Officer II or Budget Officer I Computer Operator II Administrative Assistant II Provincial Budget Office</i>
2. Prints and signs earmarked PR and forwards to receiving clerk for control	2.1 Receives and checks earmarked PR as to appropriateness of supporting papers and verifies correctness of entries. 2.2 Forwards complete documents to responsible person/in-charge or returns incomplete or with erroneous entries documents to client (liaison officer/process server)	None	3 Minutes	<i>Administrative Assistant II Provincial Budget Office</i>
	2.2. Receives earmarked PR and approves transaction in ePS 2.2.1. Affixes initials and forwards to PBO or authorized representative for signature in SAA only	None	3 Minutes	<i>Budget Officer II Budget Officer I Computer Operator II Administrative Assistant II Provincial Budget Office</i>
	2.3. Certifies as to availability of appropriation in the SAA and forwards certified documents to assigned staff for recording and release	None	2 Minutes	<i>Provincial Budget Officer Budget Officer IV Budget Officer II Administrative Officer IV Provincial Budget Officer</i>
	2.5. Receives and records certified PR in the logbook. 2.5.1. Release approved	None	2 Minutes	<i>Budget Officer II Budget Officer I Computer Operator II</i>



	documents to the client/ forwards to Bids and Awards (BAC) secretariat as the case may be			<i>Administrative Assistant II</i> Provincial Budget Office
Total:		None	13 Minutes	

3. Releasing of Allotment

The office ensures prompt releasing of allotment using the Budget Monitoring System (BMS) based on approved appropriations/ DFPPT or WFP.

Office or Division:	Execution, Control, and Accountability Division – Provincial Budget Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Stakeholders (both internal and external)			
Who may avail:	Local and National Government Offices and CSOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Approved Detailed Financial and Physical Performance Target (DFPPT) or Approved Work and Financial Plan (WFP) 		<ul style="list-style-type: none"> Requesting office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Furnishes copy of approved DFPPT or WFP quarterly or as revised	1. Prepares Allotment of Release Order (ARO) monthly based on approved DFPPT or WFP or as revised as the case may be	None	30 Minutes	<i>Budget Officer II or Budget Officer I</i> <i>Computer Operator II</i> <i>Administrative Assistant II</i> Provincial Budget Office
	2. Reviews and recommends ARO for approval of the Local Chief Executive (LCE)	None	3 Minutes	<i>Provincial Budget Officer</i> <i>Budget Officer IV or Budget Officer II</i> <i>Administrative Officer IV</i> Provincial Budget Office



	3. Records and forwards recommended ARO to the LCE through the Provincial Administrator's Office	None	5 Minutes	Process Server Administrative Aide II Administrative Aide II Provincial Budget Office
	4. Retrieves copy and disseminates approved ARO to respective offices/services	None	8 Minutes	Process Server Administrative Aide II Provincial Budget Office
Total:		None	46 Minutes	

4. Recommending approval of the Detailed Financial and Physical Performance Target (DFPPT)

The office ensures prompt recommendation on the approval of DFPPT using the Budget Monitoring System (BMS) based on approved appropriations and annual investment program.

Office or Division:	Execution, Control, and Accountability Division – Provincial Budget Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Stakeholders (both internal and external)			
Who may avail:	Local and National Government Offices and CSOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved request for advance release (if revision)		<ul style="list-style-type: none"> Requesting office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits DFPPT using BMS quarterly or as revised	1. Checks, verifies and approves submitted DFPPT in the BMS based on the approved budget and annual investment program (AIP) or supplemental AIP (both original and revised DFPPT) 1.1. Returns and informs requesting office/party for non-confirming DFPPT or with discrepancies.	None	30 Minutes (Per DFPPT)	<i>Budget Officer II</i> <i>Budget Officer I</i> <i>Computer Operator II</i> <i>Administrative Assistant II</i> Provincial Budget Office
2. Prints and submits BMS-approved DFPPT	2.1. Receives, verifies and forwards printed copy of the BMS-approved DFPPT for recommendation. 2.1.1. If not BMS-approved copy, returns to requesting office/party.	None	1 Minutes (Per DFPPT)	<i>Administrative Assistant II</i> <i>Process Server</i> Provincial Budget Office
	2.2. Recommends the approval of the DFPPT	None	3 Minutes	<i>Provincial Budget Officer</i> <i>Budget Officer IV or Budget Officer II</i> <i>Administrative Officer IV</i> Provincial Budget Office
	2.3. Forwards recommended DFPPT to the LCE through the Provincial Administrator's Office	None	5 Minutes	<i>Process Server</i> <i>Administrative Aide II</i> Provincial Budget Office
Total:		None	39 Minutes	



5. Recommending Approval of the Modification in the Approved Budget

The office ensures prompt recommendation on the approval of modification in the approved budget of respective offices in the Provincial Government of Agusan del Sur.

Office or Division:	Execution, Control, and Accountability Division – Provincial Budget Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Stakeholders (both internal and external)			
Who may avail:	Local and National Government Offices and CSOs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Modification Advice Form (MAF)			<ul style="list-style-type: none"> Requesting office 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits MAF to receiving clerk	1.1. Checks completeness of entries and forwards the MAF to assigned personnel	None	2 Minutes	<i>Administrative Assistant II Process Server Provincial Budget Office</i>
	1.2. Verifies and reviews appropriateness of requests.	None	5 Minutes	<i>Budget Officer II Budget Officer I Computer Operator II Administrative Assistant II Provincial Budget Office</i>
	1.2.1. Affixes initials and forwards to PBO or authorized representative for recommendation for approval.			
	1.2.2. Informs and returns MAF to requesting office or party if non-conforming or with discrepancies.			
	1.3. Reviews and recommends approval of MAF and forwards to assigned	None	2 Minutes	<i>Provincial Budget Officer Budget Officer IV or Budget Officer II</i>



	personnel for recording			<i>Administrative Officer IV Provincial Budget Office</i>
	1.4. Assigns number and logs recommended MAF for approval. 1.4.1. Releases/forwards to Provincial Administrator's Office recommended MAF for approval of the Local Chief Executive	None	5 Minutes	<i>Provincial Budget Officer Budget Officer IV Budget Officer II Administrative Officer IV Provincial Budget Office</i>
Total:		None	14 Minutes	



Provincial Correctional and Security Management Office (PCSMO)

External Services



1. Granting of Authority to Conduct Interview with PDL and PCSMO Personnel

In view of the 1987 Constitution of the Republic of the Philippines, Article III, Section 4 (No law shall be passed abridging the freedom of speech, of expression, or of the press, or the right of the people peaceably to assemble and petition the government for redress), the Person Deprived of Liberty (PDL) and PCSMO Personnel are allowed to be interviewed by the media personalities.

Office or Division:	Provincial Correctional and Security Management Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens			
Who may avail:	Broadcasting Sector; School/ University; Other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed letter request (indicating the specific purpose or intention of the interview) a. For students who are undertaking research or undergraduate thesis, school endorsement is required (1 original copy)		Media Network, School/ University, Government Agency/ Offices		
b. Valid identification card (Press, media company, student, and government ID card) (1 piece)		Professional Regulation Commission, School/University, Media Network, Government Agency/ Offices		
c. Written and Signed Consent of the PDL		PDL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party may submit their signed letter request to the Provincial Governor personally or via mail/ e-mail, stating therein the purpose of the request attaching the necessary requirements such as	1.1. After the Governor routed the letter for appropriate action to the PCSMO, the Receiving Clerk shall receive the request by stamping therein, the date, time, name with signature and forward it to the Administrative Officer	None	3 Minutes	<i>Clerk I</i> Provincial Correctional and Security Management Office
	1.2. After receipt of letter request and other requirements, the	None	5 Minutes	<i>Clerk I</i> <i>Administrative Officer v</i>



photocopy of valid identification cards, and endorsement from school for students undertaking thesis or research study	Receiving Clerk shall ascertain the identity of the client, the organization or agency he/ she belong, and the purpose of the request then route it to the Administrative Officer			Provincial Correctional and Security Management Office
	1.3. The Administrative Officer with the guidance of the Department Head shall then coordinate the date and time of interview of both the requesting party and the subject PDL/ personnel. 1.3.1 For interview on PDL, the Administrative Officer shall ascertain clear coordination with the Warden on the scheduling of activities	None	15 minutes	<i>Administrative Officer V</i> Provincial Correctional and Security Management Office
2. Wait for the release of authority to conduct interview	2. If the request is granted, limitations and conditions in the conduct of the activity must be stated in the reply letter 2.1 If denied, grounds for disapproval must be clearly stated	None	10 Minutes	<i>Clerk I</i> <i>Administrative Offer V</i> <i>Warden</i> Provincial Government Dept Head Provincial Correctional and Security Management Office
3. Receive a copy of clearance to conduct interview with PDL and or personnel	3. Upon the recommendation of the Warden, the Department Head shall approve and sign the authority to conduct interview attached with a memorandum or if denied, a letter of regret shall be sent via official mail/ e-mail to the requesting party within 5 days	None	15 minutes	<i>Warden</i> Provincial Government Dept Head Provincial Correctional and Security Management Office



	upon receipt of such request			
4. Compliance to standard jail rules, regulations and other protocols	4. The Correctional Management Division shall ensure that standard procedures are followed for the safety of requesting party and PDL/ PCSMO Personnel.	None	30 Minutes	Warden Provincial Correctional and Security Management Office
Total:		None	1 Hour, 18 Minutes	

2. Issuance of Certificate of Detention

The PCSMO Administrative Unit issues Certificate of Detention to all requesting PDL or their immediate relatives. It is a document given to the inmates who have already received equal or more than the penalty of the offense/ crime committed.

Office or Division:	Provincial Correctional and Security Management Office			
Classification:	Simple Transaction			
Type of Transaction:	(G2C) Government to Citizens			
Who may avail:	PDL, their immediate relatives or authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request containing the name of PDL and purpose of application (1 original copy)		Requesting Persons Deprived of Liberty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Letter Request to PCSMO Receiving Clerk	1. The Receiving Clerk will receive the request by stamping therein the date, time, his/her name and signature, then route it to the Inmates' Records Custodian	None	3 Minutes	<i>Clerk I</i> Provincial Correctional and Security Management Office
	1.1 The Inmates' Record Custodian will interview the requesting PDL	None	3 Minutes	<i>Administrative Aide III</i> <i>Prison Guard I</i>



	or the person authorized by the PDL to receive the Certificate of detention as to the purpose of the request			Provincial Correctional and Security Management Office
2. Wait for the verification	2. Verify if the name of PDL is in the file	None	3 Minutes	<i>Administrative Aide III</i> <i>Prison Guard I</i> Provincial Correctional and Security Management Office
3. Wait for the release of the certificate	3. If the record of the PDL is confirmed, prepare the certificate of detention	None	3 Minutes	<i>Administrative Aide III</i> <i>Prison Guard I</i> Provincial Correctional and Security Management Office
	3.1. The Inmates' Record Custodian shall prepare the Certificate of Detention and submits the same to the Department Head or in his absence, to his duly authorized representative for signature	None	3 Minutes	<i>Administrative Aide III</i> <i>Prison Guard I</i> <i>Department Head</i> Provincial Correctional and Security Management Office
4. Received the certificate	4. Release the certificate	None	1 Minute	<i>Administrative Aide III</i> <i>Prison Guard I</i> Provincial Correctional and Security Management Office
5. Sign on the Logbook	5. Let the requesting party sign on the outgoing logbook	None	1 Minute	<i>Administrative Aide III</i> <i>Prison Guard I</i> Provincial Correctional and Security Management Office
6. Fill out Client Feedback Form	6. Ask client to fill out a Client Feedback Form	None	1 Minute	<i>Administrative Aide III</i> <i>Prison Guard I</i> Provincial Correctional and Security Management Office
TOTAL		None	18 Minutes	



3. Issuance of Certified Photocopy of Release Order from Prison

It is the PCSMO's duty to issue a certified photocopy of Release Order from Prison to PDL to whatever purpose it may serve her/ him).

Office or Division:	Provincial Correctional and Security Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Persons Deprived of Liberty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed letter Request (1 copy original)		PDL		
Valid ID		PDL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request to the Receiving Clerk and present valid ID. In case the requesting party is unable to prepare a written request due to disability or incapacity, he/ she can make a verbal request and the Receiving Clerk shall write it.	1.1. The Receiving Clerk will receive the request by stamping therein the date, time, his/her name and signature, then route it to the Inmates' Record Custodian	None	5 Minutes	<i>Clerk I</i> Provincial Correctional and Security Management Office
	1.2. Upon receipt of the request, the Inmates' Record Custodian shall prepare the necessary document and route it to the Receiving Clerk for signature of PCSMO Department Head	None	10 Minutes	<i>Administrative Aide III</i> <i>Prison Guard I</i> Provincial Government Dept Head Provincial Correctional and Security Management Office
2. Receive the copy of Release Order from Prison	2. The Receiving Clerk shall secure the signature of the requesting party for the receipt of data released	None	2 Minutes	<i>Clerk I</i> Provincial Correctional and Security Management Office



3. Fill out Client Feedback Form	3. Secure accomplished Client Feedback Form	None	1 Minute	<i>Clerk I</i> Provincial Correctional and Security Management Office
TOTAL		None	18 Minutes	

4. Issuance of Clearance to Conduct Photo and Video Coverage/ Documentation

In compliance to Executive Order No. 02, Section 7 (b) series of 2016 (Each government office must protect personal information in its custody or control by making reasonable security arrangements against leaks or premature disclosure of personal information is requested to vilification, harassment, or any other wrongful acts), the PCSMO - Department Head issues Letter of Clearance to any requesting parties who wants to conduct photo and or video documentation in the Provincial Jail limiting their coverage on the specific areas allowed by the Warden. The clearance will also indicate the exact date of filming for security purposes and avoid overlapping of jail activities.

Office or Division:	Provincial Correctional and Security Management Office			
Classification:	Simple Transaction			
Type of Transaction:	(G2G) Government to Government & (G2C) Government to Citizens			
Who may avail:	Mass Media; School/ University; Other Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed letter request (1 original copy) indicating the specifications of the		Company, School, Media Network		
a. Items/ gadgets/ equipment to be used and the number of media personnel to enter the jail facility, attached with their photocopied valid ID cards.				
b. Sample script of scenes (1 original/ photocopy)		Production Team/ Media Network		
c. Valid identification card (Press, media company, student or government ID card) (1 piece Original)		Professional Regulation Commission, Company, School/ University, Media Network, Government Issued ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The requesting party may submit their signed letter request personally to PCSMO or via mail, or e-mail, stating therein the purpose of the request together with the photocopy of their Identification Cards and Sample Script of Scenes	1.1. The Receiving Clerk will receive the request by stamping therein the date, time, and name with signature of the receiver	None	3 Minutes	<i>Clerk I</i> Provincial Correctional and Security Management Office
	1.2. After the Receiving Clerk received the letter request and other attachments, he/ she shall ascertain the identity of the client, the organization or agency they belong, and the purpose of their request and route it to the Administrative Officer/ Department Head	None	5 Minutes	<i>Clerk I</i> Provincial Correctional and Security Management Office
	1.3. After a careful review on the request, the office shall prepare clearance/s before the requesting party. If the request is granted, limitations and conditions in the conduct of the activity must be stated in the reply letter. If denied, justifiable reasons should also be indicated	None	30 Minutes	<i>Clerk I</i> <i>Administrative Officer V</i> <i>Department Head</i> Provincial Correctional and Security Management Office
2. If approved: Receive the approved clearance to conduct photo or video coverage/ documentation If denied: Receive the	2.1. The approved clearance and/or letter of regret shall be issued to the requesting party personally or sent via official mail/ e-mail and copy furnished the Provincial Governor's Office	None	5 Minutes	<i>Clerk I</i> <i>Administrative Officer V</i> Provincial Correctional and Security Management Office
	2.2. The Administrative Officer shall coordinate with the Provincial	None	5 Minutes	<i>Administrative Officer V</i> <i>Warden</i>



letter of regret	Jail Warden to facilitate the place or venue of documentation requested			Provincial Correctional and Security Management Office
3. Compliance to standard jail rules, regulations and other protocols	3. The Correctional Management Division shall ensure the safety and security of the requesting party during the entire course of their coverage	None	2 Hours	<i>Prison Guard III</i> <i>Administrative Officer V</i> Provincial Correctional and Security Management Office
TOTAL		None	1 Day, 2 Hours, 48 Minutes	

5. Provision of Data Requests Related to PDL Welfare and Development

In view of existing laws on rights of Persons Deprived of Liberty and ensure transparency in the Government Service, the PCSMO shall release data related to the PDL welfare and development upon proper request of oversight and or partner agencies.

Office or Division:	Provincial Correctional and Security Management Office			
Classification:	Simple Transaction			
Type of Transaction:	(G2G) Government to Government & (G2C) Government to Citizens			
Who may avail:	Oversight and or partner agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed letter request (indicating the specific information and its purpose) (1 original copy)		Requesting party		
Copy of valid ID card of the requesting individual (1 photocopy)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party may submit their signed request letter to Provincial Governor	1. After the Governor routed the letter for appropriate action to the PCSMO, the Receiving Clerk shall receive the request by	None	3 Minutes	<i>Clerk I</i> Provincial Correctional and Security Management Office



personally or via mail/ e-mail, stating therein the personal circumstances of the requesting party, the specific description of the information requested the reason or purpose for which it is intended with a valid proof of identification.	stamping therein, the date, time, name with signature and forward it to the Administrative Officer			
2. Wait for the preparation of requested data	2. Process the letter request to the concern personnel 2.1 If data is readily available, prepare photocopy of data for release to the walk-in clients or send through email to the client that requested through e-mail	None	10 Minutes	<i>Clerk Administrative Officer IV</i> Provincial Correctional and Security Management Office
3. Receive copy of requested data	3. Release copy of the requested data	None	1 minute	<i>Clerk I</i> Provincial Correctional and Security Management Office
4. Acknowledge receipt of copy of the requested data	4. Secure signature of requesting party for the receipt of copy of data released (for walk-in client) 4.1 Record in logbook the details of the requesting party to whom data was released (if released through e-mail)	None	2 Minutes	<i>Clerk I</i> Provincial Correctional and Security Management Office
5. Fill out Client Feedback Form	5. Secure accomplished Client Feedback Form	None	1 minute	<i>Clerk I</i> Provincial Correctional and Security Management Office



TOTAL	None	17 Minutes
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6. Request for CCTV Footage

One of the PCSMO's service to the public is the monitoring of CCTV footage and the retrieval of data when requested especially when incidents occurred within the area of responsibility for illumination and investigation purposes.

Office or Division:	Provincial Correctional and Security Management Office			
Classification:	Simple Transaction			
Type of Transaction:	(G2C) Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed letter request (purpose/s of CCTV footage, the date and possible time of incident must be indicated) (1 original copy)		Requesting party		
CCTV Request Form		PCSMO Administrative Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request to the Receiving Clerk	1. The Receiving Clerk will receive the letter request by stamping therein the date, time, his/her name and signature	None	2 Minutes	<i>Clerk I</i> <i>Security Officer IV</i> Provincial Correctional and Security Management Office
2. Fill-in the CCTV Request Form	2. The Receiving Clerk shall issue CCTV Request Form to the requesting party	None	1 Minute	<i>Clerk I</i> Provincial Correctional and Security Management Office
	2.1 The Receiving Clerk shall forward such request to the Department Head	None	1 Minute	<i>Clerk I</i> Provincial Correctional and Security Management Office
	2.2 After careful review of request and approval, the Department Head shall route the	None	10 Minutes	<i>Provincial Government Department Head</i> Provincial Correctional and Security



	approved request to the Security Division/ Security Shifting Officer and order the CCTV In-Charge to review the CCTV footage base on the request			Management Office
	2.3 The CCTV In-Charge shall process the capture of CCTV footage	None	1 Hour	<i>Security Guard (CCTV In-Charge)</i> Provincial Correctional and Security Management Office
	2.4 The CCTV In-Charge then route the prepared CCTV footage to the Shifting Officer	None	2 Minutes	<i>Security Guard (CCTV In-Charge)</i> Provincial Correctional and Security Management Office
	2.5 The Shifting Officer shall give the CCTV footage and report to the Chief Security/ Department Head for information and appropriate action	None	15 Minutes	<i>Security Officer IV</i> <i>Provincial Government Department Head</i> Provincial Correctional and Security Management Office
3. Receive the CCTV footage	3. The Receiving Clerk shall secure the signature of the requesting party for the receipt of data released	None	3 Minutes	<i>Clerk I</i> Provincial Correctional and Security Management Office
4. Fill out Client Feedback Form	4. Secure accomplished Client Feedback Form	None	1 Minute	<i>Clerk I</i> Provincial Correctional and Security Management Office
TOTAL		None	1 Hour, 35 Minutes	

7. Request for Information/Data/Records

In observance to Executive Order No. 02, Section 7 (a) series of 2016 (Each government office per Section 2 hereof shall ensure that personal information in its custody or under its control is disclosed or released only if it is material or relevant to the subject matter of the request and its disclosure is permissible under this Order or existing laws, rules or regulations), the PCSMO is



directed to release reliable information allowed by existing laws, rules and regulations for research, news, media briefers and other reports.

Office or Division:	Provincial Correctional and Security Management Office			
Classification:	Complex Transaction			
Type of Transaction:	(G2G) Government to Government & (G2C) Government to Citizens			
Who may avail:	Broadcasting Sector; School/ University; Other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed letter request (indicating the specific information and its purpose) (1 original copy)		School/ University, Media Network, Government Agency/ Offices		
a. For students who are undertaking research or undergraduate thesis, school endorsement is required (1 original copy)				
b. Valid identification card (press, media company, student and government ID card) (1 piece)		Professional Regulation Commission, Company, School/ University, Media Network, Government Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party may submit their signed request letter to Provincial Governor personally or via mail/ e-mail, stating therein the personal circumstances of the requesting party, the specific description of the information requested, the reason or purpose for which it is intended with a valid	1.1 After the Governor routed the letter for appropriate action to the PCSMO, the Receiving Clerk shall receive the request by stamping therein, the date, time, name with signature and forward it to the Administrative Officer	None	3 Minutes	<i>Clerk I</i> Provincial Correctional and Security Management Office
	1.2. The Administrative Officer shall assess and clarify the request if necessary and ask the Records In-Charge for the availability of information/ data/ records	None	10 Minutes	<i>Administrative Officer V</i> Provincial Correctional and Security Management Office



proof of identification.				
2. Wait for the release of information	2. The Records In-Charge shall prepare the requested information signed by the Administrative Officer and Department Head and transmit such information to the Receiving Clerk within 7 days upon receipt of such request	None	3 Days	<i>Clerk I</i> <i>Administrative Officer V</i> <i>Provincial Government Department Head</i> Provincial Correctional and Security Management Office
3. Receive the information needed / letter of regret	3.1. The Receiving Clerk then shall transmit the information/ data/ record to the requesting party	None	3 Minutes	<i>Clerk I</i> Provincial Correctional and Security Management Office
	3.2. If the information is denied, the Records In-Charge shall inform the Administrative Officer. Then, Administrative Officer shall inform the requesting party	None	3 Minutes	<i>Clerk I</i> <i>Administrative Officer V</i> Provincial Correctional and Security Management Office
If the requesting party is not satisfied with the information provided, he/ she may make a review or an appeal within 30 working days upon receipt of such information to the PCSMO.				
TOTAL		None	3 Days, 19 Minutes	



Provincial Disaster and Risk Reduction Management Office (PDRRMO)

External Services



1. Request for use/borrow of Office Vehicle and/or Transport Services

Systematic management, coordination, prioritization, facilitation/processing and dispatch of Office Vehicles and provision of Transport Services.

Office or Division:	Administrative Unit/Operations & Early Warning Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All natural born and naturalized Filipinos, other PGAS Offices, City/Municipal Local Government Units and National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to the PDRRM Office indicating the Date; number of passengers; pickup point and drop-off point; and purpose for use/borrowing of vehicle and/or transport services	1.1 Receipt of letter request by Receiving Clerk for entry and recording in the logbook and forwarding the same to the Department Head for approval	None	5 Minutes	<i>Clerk</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
	1.2 Assignment and designation of driver and vehicle to be used	None	10 Minutes	<i>Local Disaster Risk Reduction Management Officer I</i> Provincial Disaster Risk Reduction and Management Office
	1.3 Alert the designated driver of the scheduled transport services, number of	None	10 Minutes	<i>Clerk I</i> <i>Local Risk Reduction Management Officer I</i> Provincial Disaster Risk Reduction



	passengers, pickup point and drop-off point			and Management Office – Operations & Early Warning Division
	1.4 Creation of Travel Order and Driver’s Trip Ticket for review and approval of Admin Officer and Department Head	None	10 Minutes	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
	1.5 Inform the requesting entity of the status of their request.	None	5 Minutes	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
Total:		None	40 Minutes	

2. Receipt of Application for Employment

This covers the receipt of applications for employment from external clients.

Office or Division:	Administrative Unit/Operations & Early Warning Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Application letter addressed to Gov. thru PDRRM Officer indicating the position being applied; 2. Fully accomplished and Duly Notarized Personal Data Sheet (PDS) with recent 2x2 ID Picture; 3. Photocopy of Transcript of Records (College 		Client/Applicant	



Graduate)/Form 137 (HS Graduate); and/or Master's Degree or Doctorate (PhD);				
4. Photocopy of Certificate of Eligibility/Board Rating/License(s);				
5. Trainings/Seminars Certificate;				
6. Certificate of Previous Employments (COE); and				
7. Performance Rating of 2 periods, if applicable.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all needed requirements to PDRRM Office	1.1 Assists and entertains client queries	None	5 Minutes	Clerk I Administrative Officer IV/ Local Risk Reduction Management Officer II Provincial Disaster Risk Reduction and Management Office – Admin Unit
	1.2 Check the completeness of submitted requirements			
1.3 Receipt and recording of the documents by Receiving Clerk in the logbook				
	1.4 Inform the Applicant of the status of his/her application	None	5 Minutes	Clerk I Provincial Disaster Risk Reduction and Management Office – Admin Unit
Total:		None	10 Minutes	

3. Request for Conduct of Training

Preparedness – Establish and strengthen capacities of communities to become disaster-ready in order to avert the loss of lives and assets in times of disasters.

Office or Division:	Administration and Training Division
Classification:	Simple



Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client/Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request indicating the Name of Training, Venue, Number of Participants and Duration of Training addressed to the Provincial Governor through PDRRMO (at least 4 weeks before the target date) in person	1.1 Receipt and recording of letter request in the logbook by the Division Staff and forwarding the same to the Department Head for approval	None	5 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.2 Review the activity/training design (in case provided for)	None	15 Minutes	<i>Local Disaster Risk Reduction and Management Officer II</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.3 Coordinate with the requesting entity regarding the budget of the training	None	15 Minutes	<i>Local Disaster Risk Reduction and Management Officer II</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.4 Prepare activity/training design in case not provided by the requesting entity	None	10 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.5 Review and approval of	None	30 Minutes	<i>Local Disaster Risk Reduction and</i>



	activity/training design			<i>Management Officer II</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.6 Create a pool of trainers for the requested training	None	1 Hour	<i>Local Disaster Risk Reduction and Management Officer II</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.7 Prepare the training materials needed	None	1 Day	<i>Local Disaster Risk Reduction and Management Officer II</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.8 Inform the requesting entity of the status of their request through an official communication.	None	5 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	Total:	None	1 Day, 2 Hours, 20 Minutes	

4. Request for Resource Speaker/Training Course Monitor

Preparedness – Establish and strengthen capacities of communities to become disaster-ready in order to avert the loss of lives and assets in times of disasters.

Office or Division:	Administration and Training Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government



Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client/Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request indicating the Name of Training, Venue, and Duration of Training addressed to PDRRM Officer (at least 1 week before the target date) in person	1.1 Receipt and recording of letter request in the logbook by the Division Staff and forwarding the same to the Department Head for approval	None	5 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.2 Facilitate the approved letter request submitted by the client	None	10 Minutes	<i>Local Disaster Risk Reduction and Management Officer II</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.3 Assignment/Designation of Resource Speaker/Training Course Monitor and endorse to the Department Head for approval	None	20 Minutes	<i>Local Disaster Risk Reduction and Management Officer II</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.4 Endorse the list of names to the HRIS In-charge for Travel Order preparation	None	5 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.5 Prepare the Travel Order of the designated Resource Speaker/Training Course	None	5 Minutes	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office – Admin



	Monitor who will attend the training			Unit
	1.6 Inform the requesting entity of the status of their request through an official communication.	None	5 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
Total:		None	50 minutes	

5. Request for Training Certificates

Training Certificates issued to participants who have successfully completed and/or participated the conducted trainings/seminars/workshops of the Provincial Disaster Risk Reduction and Management Office.

Office or Division:	Administration and Training Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client/Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request indicating the name and date of training and names of participants	1.1 Receipt and recording of letter request in the logbook by the Division Staff and forwarding the same to the Department Head for	None	5 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division



	approval			
	1.2 Check the master list of participants in the database (electronic file/file folder)	None	15 Minutes	<i>Records Officer</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
	1.3 Prepare the certificates of the requesting entity	None	10 Minutes	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.4 Create an acknowledgement receipt to be signed by the requesting entity upon release	None	5 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.5 Review the acknowledgement receipt and training certificates before release	None	10 Minutes	<i>Local Disaster Risk Reduction and Management Officer II</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	1.6 Release the training certificates to the requesting entity	None	5 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Admin & Training Division
	Total:	None	50 Minutes	

6. Request for IEC Materials/Maps/Plans and other Data

Prevention and Mitigation – Avoid hazards and mitigate their potential impacts by reducing vulnerabilities and exposure and enhancing capacities of communities

Office or Division:	Research and Planning Division
Classification:	Simple



Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request indicating the data being requested addressed to PDRRMO	1.1 Receipt and recording of letter request in the logbook by the Receiving Clerk/Division Staff and forwarding the same to the Department Head for approval	None	5 Minutes	<i>Clerk I</i> <i>Local Disaster Risk Reduction and Management Officer II</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit and Research and Planning Division
2. Fill-up the Data Request Form	2.1 Receipt and review of accomplished Data Request Form	None	5 Minutes	<i>Local Disaster Risk Reduction and Management Officer I or II</i> Provincial Disaster Risk Reduction and Management Office – Research and Planning Division
	2.2 Prepare the data being requested (hard copy or electronic copy)	None	1 Hour	<i>Local Disaster Risk Reduction and Management Officer I or II</i> Provincial Disaster Risk Reduction and Management Office – Research and Planning Division
	2.3 Review and approval of data to be released	None	30 minutes	<i>Local Disaster Risk Reduction and Management Officer IV</i> Provincial Disaster Risk Reduction and Management Office – Research and Planning Division



	2.4 Inform the requesting entity of the status of their request.	None	5 minutes	Local Disaster Risk Reduction and Management Officer I or II Provincial Disaster Risk Reduction and Management Office – Research and Planning Division
Total:		None	1 Hour, 45 Minutes	

7. Request for Emergency Services (Vehicular, Medical, Trauma)

Response – Provide life preservation and meet the basic subsistence needs of affected population based on acceptable standards during or immediately after a disaster.

Office or Division:	Operations and Early Warning Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report incident to PDRRM Office Hotline through call/text, PDRRMO Official Facebook Account and/or radio	1.1 Receipt and verification of emergency call, name of informant/caller, contact details and few details regarding the emergency/incident	None	1 Minute	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division



	1.2 Alert the members of the team and respond immediately to the incident reported	None	1 Minute	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	1.3 Deployment of Team on Duty	None	2 Minutes	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	1.4 Notify the Department Head after the response operation	None	1 Minute	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
TOTAL:		None	5 Minutes	

8. Request for Emergency Services (Fire Incident)

Response – Provide life preservation and meet the basic subsistence needs of affected population based on acceptable standards during or immediately after a disaster.

Office or Division:	Operations and Early Warning Division				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
None			None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1. Report incident to PDRRM Office Hotline through call/text, PDRRMO Official Facebook Account and/or radio	1.1 Receipt and verification of emergency call, name of informant/caller, contact details and few details regarding the emergency/incident	None	1 Minute	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	1.2 Alert the members of the team and respond immediately to the incident reported	None	1 Minute	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	1.3 Deployment of Team on Duty	None	2 Minutes	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	1.4 Notify the Department Head after the response operation	None	1 Minute	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
TOTAL:		None	5 Minutes	

9. Request for Emergency Services (Search, Rescue and Retrieval Operations)

Response – Provide life preservation and meet the basic subsistence needs of affected population based on acceptable standards during or immediately after a disaster.

Office or Division:	Operations and Early Warning Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business



	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report incident to PDRRM Office Hotline through call/text, PDRRMO Official Facebook Account and/or radio	1.1 Receipt and verification of emergency call, name of informant/caller, contact details and few details regarding the emergency/incident	None	1 Minute	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	1.2 Alert the members of the team and respond immediately to the incident reported	None	1 Minute	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	1.3 Deployment of Team on Duty and/or SRR Team	None	2 Minutes	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	1.4 Notify the Department Head after the response operation	None	1 Minute	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
TOTAL:		None	5 Minutes	



10. Request for Standby Emergency Response Team for Special Events

Preparedness – Establish and strengthen capacities of communities to become disaster-ready in order to avert the loss of lives and assets in times of disasters.

Office or Division:	Operations and Early Warning Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request indicating the Name of Event, Date, Venue, Duration of the event, Number of Participants and VIP addressed to the Provincial Governor through PDRRMO prior to the scheduled event	1.1 Receipt of letter request and forward the same to the Receiving Clerk to entry and recording in the logbook	None	3 Minutes	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	1.2 Forward the letter request submitted by the client to the Department Head for approval	None	5 Minutes	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office - Admin Unit
	1.3 Facilitate the approved letter request submitted by the client	None	10 Minutes	<i>Local Disaster Risk Reduction Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Operations & Early Warning Division
	1.4 Create team/s to be	None	30 Minutes	<i>Administrative Aide III (Driver I)</i>



	dispatched to the event			Provincial Disaster Risk Reduction and Management Office – Operations & Early Warning Division
	1.5 Review and approval of selected team/s to be dispatched	None	30 Minutes	<i>Local Disaster Risk Reduction Management Officer I</i> Provincial Government Department Head Provincial Disaster Risk Reduction and Management Office
	1.6 Alert the members of the team to be dispatched to the event	None	5 Minutes	<i>Local Disaster Risk Reduction Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	1.7 Inform the requesting entity of the status of their request.	None	2 Minutes	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office - Admin Unit
TOTAL:		None	1 Hour, 25 Minutes	

11. Request for Assistance

Recovery and Rehabilitation – restore and improve the functionalities of affected communities and reduce its future vulnerabilities to disaster risks through the implementation of policies, programs and projects in accordance with the “build forward better” principle.

Office or Division:	Operations and Early Warning Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business



		G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to the PDRRM Office indicating the assistance being requested (i.e., towing of vehicle, provision of water supply, clearing operations, etc.)	1.1 Receipt and verification of letter request and forward the same to the Receiving Clerk to entry and recording in the logbook	None	3 Minutes	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	1.2 Forward the letter request submitted by the client to the Department Head for approval	None	5 Minutes	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office - Admin Unit
	1.3 Facilitate the assistance being requested	None	10 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Operations & Early Warning Division
	1.4 Assignment/designation of team for deployment	None	10 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Operations & Early Warning Division
	1.5 Inform the requesting entity of the status of their request.	None	2 Minutes	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office - Admin Unit



TOTAL:	None	30 Minutes
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12. Request for use and Borrowing of Supplies and Equipment (Medical Supplies and Equipment, High Angle Rescue Supplies and Equipment, Water Rescue Supplies and Equipment)

The process of use and borrowing of Supplies and Equipment (Medical Supplies and Equipment, High Angle Rescue Supplies and Equipment, Water Rescue Supplies and Equipment) from the Provincial Disaster Risk Reduction and Management Office to official or external parties upon request. They are given access to the supplies and equipment and vehicles with the agreement to return after usage. However, responsibility and accountability should be properly observed

Office or Division:	Operations and Early Warning Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter and one (1) valid ID of the borrower		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to the PDRRM Office indicating the supplies and equipment to be used and/or borrowed.	1.1 Receipt of letter request and forward the same to the Receiving Clerk to entry and recording in the logbook	None	3 Minutes	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	1.2 Forward the letter request submitted by the client to the Department Head for approval	None	5 Minutes	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office - Admin Unit



2. Fill-up the Borrower's Form and submit the accomplished form together with the valid ID to the Receiving Clerk	2.1 Receipt and review of the accomplished Borrower's Form and forward the same to the designated in-charge	None	10 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Operations & Early Warning Division
	2.2 Determination of the availability/status of the supplies and equipment to be borrowed (Unserviceable/Serviceable)	None	5 Minutes	<i>Storekeeper I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
	2.3 Preparation and release of supplies and equipment to be borrowed	None	10 Minutes	<i>Storekeeper I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
	2.4 Inform the requesting entity of the status of their request.	None	2 Minutes	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office - Admin Unit
TOTAL:		None	35 Minutes	

13. Request for Disaster Report/Situational Report

This service is made upon the request of official or external party for a copy of Disaster Report/Situational Report.

Office or Division:	Operations and Early Warning Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request indicating the data being requested and purpose of request addressed to PDRRMO	1.1 Receipt and verification of letter request and forward the same to the Receiving Clerk to entry and recording in the logbook	None	3 Minutes	<i>Lifeguard Clerk I</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division and Admin Unit
	1.2 Forward the letter request submitted by the client to the Department Head for approval	None	5 Minutes	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office - Admin Unit
2. Fill-up the Data Request Form	2.1 Receipt and review of accomplished Data Request Form and forwarding the same to the Division Staff/Head	None	5 Minutes	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	2.2 Prepare the data being requested (hard copy or electronic copy)	None	1 Hour	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	2.3 Review and approval of data to be released	None	30 Minutes	<i>Provincial Government Department Head (Provincial Disaster Risk Reduction and Management Officer)</i> Provincial Disaster Risk Reduction and Management Office



	2.4 Inform the requesting entity of the status of their request.	None	5 Minutes	Local Disaster Risk Reduction and Management Officer I Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	TOTAL:	None	1 hour and 48 Minutes	

14. Provision of Alert and Warning Messages

Through the provision of alert and warning messages, the Provincial Disaster Risk Reduction and Management Office will be able to update its constituents and other government agencies on the current weather advisories.

Office or Division:	Operations and Early Warning Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Advisories from Warning Agencies		PAGASA PHIVOLCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receive/monitor from warning agencies such as but not limited to: <ul style="list-style-type: none"> • PAGASA • PHIVOLCS 	None	2 Minutes	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division



	2. Prepare EAWM for approval	None	3 Minutes	<i>Lifeguard</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	3. Send the message to the PDRRMC Chairperson for approval	None	5 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	4. Review and approve the EAWM	None	10 Minutes	<i>Provincial Governor/PDRRMC Chairperson</i> Provincial Governor's Office
	5. Disseminate through email the approved EAWM to the PDRRMC Council Members, Member Agencies, PTV Agusan del Sur and C/MLGUs.	None	30 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	6. Call each focal person to confirm that the message has been received.	None	5 Minutes	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
TOTAL:		None	55 Minutes	

15. Issuance of Situational Report

This service is made during occurrence of disaster.

Office or Division:	Operations and Early Warning Division
Classification:	Highly Technical



Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Personnel of government agencies, private sector, CSOs and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LDRRMC Situational Report		LDRRMC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Coordinate with concerned LGUs and member agencies for the submission of Situational Report	None	7 Hours	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
	1.1 Consolidate information	None	2 Hours	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Operations and Early Warning Division
	1.2 Draft situational report	None		
	1.3 Review and approve situational report	None	1 Hour	<i>Provincial Government Department Head (Provincial Disaster Risk Reduction and Management Officer)</i> Provincial Disaster Risk Reduction and Management Office
	1.4 Disseminate through email to council members and member agencies	None	10 Minutes	<i>Clerk I</i> <i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit and Operations and Early Warning Division
	1.5 Forward to OCD Regional	None		<i>Clerk I</i>



	OpCen.			<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit and Operations and Early Warning Division
TOTAL:		None	1 day, 2 Hours, 10 Minutes	



Provincial Disaster Risk Reduction and Management Office (PDRRMO)

Internal Services



1. PPMP and Purchase Request (PR) Preparation in the E-Procurement System (Funded Under the 5% LDRRMF)

PPMP and Purchase Request (PR) Preparation in the E-Procurement System (Funded under 5% LDRRMF) received by the Procurement In-charge of the Provincial Disaster Risk Reduction and Management Office from the implementing agencies of the 5% Local Disaster Risk Reduction and Management Fund. All Procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to alternative methods shall be made only if: 1) highly exceptional cases 2) To promote economy and efficiency 3) Justified by conditions specified in R.A. 9184 and its IRR.

Office or Division:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other PGAS Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Work and Financial Plan (WFP)/Approved Activity/Training Design			Client/Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an original copy of the Approved Work and Financial Plan (WFP) and/or Approved Activity/Training Design	1.1 Receipt of the requirements, entry to the logbook and forwarding the same to the Procurement In-Charge	None	1 Minute	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
	1.2 Entry of items for PR in the E-Procurement System	None	10 Minutes	<i>Administrative Officer IV/Local Disaster Risk Reduction Officer II</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
	1.3 Creation and printing of	None	10 Minutes	<i>Administrative Officer IV/Local Disaster Risk Reduction Officer II</i>



	Purchase Request for review and countersign of Admin Officer			Provincial Disaster Risk Reduction and Management Office – Admin Unit
	1.4 Review, check the completeness of documents and countersign the Purchase Request and forward the same to the Department Head for approval	None	5 Minutes	<i>Administrative Officer IV/Local Disaster Risk Reduction Officer II</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
	1.5 Inform the requesting entity of the status of their request.	None	1 Minute	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
Total:		None	27 Minutes	

2. Request for use and Borrowing of Office Supplies and Equipment and Vehicle

The process of use and borrowing of Office Supplies and Equipment and Vehicle from the Provincial Disaster Risk Reduction and Management Office to other Provincial Government of Agusan del Sur Offices. They are given access to the office supplies and equipment and vehicles with the agreement to return after usage. However, responsibility and accountability should be properly observed.

Office or Division:	Administrative Unit		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Other PGAS Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request Letter and one (1) valid ID of the borrower		Client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to the PDRRM Office indicating the supplies, equipment and vehicle to be used and/or borrowed.	1.1 Receipt of letter request by Receiving Clerk for entry and recording in the logbook and forwarding the same to the Department Head for approval	None	5 Minutes	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
2. Fill-up the Borrower's Form and submit the accomplished form together with the valid ID to the Receiving Clerk	2.1 Receipt and review of the accomplished Borrower's Form and forward the same to the Property Custodian	None	5 Minutes	<i>Storekeeper I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
	2.2 Determination of the availability/status of the supplies, equipment and vehicle to be borrowed (Unserviceable/Serviceable)	None	5 Minutes	<i>Storekeeper I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
	2.3 Preparation and release of supplies and equipment to be borrowed	None	10 Minutes	<i>Storekeeper I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
	2.4 Inform the requesting entity of the status of their request.	None	1 Minute	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
Total:		None	26 Minutes	



3. Request for Resource Speaker/Facilitator for the Conduct of DRRM Planning/Updating

Prevention and Mitigation – Avoid hazards and mitigate their potential impacts by reducing vulnerabilities and exposure and enhancing capacities of communities

Office or Division:	Research and Planning Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1 city and 13 municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request indicating the Date, and Venue of the DRRM Planning/Updating addressed to the PDRRM Officer (at least 4 weeks before the target date) in person	1.1 Receipt and recording of letter request in the logbook by the Receiving Clerk/Division Staff and forwarding the same to the Department Head for approval	None	5 Minutes	<i>Clerk I Local Disaster Risk Reduction and Management Officer I Local Disaster Risk Reduction and Management Officer II Provincial Disaster Risk Reduction and Management Office – Admin Unit and Research and Planning Division</i>
	1.2 Facilitate the approved letter request submitted by the client	None	10 Minutes	<i>Local Disaster Risk Reduction and Management Officer I or II Provincial Disaster Risk Reduction and Management Office – Research and Planning Division</i>
	1.3 Assignment/ Designation of Resource Speaker/ Facilitator and endorse to	None	20 Minutes	<i>Local Disaster Risk Reduction and Management Officer IV Provincial Disaster Risk Reduction and Management Office –</i>



	the Department Head for approval			Research and Planning Division
	1.4 Endorse the list of names to the HRIS In-charge for Travel Order preparation	None	5 Minutes	<i>Local Disaster Risk Reduction and Management Officer I</i> Provincial Disaster Risk Reduction and Management Office - Research and Planning Division
	1.5 Prepare the Travel Order of the designated Resource Speaker/Facilitator who will attend the training	None	5 Minutes	<i>Clerk I</i> Provincial Disaster Risk Reduction and Management Office – Admin Unit
	1.6 Inform the requesting entity of the status of their request through an official communication.	None	5 Minutes	<i>Local Disaster Risk Reduction and Management Officer I or II</i> Provincial Disaster Risk Reduction and Management Office – Research and Planning Division
Total:		None	50 Minutes	



Provincial Economic and Enterprise Development Office (PEEDO)

External Services



1. Availment of Loan Assistance through Livelihood Enhancement Assistance Project (LEAP)

LEAP was authored by then SP Member Jenny D. De Asis through Ordinance No. 35 Series of 2009. It is a program intended to provide loan assistance to existing micro and small entrepreneurs operating in the province with interest rate as low as 80% of the prevailing interest rate of Bangko Sentral ng Pilipinas.

Office or Division:	Marketing and Enterprise Development Division (MEDD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	Operational businesses for two (2) years; Private Individuals and Businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client		
DTI Business Name Certificate		Department of Trade and Industry (DTI)		
CDA Certificate of Registration or SEC Certificate of Registration or DOLE Certificate		Cooperative Development Authority (CDA) Securities and Exchange Commission (SEC) Department of Labor & Employment (DOLE)		
Business Permit		C/MLGU- Business Permit & Licensing Office (BPLO)		
Project Proposal		MASICAP through PEEDO		
Memorandum of Agreement (MOA)		PEEDO thru MEDD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Give the log-book to the client	None	2 Minutes	<i>Clerk I</i> Provincial Economic And Enterprise Development Office
2. Inquire of the services at MEDD Division	2. Entertain queries 2.1 Give brochure on the salient features of LEAP	None	30 Minutes	<i>Development Management Officer II</i> <i>Market Specialist IV</i> Provincial Economic And Enterprise Development Office
3. Submit Letter of Intent	3.1. Receive Letter of Intent	None	10 Minutes	<i>Clerk I</i>



address to the Provincial Governor with required documents such as DTI Business Name Certificate & Business Permit				Provincial Economic And Enterprise Development Office
	3.2 Conduct pre-assessment and recommendation to MASICAP	None	4 Hours	<i>Market Specialist II</i> <i>Project Development Specialist (COS)</i> Provincial Economic And Enterprise Development Office
	3.3 Shortlist the applicants who are LEAP qualified	None	15 Minutes	<i>Market Specialist II</i> Provincial Economic And Enterprise Development Office
	3.4 Prepare and submit checklist of qualified beneficiaries to MASICAP	None	10 Minutes	<i>Market Specialist II</i> Provincial Economic And Enterprise Development Office
	3.5 Conduct final appraisal of qualified LEAP beneficiaries	None	2 Days	<i>Market Specialist II</i> Provincial Economic And Enterprise Development Office
4. Submit documents and data required in the preparation of Project Proposal	4.1 Preparation of Project Proposal	None	7 Days	<i>Market Specialist II</i> <i>Development Management Officer II</i> Provincial Economic And Enterprise Development Office
	4.2. Review of Project Proposal	None	3 Days	<i>Market Specialist II</i> Provincial Economic And Enterprise Development Office
	4.3. Approval of Project Proposal	None	5 Days	<i>Provincial Government Department Head/ Authorized Officer</i> Provincial Economic And Enterprise Development Office <i>Provincial Administrator</i> Provincial Administrator's Office <i>Provincial Governor</i> Provincial Governor's Office
5. Pay service fee at	5.1. Accept the payment based on	PHP 500.00	15 Minutes	<i>Cashier II</i>



PEEDO showing Payment	Cashier Order	by of	Order of Payment			Provincial Economic And Enterprise Development Office
			5.1.1 Issue the Official Receipt			
			5.2 Preparation & Processing of MOA	None	3 Days	<i>Market Specialist II</i> Provincial Economic And Enterprise Development Office
			5.3 Accreditation through SP Resolution	None	14 Days	<i>Administrative Officer IV</i> Provincial Administrator's Office <i>Provincial Government Dept Head</i> Office to the Secretary to the Sanggunian
			5.4. Approval of MOA	None	5 Days	<i>Provincial Government Department Head/ Authorized Officer</i> Provincial Economic And Enterprise Development Office <i>Provincial Administrator</i> Provincial Administrator's Office <i>Provincial Governor</i> Provincial Governor's Office
			5.5 Preparation & processing of voucher of financial assistance	None	5 Days	<i>Process Server</i> Provincial Economic And Enterprise Development Office
			5.6 Conduct Orientation on MOA to new LEAP borrowers	None	40 Minutes	<i>Project Development Specialist</i> <i>Market Specialist II</i> Provincial Economic And Enterprise Development Office
6. Receive loan assistance		6. Release of funds	None	5 Minutes	<i>Provincial Government Dept Head</i> <i>Development Management Officer IV</i> Provincial Economic And Enterprise Development Office	
			TOTAL:	PHP 500.00	2 months, 6 Hours,	



7 Minutes*

2. Availment of Tax Holidays

To offer Tax Incentives for three (3) years to the Business Enterprises within Agusan del Sur and to encourage and attract potential investors in the province.

Office or Division:	Agusan del Sur Economic Research and Business Assistance Center (ASERBAC)	
Classification:	Complex	
Type of Transaction:	G2B - Government-to-Business	
Who may avail:	Business Enterprises	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Intent *Addressed to the Provincial Governor		Client
Simplified Feasibility Study		Client
DTI Certificate of Registration or CDA Certificate of Registration or SEC Articles of Incorporation if Corporation/Partnership By-Laws		Department of Trade and Industry (DTI) Cooperative Development Authority (CDA) Securities and Exchange Commission (SEC)
Business Permit		C/MLGU –Business Permit and Licensing Office (BPLO)
Authority from Partners/BOD to file Application for Cooperative and Partnership		Respective Cooperative/Partner
Land Zoning Classification Certificate		C/MLGU – Planning and Development Coordinator’s Office
Environmental Clearance Certificate or Certificate of Non-coverage		Department of Environment and Natural Resources (DENR)
Transfer Certificate of Title or Lease Contract		Client
Barangay Resolution Interposing no objection to the project		Respective Barangay
Certificate of Agusanon Employees		Client
Certificate from the Bank (Showing at least 1 million deposit)		Respective Bank



PBI Form (Duly Notarized)		PEEDO – ASERBAC – Investment Promotion Section (IPS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the log book to the client	None	1 Minute	<i>Clerk I</i> Provincial Economic and Enterprise Development Office
2. Inquire of the services at ASERBAC Division	2. Entertain queries for preliminary evaluation, briefing, interview and data gathering	None	1 Hour, 20 Minutes	<i>Economist I</i> <i>Development Management Officer IV</i> Provincial Economic and Enterprise Development Office
3. Submit Letter of Intent *Addressed to the Provincial Governor	3. Receive Letter of Intent and give forms and checklist of requirements to the client	None	10 Minutes	<i>Clerk I</i> Provincial Economic and Enterprise Development Office
4. Submit required documents to PEEDO for evaluation	4. Receive the required documents and check for completeness	None	2 Days	<i>Economist I</i> Provincial Economic and Enterprise Development Office
5. Secure the Order of Payment	5. Issue the Order of Payment	None	5 Minutes	<i>Economist I</i> Provincial Economic and Enterprise Development Office
6. Pay the required fee at the PEEDO Cashier by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment	6. Accept the payment based on the order of payment 6.1. Issue the official receipt	<i>*Fee varies per project cost range</i>	5 Minutes	<i>Cashier II</i> Provincial Economic and Enterprise Development Office
7. Attend Provincial Board of Investment (PBI) Meeting	7. Conduct and facilitate the PBI Meeting	None	1 Day	<i>Economist I</i> <i>Development Management Officer IV</i> Provincial Economic and Enterprise Development Office
8. Wait for the approval of	8. Prepare and facilitate the	None	1 Day	<i>Economist I</i>



Tax Holiday	approval of Certificate of Registration (COR)			<i>Development Management Officer IV Provincial Economic and Enterprise Development Office</i>
9. Attend the Awarding of Certificate of Registration (COR) with the Provincial Governor	9. Facilitate the awarding of Certificate of Registration (COR)	None	1 Hour	<i>Provincial Government Dept Head Development Management Officer IV Provincial Economic and Enterprise Development Office</i>
TOTAL:		<i>Fee varies per project cost range</i>	4 Days, 2 Hours, 41 Minutes	
<p>*Fee varies per project cost range: Php 1,000.00 – for enterprise with a project cost of at least 500,000.00 but not more than 15 million Php 2,000.00 – for enterprise with a project cost of at least 15 million up to 100 million Php 15,000.00 – for enterprise with a project cost more than 100 million</p>				

3. Catering Services/Hostel Accommodations Bookings/Reservations (Private Individuals or Businesses)

To provide food services and accommodations for activities other than PGAS offices that requires food planning/serving and lodging typically for a short stay during seminars, trainings, meetings, etc. at clients' satisfaction while maintaining self-sufficiency on its operations.

Office or Division:	Provincial Learning Center (PLC)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen			
Who may avail:	Private Individuals or Businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Reservation Form		PLC Booking Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill-up Reservation	1. Discuss /Orient client regarding menus and policies 1.1. Issue Official Receipt on the amount paid	50% of the total amount booked	1 Hour	<i>Administrative Aide VI (Clerk III)</i> <i>Public Service Officer IV</i> Provincial Economic and Enterprise Development Office
2. Pay the remaining balance on the day of the activity	2. Prepare Collection Bill 2.1. Issue Official Receipt on the amount paid	Full payment of the balance	30 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Cashier II</i> Provincial Economic and Enterprise Development Office
TOTAL:		None	1 Hour, 30 Minutes	

4. Food Court Rental

To give the opportunity of the Local Businessmen engaged into Food Business with affordable rates located adjacent to Provincial Engineering Office within the Provincial Government Center

Office or Division:	Marketing and Enterprise Development Division (MEDD)			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizens			
Who may avail:	All interested private individuals with DTI Registration and Business Permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client		
DTI Business Name Certificate		Department of Trade and Industry (DTI)		
Business Permit		C/MLGU- Business Permit & Licensing Office (BPLO)		
Lease Contract		PEEDO thru MEDD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Give the log-book to the client	None	1 Minute	<i>Clerk I</i> Provincial Economic and Enterprise Development Office



2. Inquire of the services at MEDD Division	2. Entertain queries	None	10 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Development Management Officer I</i> Provincial Economic and Enterprise Development Office
3. Submit Letter of Intent address to the Provincial Governor with required documents such as DTI Business Name Certificate & Business Permit	3.1. Receive Letter of Intent	None	2 Minutes	<i>Clerk I</i> Provincial Economic and Enterprise Development Office
	3.2. Conduct pre-assessment and recommendation	None	4 Hours	<i>Administrative Aide VI (Clerk III)</i> <i>Development Management Officer I</i> Provincial Economic and Enterprise Development Office
4. Pay advance rental at PEEDO Cashier by showing Order of Payment	4.1. Preparation of Lease Contract and accept the payment based on the Order of Payment	PHP 10,500.00	1 Day	<i>Administrative Aide VI (Clerk III)</i> <i>Development Management Officer I</i> Provincial Economic and Enterprise Development Office
	4.2. Review of Lease Contract	None	1 Day	<i>Administrative Aide VI (Clerk III)</i> <i>Development Management Officer I</i> Provincial Economic and Enterprise Development Office
	4.3. Approval of Lease Contract	None	5 Days	<i>Provincial Gov't. Dept.Head</i> Provincial Economic and Enterprise Development Office <i>Provincial Gov't. Dept.Head</i> Provincial Engineering Office <i>Provincial Gov't. Dept.Head</i> Provincial General Services Office
5. Notarize Lease Contract	5. Receive the document for file and reference	None	2 Minutes	<i>Clerk I</i> Provincial Economic and Enterprise Development Office
TOTAL:		PHP	5 Days,	



	10,500.00	4 Hours, 15 Minutes*	
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5. New Water Service Connection

Conduct installation of Water Supply for new PWS consumers.

Office or Division:	Patin-ay Waterworks System (PWS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		PWS- PEEDO		
Plumbing Materials (Pipes and Fittings)		Client		
Water Meter		Client/ Patin-ay Waterworks System (PWS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form	1. Conduct interview with the applicant	None	15 Minutes	<i>Administrative Aide III</i> Provincial Economic And Enterprise Development Office
	1.1 Verify records in the master list of consumers	None	5 Minutes	<i>Administrative Aide III</i> Provincial Economic And Enterprise Development Office
	1.2 Orientation of PWS charges and policies	None	1 Hour	<i>Clerk I</i> <i>Electrician I(Electrical Control Technician)</i> Provincial Economic And Enterprise Development Office



2. Procure materials needed	2.1. Conduct site inspection and recommend needed materials for water connection	None	1 Hour	<i>Plumber II</i> Provincial Economic And Enterprise Development Office
	2.2. Prepare Job Order (New Water Installation and endorse for Approval	None	5 Minutes	<i>Provincial Government Department Head/Authorized Representative Supervising Public Utilities Regulation Officer Engineer II</i> Provincial Economic And Enterprise Development Office
3. Pay charges and fees	3. Issue Official Receipt	Reg. Fee- P500 Installation- P200 Deposit- P200	5 Minutes	<i>Cashier Cashier II</i> Provincial Economic And Enterprise Development Office
4. Sign acceptance and completion of connection order/job order	4. Install new water service connection	None	4 Hours	<i>Supervising Public Utilities Regulation Officer Plumber II</i> Provincial Economic And Enterprise Development Office
TOTAL:		800.00	6 Hours, 40 Minutes	

6. Project Proposal, Feasibility Study and Business Plan Preparation

Provision of technical assistance in the preparation of Project Proposal, Feasibility Study and Business Plan.

Office or Division:	Agusan del Sur Economic Research and Business Assistance Center (ASERBAC)
Classification:	Highly Technical Transaction
Type of Transaction:	G2C – Government to Citizens



	G2G – Government to Government G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		PEEDO – ASERBAC		
Project Information/ Data		Client/ Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the log book to the client	None	1 Minute	<i>Clerk I</i> Provincial Economic And Enterprise Development Office
2. Inquire the service at ASERBAC	2. Conduct briefing of the service	None	20 Minutes	<i>Economist II</i> Provincial Economic And Enterprise Development Office
3. Fill out Application Form	3. Assist client in filling out the Application Form	None	1 Hour	<i>Economist II</i> Provincial Economic And Enterprise Development Office
	3.1 Conduct data gathering/ interview client	None		
	3.2. Encode data gathered in the form	None		
	3.3. Let client review and approve all details in the form	None		
	3.4 Hand over the encoded and filled out Application form to the client for his/ her signature	None		
4. Submit Application Form	4. Facilitate approval of Application Form	None	10 Minutes	<i>Economist II</i> Provincial Economic And Enterprise Development Office
	4.1. Receive Application Form	None		
	4.2 Obtain preliminary approval from ASERBAC Division Head	None		



	through affixing his/ her initial to the form			
	4.3 Obtain final approval from PEEDO Department Head through affixing his/ her signature to the form	None		
	4.4 Furnish copy of approved Application Form to the client	None		
5. Provide project information/ data	5. Preparation proper of the manuscript (Project Proposal, Feasibility Study and Business Plan)	None	20 Days	Economist II Provincial Economic And Enterprise Development Office
	5.1 Conduct data gathering (research, visit/ evaluate project site and interview client for the needed data)	None		
	5.2 Consolidate/ process collected data	None		Economist II Provincial Economic And Enterprise Development Office
	5.3. Finalize manuscript for review of concerned ASERBAC Section Chief and/ or ASERBAC Division Head and/or PEEDO Department Head	None		
	5.4 Incorporate corrections and revisions to the manuscript and print final manuscript	None		
	5.5 Obtain/ affix signature of the	None		



	preparer, ASERBAC Division Head and PEEDO Department Head			
	5.6 Inform client that the manuscript is ready for release	None		
6. Payment of Service Charge	6. Issue Official Receipt	Refer to Ordinance No. 70, Series of 2011: The 2011 Revised Revenue Code of the Province of Agusan del Sur	5 Minutes	<i>Cashier II</i> Provincial Economic And Enterprise Development Office
7. Receive signed Project Proposal/ Feasibility Study/ Business Plan	7. Release signed Project Proposal/ Feasibility Study/ Business Plan	None	2 Minutes	<i>Economist II</i> Provincial Economic And Enterprise Development Office
TOTAL:		Refer to Ordinance No. 70, Series of 2011: The 2011 Revised Revenue Code of the Province of	20 Days, 1 Hour, 38 Minutes	



	Agusan del Sur		
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Private Investors Project Cost	Service Fee
Below – PHP 500,000.00	PHP 500.00
PHP 501,000.00 – PHP 1,000,000.00	PHP 750.00
PHP 1,001,000.00 – PHP 5,000,000.00	PHP 1,000.00
PHP 5,001,000.00 – Above	PHP 1,500.00

Agro Industry Project Cost	Regular Rate	Discounted Rate
Below – PHP 250,000.00	PHP 1,500.00	PHP 750.00
PHP 250,001.00 – PHP 500,000.00	PHP 2,000.00	PHP 1,000.00
PHP 501,000.00 – PHP 1,000,000.00	PHP 3,000.00	PHP 1,500.00
PHP 1,001,000.00 – PHP 3,000,000.00	PHP 4,000.00	PHP 2,000.00
PHP 3,001,000.00 – PHP 5,000,000.00	PHP 5,000.00	PHP 2,500.00
PHP 5,001,000.00 – PHP 10,000,000.00	PHP 6,000.00	PHP 3,000.00
PHP 10,001,000.00 – Above	PHP 7,000.00	PHP 3,500.00

7. Receiving Payment

To receive payment for catering services and hostel customers, Patin-ay Waterworks customers, Provincial Capitol Food Court Tenants, Vehicle Rental, Sound System Rental, and LEAP beneficiaries.

Office or Division:	Financial Management and Services Division		
Classification:	Simple		
Type of Transaction:	G2B - Government to Businesses		
Who may avail:	Private Individuals and Businessmen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Collection Bill	PEEDO through PLC, PWS, MEDD		
Official Receipt	PEEDO Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING
			PERSON RESPONSIBLE



		BE PAID	TIME	
1. Receive collection bill/water bill/Order of Payment	1. Prepare collection bill/water bill/Order of Payment	None	10 Minutes	<i>Administrative Aide III-PLC Electrician I (Electrical Control Technician) Administrative Aide III- PWS Market Specialist II Provincial Economic And Enterprise Development Office</i>
2. Present the collection bill/water bill/Order Payment and pay the amount stated in the bill	2. Issue Official Receipt on the amount paid	Amount in bill Refer to Ordinance No. 70, Series of 2011: The 2011 Revised Revenue Code of the Province of Agusan del Sur (For catering, hostel, PWS); Refer to Ordinance No. 94, Series of 2013 (Food Court, NCC Rental, Vehicle	3 Minutes	<i>Cashier I Cashier II Provincial Economic And Enterprise Development Office</i>



			Rental); Refer to Ordinance No. 136, Series of 2016: Revised LEAP Ordinance (for LEAP)		
3. Receive Receipt	Official	3. Release Official Receipt and change if any	None	30 Seconds	<i>Cashier I or Cashier II</i> Provincial Economic And Enterprise Development Office
4. Count the change before leaving		4. Post and update payments to the FMIS for water bill and ledger/cash book for catering services, LEAP and PC Food Court	None	1 Minute	<i>Cashier I</i> <i>Cashier II</i> Provincial Economic And Enterprise Development Office
TOTAL:			Amount in bill: Refer to Ordinance No. 70, Series of 2011	14 Minutes, 30 Seconds	

Amount	Remarks
PHP 8,500.00	For the first 4 hours
PHP 1,000.00	For every hour after the paid 4-hour period

Type of Vehicle	Amount	Remarks
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Isuzu IPV	PHP 2,500	Within the province
	PHP 3,500	Outside the province
Hyundai Limousine	PHP 3,500	Within the province
	PHP 4,500	Outside the province

8. Re-connection/Relocation of Water Service

To reconnect delinquent PWS consumers within 1 hour after payment of their overdue accounts and provide relocation of water meter as per request by the consumers namely: transfer of residence but within the Patin-ay Waterworks jurisdiction.

Office or Division:	Patin-ay Waterworks System (PWS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request Form		Client		
Plumbing Materials (Pipes and Fittings)		Client		
Water Meter		Client/ Patin-ay Waterworks System (PWS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Job Order Request Form	1. Check customer's ledger or index card	None	15 Minutes	<i>Administrative Aide III</i> Provincial Economic And Enterprise Development Office
2. Pay arrears and re-connection/relocation charges	2. Issue Official Receipt	PHP 100.00 (Re-connection/Relocation) Plus Pay the actual delinquent	5 Minutes	<i>Cashier I</i> <i>Cashier II</i> Provincial Economic And Enterprise Development Office



		Amount		
3. Procure needed materials for relocation	3.1. Prepare estimates of materials needed for relocation of water meter	None	15 Minutes	<i>Plumber II or Pipefitter II</i> Provincial Economic and Enterprise Development Office
	3.2. Conduct Consumer Service Connection/Relocation of water supply services	None	1 Hour	<i>Plumber II</i> <i>Pipefitter II</i> Provincial Economic and Enterprise Development Office
	3.3 Prepare Job Order re-connection/relocation Report	None	5 minutes	<i>Plumber II</i> <i>Pipefitter II</i> Provincial Economic and Enterprise Development Office
	3.4. Approval of re-connection/relocation job order	None	5 Minutes	<i>Supervising Public Utilities Regulation Officer</i> <i>Engineer II</i> Provincial Economic and Enterprise Development Office
TOTAL:		PHP 100.00	1 Hour, 45 Minutes	

9. Rentals (Venue, Sound System, and Vehicle)

To provide venue and sound system for any occasion to be conducted at the Naliyagan Cultural Center or Datu Lipus Makapandong Cultural Center by any private individuals, organizations and establishments.

Office or Division:	Provincial Learning Center (PLC)
Classification:	Simple
Type of Transaction:	G2B - Government to Business



	G2C - Government to Citizens			
Who may avail:	Private Individuals or Businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Notice of Consent		PLC Booking Section for signature to PEO, PGSO, PCSMO		
Rental Agreement		PLC Booking Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Notice of Consent Form	1. Discuss /Orient client regarding policies	50% of the total amount booked	1 Hour, 30 Minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Public Service Officer IV</i> Provincial Economic and Enterprise Development Office
2. Sign Rental Agreement	2. Prepare rental agreement			
2.1. Pay 50% of the amount	2.1. Prepare Collection Bill	None	5 Minutes	<i>Administrative Aide VI (Clerk III)</i> Cashier II Provincial Economic and Enterprise Development Office
3. Pay the remaining balance on the day of the activity	3. Issue Official Receipt on the amount paid	Full payment of the balance	5 Minutes	
TOTAL:			1 Hours, 40 Minutes	

10. Selling of Agri products (In-small amount)

This process happened when ARC farm products like vegetables, free-range chicken, and goat are harvested and sorted, afterwards sell on interested buyers at affordable price. It is located at Brgy. Mabuhay, Bayugan City, Agusan del Sur.

Office or Division:	Agricultural Resource Center
Classification:	Simple
Type of Transaction:	G2B - Government to Business G2C - Government to Citizens
Who may avail:	Private Individuals and Businesses



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Select the available farm products or poultry and Livestock	1. Sell and weigh the available product	None	10 Minutes	<i>Administrative Aide</i> Provincial Economic and Enterprise Development Office
2. Pay the total amount of products	2. Issue official receipt	Total cost of the product	5 Minutes	Farm Supervisor (Deputy Collector) Provincial Economic and Enterprise Development Office
TOTAL:		Total cost of the product	15 Minutes	

11. Selling of Agricultural Products (In-Bulk)

This process is needed whenever ARC farm products are harvested in bulk and the invited highest bidder will purchase the harvested farm products, agricultural products such as rubber, cuplump, coconut, mangosteen, banana, lanzones and mango. It will be located at Brgy. Mabuhay, Bayugan City, Agusan del Sur.

Office or Division:	Agricultural Resource Center	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2C - Government to Citizens	
Who may avail:	Private Individuals and Businesses	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Intent		End User/bidder
Sealed Envelope (Price Quotation)		ARC Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent to participate in the selling process	1. Receive the letter of intent and notify the end user/interested bidder of the schedule of selling	None	5 Minutes	<i>Administrative Aide</i> <i>Farm Supervisor</i> Provincial Economic and Enterprise Development Office
2. Submit the sealed envelope during the schedule of selling	2.1. Receive and open the sealed envelope	None	5 Minutes	<i>Farm Supervisor</i> Provincial Economic and Enterprise Development Office
	2.2. Declare the highest bidder	None	5 Minutes	<i>Farm Supervisor</i> Provincial Economic and Enterprise Development Office
3. Pay the total amount	3. Receive the payment and issue official receipt based on the actual amount	Pay the actual amount	5 Minutes	<i>Farm Supervisor (Deputy Collector)</i> Provincial Economic and Enterprise Development Office
TOTAL:		Pay the actual amount	20 Minutes	

12. Training Center Services/Dormitory Accommodations Bookings/Reservations (Private Individuals or Businesses)

To provide venue for training services and accommodations for activities other than PGAS offices that requires food planning/serving and lodging typically for a short stay during seminars, trainings, meetings, etc. At clients satisfaction while maintaining self-sufficiency on its operations.

Office or Division:	Agricultural Resource Center
Classification:	Simple
Type of Transaction:	G2B - Government to Business G2C - Government to Citizens



Who may avail:		Private Individuals and Businesses			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
None			None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill-up Reservation Form	1. Discuss /Orient the client regarding rules and policies	none	1 Hour	<i>Administrative Aide</i> <i>Farm Supervisor</i> Provincial Economic and Enterprise Development Office	
2. Pay the full amount on the day of the transaction	2. Issue official receipt on the amount paid	Full payment of the amount	5 Minutes	<i>Farm Supervisor</i> (Deputy Collector) Provincial Economic and Enterprise Development Office	
TOTAL:		Full payment of the amount	1 Hour, 5 Minutes		

13. Water Billing Complaints and Issues

To provide accurate water reading and billing of Patin-ay Waterworks System (PWS) consumers.

Office or Division:	Patin-ay Waterworks System (PWS)				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Complaint Form			PWS – PEEDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Filling-up of complaint	1.1. Receive the complaint form and check ledger of the consumer	None	10 Minutes	<i>Administrative Aide III</i> Provincial Economic and	



form	and act on the complain			Enterprise Development Office
	1.2. Print, Present and discuss the actual result of reading based on the Billing System	None	30 Minutes	<i>Administrative Aide III Electrician I</i> Provincial Economic and Enterprise Development Office
2. Guide and witness the water meter re-reading	2. Conduct re-reading of water meter in the area	None	30 minutes	<i>Plumber II or Pipefitter II</i> Provincial Economic and Enterprise Development Office
3. Pay the agreed amount	3. Issue Official Receipt on the agreed actual bill	Based on the agreed actual bill	5 minutes	<i>Cashier I or Cashier II</i> Provincial Economic And Enterprise Development Office
TOTAL:		Based on the agreed actual bill	1 Hour, 15 Minutes	

14. Water Service and Maintenance Issues and Problems

To provide troubleshooting and repair of water leakages, defective fittings, and cleaning of water meters.

Office or Division:	Patin-ay Waterworks System (PWS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Complaint Form			PWS – PEEDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up of complaint form	1.1 Receive the complaint form and forward to the assigned maintenance staff	None	10 Minutes	<i>Administrative Aide III</i> Provincial Economic And Enterprise Development Office



	1.2. Conduct ocular inspection on the concern site	None	1 Hour	<i>Plumber II or Pipefitter II</i> Provincial Economic And Enterprise Development Office
	1.3. Conduct Troubleshoot/fix the damaged meter or pipeline	None	2 Hours	<i>Plumber II or Pipefitter II</i> Provincial Economic And Enterprise Development Office
2. Sign the Complaint Form	2. Prepare and Sign the accomplished complaint report	None	5 Minutes	<i>Plumber II or Pipefitter II</i> Provincial Economic And Enterprise Development Office
TOTAL:		None	3 Hours, 15 Minutes	



Provincial Economic and Enterprise Development Office (PEEDO)

Internal Services



1. Catering Services/Hostel Accommodations Bookings/Reservations (For PGAS Offices)

To provide food services and accommodations for PGAS activities that requires food planning/serving and lodging typically for a short stay during seminars, trainings, meetings, etc. at clients' satisfaction while maintaining self-sufficiency on its operations.

Office or Division:	Provincial Learning Center (PLC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PGAS Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Activity Design			End-User approved by the Governor or Provincial Administrator	
Approved Control (earmarked)			Provincial Budget Office (PBO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply booking reservation in the PLC Booking System (PGAS E-portal) at least 2 weeks before the scheduled conduct date of the activity. Scan and attach copy required documents. Submit booking in the system	1. Approve or reject application depending on the completeness of the required documents and/or availability of the services.	None	15 minutes	<i>Administrative Aide VI (Clerk III)</i> <i>Public Service Officer IV</i> Provincial Economic And Enterprise Development Office
	1.1. If approved, print submitted documents for billing purposes.	None		<i>Administrative Aide VI (Clerk III)</i> <i>Public Service Officer IV</i> Provincial Economic And Enterprise Development Office
2. Get/Receive Collection Bill right after the activity or when delivered by	2. Collect/Gather the documents 5 days after the delivery of the Collection Bill.	None	1 Hour, 30 Minutes	<i>Process Server</i> Provincial Economic And Enterprise Development Office



PEEDO-PLC Process Server after 1-3 days after the conduct of the activity.				
2.1. Prepare and attach required supporting documents (e.g. CAFOA, Voucher, Documentation/ Activity Report, Attendance Sheets, Original Copies of Approved Activity Design and earmarked)	2.1. Review completeness of the documents and process them for payment. <i>*Make sure that needed documents are complete otherwise return them to the end-user and they will be the one to process payment and delay will be rated according to the approved rating matrix.*</i>	None		<i>Process Server</i> Provincial Economic And Enterprise Development Office
TOTAL:		None	1 Hour, 45 Minutes	

2. Training Center Services/Dormitory Accommodations Bookings/Reservations (PGAS)

To provide venue for training services and accommodations for PGAS activities that requires lodging typically for a short stay during seminars, trainings, meetings, etc. at clients' satisfaction while maintaining self-sufficiency on its operations.

Office or Division:	Agricultural Resource Center
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	PGAS Offices
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Approved Activity Design	End-User approved by the Governor or Provincial Administrator
Approved Control (earmarked)	Provincial Budget Office (PBO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Book and reserve the training center and dormitory. Present and submit Approved Activity Design, Approved Control with earmarked	1.1. Approve or reject application depending on the completeness of the required documents and/or availability of the services.	None	15 Minutes	<i>Farm Supervisor</i> Provincial Economic and Enterprise Development Office
	1.2. Prepare collection bill right after the activity conducted	None	15 Minutes	<i>Farm Supervisor</i> Provincial Economic and Enterprise Development Office
2. Get/Receive Collection Bill right after the activity.	2.2. Follow-up payment of the activity conducted	None	15 Minutes	<i>Farm Supervisor</i> <i>Process server</i> Provincial Economic and Enterprise Development Office
3. Prepare and attach required supporting documents (e.g. CAFOA, Voucher, Documentation Activity Report, Attendance Sheets, Original Copies of Approved Activity Design and earmarked)				<i>Agriculturist II</i> <i>Process server</i> Provincial Economic and Enterprise Development Office
TOTAL:		PHP 100.00	1 Hour, 45 Minutes	



Provincial Engineering Office (PEO)

External Services



1. Light and Heavy Equipment Rental

Provide light and heavy equipment with corresponding fees in accordance with the ACEL rate.

Office or Division:	Equipment Pool Division			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizens G2B - Government-to-Business G2G - Government-to-Government			
Who may avail:	Government Agencies, Municipal/City Local Government/ Barangay Local Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		From the requesting agency/ client, Barangay Local Government Unit /Municipal/City Local Government Unit		
Project Location should be within the Agusan del Sur				
QR Code				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the thru Client Log Book/ provide body temperature and QR code for QR scanning	1. Provide the logbook/ require body temperature and QR code for scanning.	None	3 Minutes	<i>Administrative Aide III</i> Provincial Engineering Office
2. Submit request letter to the Provincial Engineer	2. Received, record and route to PE endorsed request letter/ approved barangay resolution	None	10 Minutes	<i>Administrative Aide III</i> Provincial Engineering Office
	2.1. Route to: Chief of Equipment Pool Division	None	2 Minutes	<i>Provincial Engineer</i> Provincial Engineering Office
3. Assist in the conduct of job site validation	3. Equipment pool Division Chief conducts job site assessment and validation if accessible to the requested to equipment.	None	1 Day	<i>Engineer IV</i> Provincial Engineering Office
	3.1. Prepare estimate for fuel and	None	10 Minutes	<i>Engineering Aide</i> Provincial Engineering Office



	oil needed for the operation.			
	3.2. Prepare order of payment for ERRO and submit to the Provincial Engineer for review.	None	5 Minutes	<i>Engineer IV</i> Provincial Engineering Office
	3.3. Review and approve ERRO.	None	5 Minutes	<i>Provincial Engineer</i> Provincial Engineering Office
4. Pay ERRO at the Provincial Treasury Office	4. Review the approved ERRO and submit to the Provincial Administrators Office.	Based on ACEL Rate	5 Minutes	<i>Engineer IV</i> Provincial Engineering Office
	4.1. Dispatch Equipment.	None	10 Minutes	<i>Engineering Aide</i> Provincial Engineering Office
TOTAL:		None	1 Day, 40 Minutes	

2. Project Inspection and Monitoring (Pre-Implementation, Implementation and Post Implementation)

Provide technical support on project monitoring and evaluation at all phases of project implementation to both vertical and horizontal structures.

Office or Division:	Planning and Programming Division, Materials Testing and Quality Control Division and Construction and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizens G2B - Government-to-Business G2G - Government-to-Government			
Who may avail:	Government Agencies, Municipal/City Local Government/ Barangay Local Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		From the requesting party		
Statement of Work Accomplished				
QR Code				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Sign in the thru Client Log Book/ provide body temperature and QR code for QR scanning	1. Provide the logbook/ require body temperature and QR code for scanning.	None	3 Minutes	<i>Administrative Aide III</i> Provincial Engineering Office
2. Submit request letter.	2. Received, record and route to PE endorsed request letter/ approved barangay resolution	None	10 Minutes	<i>Administrative Aide III</i> Provincial Engineering Office
	2.1. Route to Chief of Planning & Programming Division, Material Testing and Quality Control Division, and Construction and Maintenance Division	None	2 Minutes	<i>Provincial Engineer</i> Provincial Engineering Office
3. Take note for the schedule of Site Visitation.	3. Division Chiefs forward the document to the assigned technical personnel for site visitation schedule	None	2 Minutes	<i>Engineer II</i> <i>Engineer IV</i> Provincial Engineering Office
	3.1. For progress billing, the Chief of Construction and Maintenance Division forwards the documents to the Project Engineer to validate Statement of Work Accomplished (SWA)	None	2 Minutes	<i>Engineer IV</i> Provincial Engineering Office
	3.2. Evaluate the validity of SWA vis-à-vis approved Plans and Program of Works (POW)	None	30 Minutes	<i>Engineer I</i> <i>Engineer II</i> <i>Engineer III</i> Provincial Engineering Office
	3.3 Recommends inspection to the PEO Inspectorate/ Quality Assurance Team	None	5 Minutes	<i>Engineer IV</i> Provincial Engineering Office
	3.4. Prepares Memorandum for	None	3 Minutes	<i>Engineer I or Engineer II</i>



	Inspection addressed to PEO inspectorate Team/ Quality Assurance Team			<i>Engineer III</i> Provincial Engineering
	3.5. Affix initial signature	None	2 Minutes	<i>Engineer IV</i> Provincial Engineering Office
	3.6. Approves the Memorandum	None	2 Minutes	<i>Provincial Engineer</i> Provincial Engineering Office
	3.7. Disseminate the Memo to PPD, MTQCD, and PPD	None	3 Minutes	<i>Administrative Aide III</i> Provincial Engineering Office
4. Prepares the site and the documents needed in the project site.	4. Dispatch personnel	None	2 Minutes	<i>Provincial Engineer</i> Provincial Engineering Office
	4.1. Conduct of site inspection	None	8 Hours	<i>Engineer II or Engineer IV</i> Provincial Engineering Office
	4.2. Signs SWA and Inspection Report	None	2 Minutes	<i>Engineer II or Engineer IV</i> Provincial Engineering Office
	4.3. Approves the Inspection Report	None	2 Minutes	<i>Provincial Engineer</i> Provincial Engineering Office
	4.4. Records and forwards the approved Inspection Report to PGO	None	2 Minutes	<i>Administrative Aide III</i> Provincial Engineering Office
TOTAL:		None	9 Hours, 12 Minutes	

3. Provincial Engineering Office General Services Taskforce

Provide manpower support as per required by the client..

Office or Division:	Construction Maintenance Division (Taskforce)
Classification:	Simple Transaction
Type of Transaction:	G2C - Government-to-Citizens G2G - Government-to-Government
Who may avail:	Government Agencies, Municipal/City Local Government/ Barangay Local Government



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request/ Phone Call		From the requesting agency/ client, Barangay Local Government Unit /Municipal/City Local Government Unit		
QR Code				
Signed accomplishment report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the thru Client Log Book/ provide body temperature and QR code for QR scanning	1. Provide the logbook/ require body temperature and QR code for scanning.	None	3 Minutes	<i>Administrative Aide III</i> Provincial Engineering Office
2. Submit Request Letter (written/ verbal)	2. Received, record and route to PE endorsed request letter/ approved barangay resolution	None	10 Minutes	<i>Administrative Aide III</i> Provincial Engineering Office
	2.1. Route to Chief of Planning & Programming Division and Construction and Maintenance Division	None	2 Minutes	<i>Provincial Engineer</i> Provincial Engineering Office
	2.2. Planning and Programming Development Division Chief routes to the unit head	None	2 Minutes	<i>Engineer IV</i> Provincial Engineering Office
	2.3. Unit head conduct Pre-Evaluation and assign personnel to perform the job order	None	3 Minutes	<i>Construction Maintenance Foreman or Carpenter I</i> Provincial Engineering Office
3. Take note for the schedule of Site Visitation	3. Dispatch personnel	None	2 Minutes	<i>Construction Maintenance Foreman or Carpenter I</i> Provincial Engineering Office
4. Assist in the conduct of job order.	4. Conduct of Carpentry Works, Vegetation Control and/or Logistics Services	None	Depends upon the coverage of work	<i>Carpenter I</i> Provincial Engineering Office



	4.1. Prepare recommendation (ex. Purchase of spare parts/ materials)	None	5 Minutes	<i>Carpenter I</i> Provincial Engineering Office
5. Purchase the required/ recommended parts or materials	5. Install/ continue the conduct of the services	None	1 Day	<i>Carpenter I</i> Provincial Engineering Office
6. Rate the job completed	6. Provide the accomplishment form to the client for rating	None	2 Minutes	<i>Carpenter I</i> Provincial Engineering Office
	6.1. Sort and file the job accomplishment form	None	2 Minutes	<i>Carpenter I</i> Provincial Engineering Office
TOTAL:		None	1 Day, 31 Minutes	

4. Technical Assistance in the Preparation of Plans and Program of Works

Provide technical support on the preparation of Plans and Program of Works for Vertical and Horizontal Structures

Office or Division:	Planning and Programming Division			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government-to-Citizens G2G - Government-to-Government			
Who may avail:	Government Agencies, Municipal/City Local Government/ Barangay Local Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		From the requesting office/agency, Barangay Local Government Unit /Municipal/City Local Government Unit		
Barangay/ Municipal Resolution				
Approved Budget Allocation				
QR Code				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the thru Client Log Book/ provide	1. Provide the logbook/ require body temperature and QR	None	3 Minutes	<i>Administrative Aide III</i> Provincial Engineering Office



body temperature and QR code for QR scanning	code for scanning.						
2. Submit Request Letter/Approved Barangay Resolution endorsed by PGO/PPDO/ USAD	2.1 Received, record and route to PE endorsed request letter/ approved barangay resolution	None	10 Minutes	<i>Administrative Aide III</i> Provincial Engineering Office			
	2.2 Route to Chief of Planning & Programming Division	None	2 Minutes	<i>Provincial Engineer</i> Provincial Engineering Office			
	2.3 Planning & Programming Division Chief routes to his staff for action	None	2 Minutes	<i>Engineer IV</i> Provincial Engineering Office			
3. Take note for the schedule of community mapping and ocular inspection/ survey works	3. Schedule preparation:	None	5 Minutes	<i>Administrative Office V</i> <i>Engineer II or Engineer II</i> Provincial Engineering Office			
	3.1 Schedule Community Mapping						
	3.2 Horizontal- prepares schedule for the conduct of survey works and geo-tagging. Vertical-prepares schedule for the conduct of ocular inspection and validation with geotagging						
4. Assist in the conduct of ocular inspection	4. Conduct of the:	None	1 Day	<i>Administrative Office V</i> <i>Special Agent I or Engineering Aide</i> <i>Construction and Maintenance Foreman</i> Provincial Engineering Office			
	4.1. Scheduled Community Mapping						
	4.2. Scheduled survey works and geo tagging. (Horizontal Structures)				None	2 Days	<i>Engineer IV</i> <i>Engineer II</i> Provincial Engineering Office
	4.3.Scheduled for the ocular inspection and validation with geo-tagging (Vertical Structures)				None	1 Day	<i>Architect III</i> <i>Engineer II or Engineer I</i> <i>Draftsmen</i> Provincial Engineering Office
	4.4. Prepare Plan and Program of	None	5 Days	<i>Engineer II or Engineer I</i>			



	Work			<i>Special Agent I Draftsmen</i> Provincial Engineering Office
	4.5. Check and review Plans & POWs	None	2 Hours	<i>Engineer IV</i> Provincial Engineering Office
	4.6. Recommend for Approval	None	5 Minutes	<i>Provincial Engineer</i> Provincial Engineering Office
	4.7. Submit Plans & POWs for Governor's Signature	None	5 Minutes	<i>Process Server</i> Provincial Engineering Office
TOTAL:		None	8 Days, 2 Hours, 32 Minutes	

5. Water System Management Services

Provide technical support on the pre-implementation and implementation of water system projects particularly the Rain Collector and the Upgraded-Biosand Water Filter Facility.

Office or Division:	Water System Development Division			
Classification:	Complex			
Type of Transaction:	G2C - Government-to-Citizens G2G - Government-to-Government			
Who may avail:	Government Agencies, Municipal/City Local Government/ Barangay Local Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		From the requesting agency, Barangay Local Government Unit /Municipal/City Local Government Unit		
Barangay/ Municipal Resolution				
Proposed Water Source with Location Map				
QR Code				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the thru Client	1. Provide the logbook/ require	None	3 Minutes	<i>Administrative Aide III</i>



Log Book/ provide body temperature and QR code for QR scanning	body temperature and QR code for scanning.			Provincial Engineering Office
2. Submit Request Letter and Approved Barangay Resolution endorsed by PGO/PPDO/USAD/	2.1 Received, disinfect, record and route to Provincial Engineer the endorsed request letter/approved barangay resolution	None	10 Minutes	<i>Administrative Aide III</i> Provincial Engineering Office
	2.2 Route to Chief of Planning & Programming Division and Water System Development Division	None	2 Minutes	<i>Provincial Engineer</i> Provincial Engineering Office
	2.4 Planning and Programming Development Division Chief routes to his staff for action	None	2 Minutes	<i>Engineer IV</i> Provincial Engineering Office
	2.5 Water System Development Division Chief routes to his staff for action	None	2 Minutes	<i>Engineer IV</i> Provincial Engineering Office
	2.6 Conduct Pre-Evaluation	None	4 Hours	<i>Engineer IV</i> Provincial Engineering Office
3. Take note for the schedule of Site Validation	3. Schedule preparation:	None	5 Minutes	<i>Engineer IV</i> <i>Engineer II</i> Provincial Engineering Office
	3.1 Source validation/evaluation and geotagging			
	3.2 On site skill development			
4. Assist in the conduct of ocular inspection	4. Conduct of;	None	1 Day	<i>Engineer IV</i> <i>Engineer II</i> Provincial Engineering Office
	4.1 Source validation/evaluation and geotagging			
	4.2 On-site Skill Development	None	1 Day	<i>Engineer IV or Engineer II</i> Provincial Engineering Office
	4.3. Consolidation and Submission of data/ evaluation to Planning and Programming Division	None	30 Minutes	<i>Administrative Aide III (Clerk I)</i> Provincial Engineering Office



	Chief			
	4.4.PPD Chief assigns the preparation of Plans and POWs	None	5 Minutes	<i>Engineer IV</i> Provincial Engineering Office
	4.5.Preparation of Plans and POWs	None	2 Days	<i>Engineer II</i> Provincial Engineering Office
	4.6.Check and review Plans & POWs	None	30 Minutes	<i>Engineer IV</i> Provincial Engineering Office
	4.7. Recommend for Approval	None	5 Minutes	<i>Provincial Engineer</i> Provincial Engineering Office
	4.8. Submit Plans & POWs for Governor's Signature	None	5 Minutes	<i>Process Server</i> Provincial Engineering Office
TOTAL:		None	4 Days, 5 Hours, 39 Minutes	

6. Laboratory and Material Testing Services

Provide laboratory testing for quality assurance of construction supplies and materials.

Office or Division:	Material Testing and Quality Control Division			
Classification:	Complex			
Type of Transaction:	G2C - Government-to-Citizens G2B - Government to Business G2G - Government-to-Government			
Who may avail:	Government Agencies, Municipal/City Local Government/ Barangay Local Government			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Sample Card			Material Testing Quality Control Division From the requesting Client	
Sample Material				
QR Code				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Sign in the thru Client Log Book/ provide body temperature and QR code for QR scanning	1. Provide the logbook/ require body temperature and QR code for scanning.	None	3 Minutes	<i>Laboratory Inspector II</i> Provincial Engineering Office
2. Submit Accomplished SAMPLE CARD Form and Sample Material for Test	2.1 Received and disinfect Sample Card and Sample Material for Test.	Based on the 2004 Revenue Code of the Province of Agusan del Sur (Article G. Provincial Engineering Office)	10 Minutes	<i>Laboratory Technician I</i> <i>Laboratory Inspector II</i> Provincial Engineering Office
	2.2 Prepare Material Test Billing Statement		15 Minutes	<i>Laboratory Inspector</i> <i>Acting Engineer IV</i> Provincial Engineering Office
3. Receive Material Test Billing Statement and proceed to PTO for payment	3. Give customer's copy and instruct to pay billing at PTO		2 Minutes	<i>Laboratory Inspector</i> <i>Acting Engineer IV</i> Provincial Engineering Office
4. Provide contact number	4.1. Record customer's contact number.	Based on the 2004 Revenue Code of the Province of Agusan del Sur (Article G. Provincial Engineering Office)	2 Minutes	<i>Laboratory Technician I</i> <i>Laboratory Inspector II</i> Provincial Engineering Office
	4.2. Sample Preparation		1 Day	<i>Laboratory Technician I</i> <i>Laboratory Technician II</i> <i>Laboratory Inspector II</i> Provincial Engineering Office
	4.3. Conduct Laboratory Test.		3 Days	<i>Admin Aide I</i> <i>Laboratory Technician</i> <i>Laboratory Technician I</i> Provincial Engineering Office
	4.4. Prepare Laboratory Test Results.		25 Minutes	<i>Laboratory Technician I</i> <i>Laboratory Technician II</i> <i>Laboratory Inspector II</i> Provincial Engineering Office
	4.5. Check, review and certify Lab. Test Results and prepare billing statement.		15 Minutes	<i>Laboratory Inspector II</i> Provincial Engineering Office
5. Show Official Receipt	5. Record OR of Billing Statement.	Based on	3 Minutes	<i>Laboratory Technician I</i>



(OR) as proof of payment		the 2004 Revenue Code of the Province of Agusan del Sur (Article G. Provincial Engineering Office)		<i>Laboratory Inspector II</i> Provincial Engineering Office
	5.1. Release Certified Material Test Results.		2 Minutes	<i>Laboratory Technician I</i> <i>Laboratory Inspector II</i> Provincial Engineering Office
6. Claim/Receive Certified Test Results.				
TOTAL:		Based on the 2004 Revenue Code of the Province of Agusan del Sur (Article G. Provincial Engineering Office)	3 Days, 1 Hour, 17 Minutes	



Provincial Environment and Natural Resources Office (PENRO)

External Services



1. Application for Quarry and Sand and Gravel (SAG) Extraction Permits (New Application)

Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU) assists the Provincial Government of Agusan del Sur in enhancing the delivery of services and provision relative to environmental and natural resources in the Province. This Office facilitates the processing of application for the issuance of metallic and non-metallic resource extraction permits and ensuring that the existing laws, rules, regulations and other requirements of requesting individuals and agencies are complied with, prior to the issuance of the permit.

Office or Division:	Mines and Geo-sciences Management Division (MGSM), Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may Avail:	All Qualified Filipino Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client		
Area Verification Report		PENRO-LGU		
Special Power of Attorney for Authorized Representative		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure permit application checklist/requirements	1. Provides checklist of mandatory requirements and explain the application process to the client.	None	10 Minutes	<i>Environmental Management Specialist II</i> Provincial Mining Regulatory Board
2. Submit letter of intent to the Office of the Provincial Administrator addressed to the Provincial Governor	2.1. Receives letter of intent and route to PENRO-LGU for action.	None	5 Minutes	<i>Provincial Administrator</i> Provincial Administrator Office
	2.2. Receives routed letter of intent for action of the PENRO-LGU PGDH or Authorized Personnel.	None	5 Minutes	<i>Clerk I</i> Administrative Unit
	2.3. Provides instruction through	None	5 Minutes	<i>Provincial Government Department</i>



	action tickler to the concern division for the conduct of Area Verification.			<i>Head</i> Provincial Environment and Natural Resources office
3. Coordinate and cooperate with PENRO-LGU Mines Division Staff for the scheduling and actual conduct of Area Verification.	3. Conducts Area Verification and make area verification report of the applied area within 7 working days upon receipt of the letter of intent.	None	4 Hours	<i>Environmental Management Specialist II</i> Mines Management Division
4. Secure copy of area verification of applied area	4. Provides copy of area verification report of applied area.	None	5 Minutes	<i>Administrative Aide III</i> Mines Management Division
5. Request for Application Form	5.1. Prepares Order of Payment for the application form.	None	5 Minutes	<i>Administrative Aide III (Billing in-charge)</i> Provincial Environment and Natural Resources office
	5.2. Approves Order of Payment	None	15 Minutes	<i>Provincial Gov't Dept. Head</i> Provincial Environment and Natural Resources office <i>Provincial Administrator</i> Provincial Administrator's Office
6. Pay Order of Payment to PTO Cashier.	6. Receives and Issue Official Receipt of Payment.	New Application PHP 647.00	5 Minutes	<i>Cashier</i> Provincial Treasury Office
7. Present OR to secure Copy of Application Form	7. Logs application and print application forms.	None	5 Minutes	<i>Environmental Management Specialist II</i> Provincial Mining Regulatory Board
8. Submit request for PMRB endorsement for Area Status/Clearance,	8.1. Receives Request	None	5 Minutes	<i>Clerk I</i> Administrative Unit
	8.2. Provides instruction through action tickler.	None	5 Minutes	<i>Provincial Government Department Head</i>



NCIP CNO/FPIC, and ECC, with attached sketch plan and area verification report, addressed to PMRB Chairperson thru PENR Officer				Provincial Environment and Natural Resources office
	8.3. Makes letter endorsements	None	10 Minutes	<i>Environmental Management Specialist II</i> Provincial Mining Regulatory Board
	8.4. Sign letter endorsements	None	5 Minutes	<i>Provincial Government Dept Head</i> Provincial Environment and Natural Resources office
Total for New Applicant:		PHP 647.00	5 Hours, 10 Minutes	

2. Application for Quarry and Sand and Gravel (SAG) Extraction Permits (Renewal)

The Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU) assists the Provincial Government of Agusan del Sur in enhancing the delivery of services and provision relative to environmental and natural resources in the Province. This Office facilitates the processing of renewal application for the issuance of metallic and non-metallic resource extraction permits and ensuring that the existing laws, rules, regulations and other requirements of the requesting individuals and agencies are complied with, prior to the issuance of the permit.

Office or Division:	Mines and Geo-sciences Management Division (MGSMD), Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU)		
Classification:	Simple		
Type of Transaction:	G2B - Government to Business		
Who may Avail:	All Qualified Filipino Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Intent		Client	
Photocopy of Sketch Plan		Client	
Special Power of Attorney for Authorized Representative		Client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent to the Office of the Provincial Administrator addressed to the Provincial Governor	1.1. Receives letter of intent and route to PENRO-LGU for action.	None	5 Minutes	<i>Provincial Administrator</i> Provincial Administrator's Office
	1.2. Receives routed letter of intent for action of the PENRO-LGU PGDH or Authorized Personnel.	None	5 Minutes	<i>Clerk I</i> Provincial Environment and Natural Resources office
	1.3. Provides instruction through action tickler to the concern division for the conduct of Area Verification.	None	5 Minutes	<i>Provincial Government Department Head</i> Provincial Environment and Natural Resources office
2. Coordinate and cooperate with PENRO-LGU Mines Division Staff for the scheduling and actual conduct of Area Verification	2. Conducts Area Verification and make area verification report of the applied area within 7 working days upon receipt of the letter of intent.	None	4 Hours.	<i>Environmental Management Specialist II</i> Mines Management Division
3. Secure copy of area verification of applied area Request for Application Form	3.1. Provides copy of area verification report of applied area.	None	5 Minutes	<i>Clerk I</i> Mines Management Division
	3.2. Prepares Order of Payment for the application form.	None	5 Minutes	<i>Clerk I (Billing-In-charge)</i> Provincial Environment and Natural Resources office
	3.3. Approves Order of Payment	None	15 Minutes	<i>Provincial Govt Dept Head</i> Provincial Environment and Natural Resources office <i>Provincial Administrator</i>



				Provincial Administrator Office
4. Pay Order of Payment to PTO Cashier.	4. Receives and Issue Official Receipt of Payment.	PHP 599.00	5 Minutes	<i>Cashier</i> Provincial Treasury Office
5. Present OR to secure Copy of Application Form	5. Logs application and print application forms.	None	10 Minutes	<i>Environmental Management Specialist II</i> Provincial Mining Regulatory Board
TOTAL:		PHP 599.00	4 Hours 55 Minutes	

3. Issuance of Order of Payment for Registration of Newly Approved Application for Quarry and Sand and Gravel

The Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU) prepares and issues Order of Payment as Registration Fee for the newly approved Quarry and Sand and Gravel Permits.

Office or Division:	Mines and Geo-sciences Management Division (MGSMD), Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may Avail:	Approved Permittees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Permit		PMRB		
Special Power of Attorney for Authorized Representative		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Pay registration Fee of approved permit	1.1. Prepares Order of Payment (OP) for the registration fee of newly approved permit	None	5 Minutes	<i>Clerk I (Billing-In-charge)</i> Provincial Environment and Natural Resources office
	1.2. Approves Order of Payment (OP)	None	5 Minutes	<i>Provincial Government Dept Head</i> Provincial Environment and Natural Resources office <i>Provincial Administrator</i> Provincial Administrator Office
2. Pay Order of Payment to PTO Cashier.	2. Receives and Issue Official Receipt of Payment.	Php1,000.00	5 Minutes	<i>Cashier</i> Provincial Treasury Office
3. Present OR to secure Copy of Permits	3. Records and release permit	None	5 Minutes	<i>Environmental Management Specialist II</i> Provincial Mining Regulatory Board
4. Receives and signs the control book	4. Let the client sign the control book	None	2 Minutes	<i>Environmental Management Specialist II</i> Provincial Mining Regulatory Board
TOTAL:		Php 1,000.00	22 Minutes	

4. Issuance of Order of Payment for Delivery Receipt (DR) for Quarry, and Sand and Gravel

The Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU) prepares and issues Order of Payment for Delivery Receipts of Quarry and Sand and Gravel operation. Delivery receipts are proof that the contractors have paid for the extraction of materials, based on the volume of SAG materials extracted.

Office or Division:	Mines and Geo-sciences Management Division (MGSMD), Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU)
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may Avail:	Approved Permittee



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Permit		PMRB		
Used Delivery Receipt (if applicable)		Client		
Special Power of Attorney for Authorized Representative		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present used Delivery Receipt (DR) with corresponding volume of SAG material extracted	1.1. Reviews used delivery receipt (DR) (blue copy)	None	10 Minutes	<i>Clerk I (Billing-In-charge)</i> Provincial Environment and Natural Resources office
	1.2. Prepares order of payment (OP) and requisition issue voucher (RIV) based on volume desired by the permittees	None	5 Minutes.	<i>Clerk I (Billing-In-charge)</i> Provincial Environment and Natural Resources office
	1.3. Approves order of payment (OP) and requisition issue voucher (RIV)	None	10 Minutes	<i>Provincial Government Dept Head</i> Provincial Environment and Natural Resources office <i>Provincial Administrator</i> Provincial Administrator Office
2. Pay Order of Payment to PTO Cashier.	2. Receives and Issue Official Receipt of Payment.	Delivery Receipt (DR) per pad PHP 165.00 SAG Extraction Tax per cu.m.	5 Minutes	<i>Cashier</i> Provincial Treasury Office



		PHP 23.20		
3. Present acquired Delivery Receipt (DR) for stamping of release.	3. Records the DR number, volume, and extraction tax	None	3 Minutes.	<i>Clerk I (Billing-In-charge)</i> Provincial Environment and Natural Resources office
Total for Delivery Receipt (DR) per Pad:		PHP 165.00	33 Minutes	
Total for SAG Extraction Tax per cu.m.:		PHP 23.20		

5. Issuance of Order of Payment for Environmental Sustainability Mining Fee (ESMF)

The Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU) prepares and issue order of payment for Environmental Sustainability Mining Fee (ESMF) based on the volume desired by the permittee.

Office or Division:	Mines and Geo-sciences Management Division (MGSMD), Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may Avail:	Approved Permittees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Permit		PMRB		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present amount to be paid	1.1. Prepares order of payment (OP) and requisition issue voucher (RIV) based on volume desired by the permittee	None	5 Minutes	<i>Clerk I (Billing-In-charge)</i> Provincial Environment and Natural Resources office
	1.2. Approves order of payment (OP) and requisition issue voucher (RIV)	None	10 Minutes	<i>Provincial Government Dept Head</i> Provincial Environment and Natural Resources office



				<i>Provincial Administrator</i> Provincial Administrator Office
2. Pay Order of Payment to PTO Cashier.	2. Receives and Issue Official Receipt of Payment.	Php100.00/ Ton	5 Minutes	<i>Cashier</i> Provincial Treasury Office
3. Provide copy of Official Receipt	3. Files copy of Official Receipt	None	3 Minutes	<i>Clerk I (Billing-In-charge)</i> Provincial Environment and Natural Resources office
TOTAL:		Php100.00/ Ton	23 Minutes	

6. Issuance of Order of Payment/Certification for Statement of Work Accomplishment

Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU) prepares and issues order of payment, and evaluate the Certification of Statement of Work Accomplishment versus to the Delivery Receipt, based on the volume of SAG materials extracted.

Office or Division:	Mines and Geo-sciences Management Division (MGSMD), Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU)				
Classification:	Simple				
Type of Transaction:	G2B - Government to Business				
Who may Avail:	Approved Permittee				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Statement of Work Accomplishment			Client		
Delivery Receipt (if applicable)			Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1. Present used SWA and Delivery Receipt (DR) with corresponding volume of SAG material extracted	1.1. Reviews used delivery receipt (DR) (white copy)	None	10 Minutes	<i>Clerk I (Billing-In-charge)</i> Provincial Environment and Natural Resources office
	1.2. Evaluates the volume of SWA versus the DR	None	10 Minutes	<i>Clerk I (Billing-In-charge)</i> Provincial Environment and Natural Resources office
	1.3. Prepares order of payment (OP) and requisition issue voucher (RIV) based on volume desired by the permittee	None	5 Minutes	<i>Clerk I (Billing-In-charge)</i> Provincial Environment and Natural Resources office
	1.4. Approves order of payment (OP) and requisition issue voucher (RIV)	None	10 Minutes	<i>Provincial Government Dept Head</i> Provincial Environment and Natural Resources office <i>Provincial Administrator</i> Provincial Administrator Office
2. Pay Order of Payment to PTO Cashier.	2. Receives and Issue Official Receipt of Payment.	Penalty PHP 5,000.00 Surcharge 1,333% SAG Extraction Tax per Cu.m PHP 23.20	5 Minutes	<i>Cashier</i> Provincial Treasury Office
3. Provide copy of Official Receipt	3. Files copy of Official Receipt	None	3 Minutes	<i>Clerk I (Billing-In-charge)</i> Provincial Environment and Natural Resources office
Total for Penalty:		PHP 5,000.00	43 Minutes	



Total for Surcharge:	1,333%		
Total for SAG Extraction Tax per cu.m:	PHP 23.20		

7. Issuance of Ore Transport Permit (OTP)

The Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU) prepares and issues Ore Transport Permit allowing the transportation of mineral ores. The permit will be the basis for legally transporting and exporting minerals and mineral by-products including tailing.

Office or Division:	Mines and Geo-sciences Management Division (MGSM), Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may Avail:	Approved Permittee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Permit		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present volume (tons desired to be transported)	1.1. Prepares order of payment (OP)	None	5 Minutes	<i>Clerk I (Billing-In-charge)</i> Provincial Environment and Natural Resources office
	1.2. Approves order of payment (OP)	None	10 Minutes	<i>Provincial Government Dept Head</i> Provincial Environment and Natural Resources office <i>Provincial Administrator</i> Provincial Administrator Office
2. Pay Order of Payment to PTO Cashier.	2. Receives and Issue Official Receipt of Payment.	Php100.00/ cu.m	5 Minutes	<i>Cashier</i> Provincial Treasury Office
3. Provide copy of Official Receipt	3. Files copy of Official Receipt	None	3 Minutes	<i>Clerk I (Billing-In-charge)</i> Provincial Environment and Natural Resources office



Total per cu.m:	PHP 100.00	23 Minutes
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8. Issuance of Order of Payment of VIF for Transported Forest Products

The Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU) verifies and records transport documents, and issue Order of Payment for the Verification Inventory Fee of the transported Forest products.

Office or Division:	Forest Management and Development Division (FMDD), Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU)			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may Avail:	Approved Permittee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Transport Permit		City/Municipal ENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Transport documents for verification	1. Verifies transport document. Checks and records the transport document re: Forest products, origin of products, place of transport, receipt number of fees, volume transported and prepares order of payment	None	20 Minutes	<i>Environmental Management Specialist II</i> Provincial Environment and Natural Resources office
2. Pay Order of Payment to PTO In-charge/Collector	2. Receives and Issue Official Receipt of Payment.	PHP 50.00 Per cu.m	5 Minutes	<i>Local Revenue Collection Officer II</i> Provincial Treasury Office
3. Provide copy of Official Receipt	3. Files copy of Official Receipt	None	3 Minutes	<i>Environmental Management Specialist II</i> Provincial Environment and Natural Resources office
Total per cu.m:		PHP 50.00	28 Minutes	



9. Request for Information Education and Communication (IEC) Campaign Materials on Waste Management

The Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU) provides information education and communication campaign materials on Waste Management in support to the other Sectors in campaigning/educating the people on the importance of proper waste management system.

Office or Division:	Environmental Management and Regulation Division (EMRD), Provincial Environment and Natural Resources Office – Local Government Unit (PENRO-LGU)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may Avail:	All residents of Agusan del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Receiving Clerk and inform intent to secure copies of materials	1. Refer Client to EMRD Personnel	None	2 Minutes	<i>Clerk I</i> Provincial Environment and Natural Resources office
2. Secure copies of materials	2. Provide copies of materials and let Client sign distribution list	None	5 Minutes	<i>Environmental Management Specialist II</i> Environmental Management and Regulation Division
TOTAL:		None	7 Minutes	



Provincial General Services Office (PGSO)

External Services



1. Issuance of Fuel, Oil and Lubricants

The Agency ensures proper issuance of Fuel, Oil and Lubricants to PGAS offices and partnered government agencies to facilitate the delivery of their office mandate. The service is extended to constituents whose approved request for fuel will be used for the conduct of their Barangay/Municipal Activities or to facilitate burial /transportation of patient of concerned constituents.

Office or Division:	Warehouse Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	Government Employees and Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Trip Ticket (2 copies) 2. Approved Fuel Request Slip (2 copies)		Concerned Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Trip Ticket and Fuel Request Slip	1.1. Check and sign the Trip Ticket, Fuel Request Slip and return it to the end user	None	10 Minutes	<i>Supply Officer II</i> Provincial General Services Office
	1.2. Prepare Oil and Lubricants Issuance Slip as requested	None	2 Minutes	<i>Supply Officer II</i> Provincial General Services Office
2. Proceed to warehouse to receive the oil and lubricants	2. Issue oil or lubricants.	None	10 Minutes	<i>Warehouseman</i> Provincial General Services Office
3. Proceed to Fuel Depot for refueling	3.1. Refuel the vehicle as to the requested quantity	None	15 Minutes	<i>Administrative Aide III</i> Provincial General Services Office
	3.2. Keep the trip Ticket and Fuel Request Slip for preparation of Daily Fuel Dispensing Report	None	1 Minute	<i>Administrative Aide III</i> Provincial General Services Office
Total:		None	38 minutes	



Provincial General Services Office (PGSO)

Internal Services



1. Request for Driving Services

The agency acknowledged that the driving service is indeed important, thus, this agency provides services to accommodate the request.

Office or Division:	Grounds and Building Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Concerned Client/Agency		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request letter	1. Receive the letter and schedule personnel and vehicle to accommodate the request.	None	10 minutes	<i>Administrative Aide III</i> Provincial General Services Office
2. Sign Job Order Form after the services has been rendered.	2. Receive and collect duly signed Job Order Form for filing and safekeeping.	None	5 minutes	<i>Administrative Aide III</i> Provincial General Services Office
TOTAL:		None	15 Minutes	

2. Issuance of Office Supplies and Materials

The Office ensures proper issuance of Office Supplies to PGAS offices and partner Agencies to support daily office operations.

Office or Division:	Warehouse Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Requisition Issue Slip (2 copies)		Concerned Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check request stocks available at Provincial Warehouse thru Warehouse Inventory System (WIS)	1. Review and approve the request thru Warehouse Inventory System (WIS)	None	20 Minutes	<i>Supply Officer II</i> Provincial General Services Office
2. Print RIS through WIS attach CAFOA and Control Slip, process the document, and submit to PGSO when approved	2.1. Received hard copy of RIS	None	20 Minutes	<i>Administrative Aide III</i> Provincial General Services Office
	2.2. Prepare & pack the supplies w/ the presence of the End-User to check & verify items.	None	20 items - 15 Minutes 50 items - 35 Minutes 100 items above - 1 Hour and 30 Minutes	<i>Warehouseman</i> Provincial General Services Office
	2.3. Check the prepared and packed items	None	20 items - 15 Minutes 50 items - 35 Minutes 100 items above - 1 Hour and 30 Minutes	<i>Supply Officer II</i> Provincial General Services Office
	2.4. Let the end-user/client sign the "Received" portion of the RIS	None	10 Minutes	<i>Supply Officer II</i> Provincial General Services Office



3. Load the item to the vehicle after receiving.	3. Facilitate in loading the item to the vehicle with the borrower	None	10 Minutes	Warehouseman Provincial General Services Office
TOTAL for 20 Items Office Supplies:		None	1 Hour, 30 Minutes	
TOTAL for 50 Items Office Supplies:		None	2 Hours, 10 Minutes	
TOTAL for 100 Items Office Supplies:		None	4 Hours	

3. Facilitation of Borrowed Office Equipment

The Agency provides services in which PGAS offices may borrow equipment for offices use.

Office or Division:	Warehouse Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Borrower's slip		Concerned Office This office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter to PGSO	1.1. Verify if the items are available	None	5 Minutes	Warehouseman Provincial General Services Office
	1.2. Prepare the requested items	None	20 items - 15 Minutes 50 items- 35 Minutes 100 items above - 1 Hour	Warehouseman Provincial General Services Office



			and 30 Minutes	
2. Accomplish borrower's slip	2. Let the borrower receive and sign the form.	None	10 Minutes	Warehouseman Provincial General Services Office
3. Load the item to the vehicle after receiving	3. Facilitate in loading the item to the vehicle with the borrower	None	10 Minutes	Warehouseman Provincial General Services Office
TOTAL for 20 Items Office Supplies:		None	40 Minutes	
TOTAL for 50 Items Office Supplies:		None	1 Hour	
TOTAL for 100 Items Office Supplies:		None	1 Hour, 55 Minutes	

4. Vehicle Registration

The Agency ensures on-time registration and renewal of all motor vehicle under PGAS.

Office or Division:	Property Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Or/Cr 2. LTO Registration Form 3. Emission Test Result 4. Stencil of Engine and Chassis Number 5. COC (GSIS)		Concerned Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the requirements to the in-charge	1.1. Receive and review the documents	None	15 Minutes	<i>Administrative Aide III</i> Provincial General Services Office
	1.2. Prepare voucher	None	15 Minutes	<i>Administrative Aide III</i> Provincial General Services Office
	1.3. Process the Voucher	None	10 Days	<i>Administrative Aide III</i> Provincial General Services Office
	1.4. Serve payment to LTO and received latest OR/CR	None	5 Hours	<i>Administrative Aide III</i> Provincial General Services Office
	1.5. Issue Copy of OR/CR to the end user.	None	5 Minutes	<i>Administrative Aide III</i> Provincial General Services Office
2. Received the latest OR				
TOTAL:		None	10 Days, 5 Hours, 35 Minutes	

5. Insurance Claim of Vehicle

The Agency ensures the insurance of PGAS motor vehicle when accidents prevail.

Office or Division:	Property Management Division	
Classification:	Complex	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	Government Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. OR/CR 2. Police Report 3. Stencil of engine and chassis number 4. Driver's affidavit 5. Driver's Trip ticket 6. Photocopy of driver's license 		Concerned Office



7. Repair estimates 8. Photo of the damaged vehicle				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive and review the requirements.	None	10 Minutes	<i>Administrative Aide III</i> Provincial General Services Office
	1.2. Submit the requirements and Notice of Loss to GSIS. *GSIS will send documents namely; Letter of Authority, Motor Vehicle Claim and Notarized Satisfaction of repair.	None	1 Day	<i>Administrative Aide III</i> Provincial General Services Office
	1.3. Release and inform the client to sign and notarize the documents.	None	10 Minutes	<i>Administrative Aide III</i> Provincial General Services Office
2. Forward the duly signed and notarized documents to PGSO	2.1. Receive the documents and forward to GSIS.	None	5 Minutes	<i>Administrative Aide III</i> Provincial General Services Office
	2.2. Coordinate to the awarded shop for the repair of the vehicle.	None	1 Day	<i>Administrative Aide III</i> Provincial General Services Office
3. Forward the vehicle to the awarded shop, as stipulated in the Letter of Authority. Submit the participation fee and duly signed and notarized documents to the awarded shop.	3.1. Follow-up and update the status of the vehicle.	None	1 Day	<i>Administrative Aide III</i> Provincial General Services Office
4. Retrieve the vehicle.				



TOTAL:	None	3 Days, 25 Minutes	
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6. Issuance of Certification of Property Clearance

The Agency issues Property Clearance to settle Property Accountabilities of employee subject for retirement, separation, maternity leave, and vacation leave (Travel Abroad) and Sick Leave more than ten (10) days.

Office or Division:	Property Management Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Government Employees (Casual, Permanent, Coterminous and Elected Officials)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Filled out CSC Clearance 2. Official Receipt from PTO 3. Approved Copy of Maternity / Vacation /Sick Leave 4. Medical Certificate 5. Endorsement Letter for Resignation/Retirement/Transfer to other Agency/Travel Abroad approved by the Governor		Provincial Human Resource Management Office Provincial Treasury Office Provincial Human Resource Management Office Physician Provincial Human Resource Management Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt together with the other required documents	1.1. Receive OR and check completeness of the supporting documents	None	5 Minutes	<i>Administrative Aide III</i> Provincial General Services Office
	1.2. Prints the Clearance	None	3 Minutes	<i>Administrative Aide III</i> Provincial General Services Office
	1.3. Release the clearance, and inform the clients to affix the signature of the concern Department Head.	None	5 Minutes	<i>Administrative Aide III</i> Provincial General Services Office
2. Return the clearance to	2.1 Receive and forward the	None		<i>Supply Officer II</i>



the PGSO.	clearance to the Head of Office for his signature.		1 Day	Provincial General Services Office
	2.1. Signs the clearance	None		<i>Provincial Government Department Head</i> Provincial General Services Office
	2.2. Release the clearance	None	5 Minutes	<i>Administrative Aide III</i> Provincial General Services Office
3. Receive the clearance				
Total		None	1 Day, 18 Minutes	

7. Vehicle Pre-Repair

The Agency recognizes that preventive maintenance of a government vehicle increases its useful life. Thus, having a pre-repair for vehicle is a must to prevent breakdowns, maximized its performance and saved money with minimized repair.

Office or Division:	Property Management Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Government employees with issued government vehicles			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PR Canvass Price Certification of Fair Wear and Tear CAFOA with signature of the Head of Office concern		Concerned Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the Vehicle for Pre-repair inspection	1. Inspect the vehicle and provide data regarding the nature and scope of work, and parts for replacement	None	1 Hour, 30 Minutes	<i>Mechanic I</i> Provincial General Services Office



	using the Job Order Form.			
2. Encode and submit the data in the Pre-repair Inspection Monitoring System (PRIMS)	2. Review the entries in the PRIMS and advise the concern office to print the Pre-repair Inspection Report, and provide supporting documents	None	5 Minutes	<i>Mechanic I</i> Provincial General Services Office
3. Print Pre-repair Inspection Report (PRIR) and attach supporting documents such as PR, Canvass Price, Certification of Fair Wear and Tear, CAFOA with signature of the concern Head of Office and return back to PGSO.	3.1. Receive the Pre-, Repair – Inspection Report and sign	None	1 Minute	<i>Mechanic I</i> Provincial General Services Office
	3.2. Submit PRIR for signature of Supply Officer	None	1 Minute	<i>Supply Officer II</i> Provincial General Services Office
	3.3. Forward documents to Provincial Administrator's Office for approval.	None	3 Minutes	<i>Administrative Aide III</i> Provincial General Services Office
TOTAL:		None	1 Hour, 40 Minutes	



Provincial Governor's Office (PGO)

External Services



1. Financial Assistance

These services will entertain internal and external walk-in clients for Government-to-Citizen transaction for the issuance of financial assistance for individual in crisis granted by the Provincial Governor. The Provincial Governor's Office (PGO) will facilitate, validate and determine what kind of financial assistance should be granted to the client.

Office or Division:	Provincial Governor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	External Client/Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement for Financial Assistance addressed to Local Chief Executive (LCE)		MBCD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up visitor's logbook for Financial Assistance such as; 1.1. Hospital Bill	1. Get the document then attach patient's form for use to interview of the client as base data for granting the amount 1.1. Hospital Bill from DOPMH	None	10 Minutes	<i>Administrative Assistant II</i> <i>Administrative Aide III</i> Provincial Governor's Office
2. Present letter of assistance with endorsement from MBCD	2. Receive the documents presented by the clients and validate what kind of financial assistance is it and route to the secretary of the Local Chief Executive (LCE) for granting the amount or else to the by authority of the Governor	None	5 Minutes	<i>Administrative Officer IV</i> <i>Administrative Aide III</i> Provincial Governor's Office
3. Stay at the waiting area until such transaction is	3. Sign the documents then release to the concern citizen.	None	5 Minutes	<i>Administrative Officer IV</i> <i>Administrative Aide III</i>



finished				Provincial Governor's Office
<u>By appointment of Local Chief Executive (LCE) and by the Chief of Staff (COS)</u>				
1. Fill-up visitor's / dignitary's logbook	1. Facilitates the dignitary's slip or logbook and interview the client 1.1. Arrange client's appointment	None	15 Minutes	<i>Public Relation officer III Administrative Aide III Provincial Governor's Office</i>
2. Wait for your time until to do so or further instruction	2. Call the client to get inside or call the client for instruction.	None		
Total:		None	35 Minutes	



Provincial Governor's Office (PGO)

Internal Services



1. Controls Budget Appropriation (MOOE, Capital Outlay, Personal Savings and other Operating Expenses)

The Provincial Governor's Office controls budget appropriation and facilitates the approval of the operating services delivered by other offices/departments duly signed by the authorized representative of the Provincial Governor.

Office or Division:	Provincial Governor's Office			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait your documents be delivered to concern office/s	1. Documents for signature/approval below PHP 100,000.00 except routinary Record, stamp for signature and then out to the Data Tracking System (DTS) and deliver to Provincial Treasurer's Office (PTO) such as; > Check > Voucher > Payroll	None	10 Minutes	Executive Assistant I Administrative Officer IV Chief of Staff Provincial Governor's Office
	1.2. Documents for control such as; >payroll >voucher >bill	None	5 Minutes	



	2. Facilitates for signing the documents and deliver to Provincial Budget Office (PBO)	None	10 Minutes	<i>Administrative Assistant II</i> Provincial Governor's Office
2. Wait your documents at Provincial Budget Office (PBO).				
Total:		None	25 Minutes	



Municipal Barangay Coordination Division (MBCD)

External Services



1. Support to City/Municipality/Barangay Development Programs/Projects/Activities (20% Provincial Development Fund)

This program aims to strengthen partnership among LGU's in the funding and implementing the Program/Projects/Activities. This will address the issues and concerns of a certain LGU, especially in barangay level, who had difficulty to implement their developmental projects and programs because of shortage of funds. This program does not only contribute to economic development but it also aims to reduce poverty incidence by rehabilitating Farm-Market Road thereby helping farmers from remote areas to transport products in a convenient way. It also helps in securing individuals/families during calamities by helping localities through M/BLGUs in the construction of Multi-Purpose Halls/Evacuation Centers. Further, it supports the construction of day care centers to help the barangays in the education of the community's children, thus, it addresses to easy access to education for poor families.

Division:	Municipal/Barangay Coordination Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	General Public who are residence of Agusan del Sur			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE?		
<u>Initial Requirements:</u>				
1. Barangay Resolution (1 original copy)		Barangay Office of Origin (Crafted by the Barangay Council)		
2. Approved Annual Investment Plan (1 photocopy)		Barangay Office of Origin		
3. Certification from the Municipal Development Council (1 original Copy)		Municipal Planning Office		
4. Certificate of Fund Utilization Report (FUR) (1 photocopy)		Provincial Accounting Office		
5. Mayor's Endorsement (1 original copy)		Municipal Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Inquire information	1. Provide information / checklist of requirements	None	5 Minutes	<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
2. Comply all the necessary requirements	2. Receive the required documents and check for completeness	None	15 Minutes	<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
	2.1 Makes endorsement for the approval of the concerned authority	None		
	2.2 Send granted barangay development project resolution for the information of proponent	None		<i>Administrative Aide</i> Provincial Governor's Office
	2.3 Send written notice to the proponent stating the status of the solicitation and encouraged to submit supporting documents for the processing of the granted resolution	None		<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
	2.4 Require to submit supporting documents for the processing of granted barangay development projects	None		
Total:		None	20 Minutes	

Division:	MUNICIPAL/BARANGAY COORDINATION DIVISION
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	BLGU,C/MLGU, NGOs



CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE?		
<u>Supporting Documents:</u>				
1. Project proposal approved by the Municipal LCE (4 original copies)		Municipal Planning Office		
2. Program of Works (POW) and cost estimate approves by the Municipal LCE (4 original copies)		Municipal Engineering Office		
3. Work and financial plan for livelihood project (4 original copies)		Municipal Engineering Office		
4. Detailed engineering Design (DED), duly signed by C/MLGU (4 original copies)		Municipal Engineering Office		
5. Sketch map indicating the specific location of the project		Municipal Engineering Office		
6. Picture of the proposed project and its location/site prior to its implementation		Barangay Office (Proponent)		
7. Sangguniang Barangay Resolution authorizing the Barangay Captain to enter a MOA		Barangay Office (Proponent)		
8. Memorandum of Agreement – with signature on every page (6 original copies)		Barangay Office (Proponent)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a complete supporting documents	1. Receive the required documents and check for completeness	None	7 Minutes	<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
	1.1 Transmit the validated documents to PPDO	None	2 Minutes	<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
	1.2 Conduct review and validation	None	10 Minutes	<i>Project Development Assistant</i> Provincial Planning and Development Office
	1.3 Endorse the validated document to Sangguniang Panlalawigan for fund allocation	None	3 Minutes	<i>Project Development Assistant</i> Provincial Planning and Development Office



	1.4	Make an SP resolution authorizing the Provincial Governor to enter a MOA	None	5 Minutes	<i>Sangguniang Panlalawigan</i>
	1.5	Prepare financial documents for processing	None	5 Minutes	<i>Project Development Assistant Provincial Planning and Development Office</i>
	1.6	Process the financial documents for check release	None	10 Minutes	<i>Administrative Aide III Municipal/Barangay Coordination Division</i>
2. The Barangay and Municipal representative will issue Official Receipt	2.	Release check to proponent	None	3 Minutes	<i>Administrative Aide III Office of the Provincial Governor</i>
TOTAL:			None	45 Minutes	

2. Live Band Entertainment

The Municipality/Barangay Coordination Division (MBCD) aims to strengthen its partnership among LGU's and private organization by providing live entertainment services during events/ activities. The Agusan Marsh Band of the Provincial Government of Agusan del Sur offers Live Band Entertainment services during Fiestas, Festivals and Founding Anniversary

Division:	Municipal/Barangay Coordination Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	Any interested person, entity or organization			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE?		
Letter request addressed to MBCD Chief of Office.		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON RESPONSIBLE



		PAID	TIME	
1. Inquire information	1. Provide information	PHP 5,000.00	10 Minutes	<i>Musician</i> Municipal/Barangay Coordination Division
2. Comply all the necessary requirements	2. Check the availability of the proposed schedule; the availability of the players and the condition of the instruments. 2.1 If available, set the schedule.			
	3. Issue notice of payment at Provincial Learning Center (PLC)		2 Minutes	<i>Community Affairs Officer I</i> Municipal/Barangay Coordination Division
TOTAL:		None	12 Minutes	

3. Support to Individual in Crisis Situation (*Hospital Bill Assistance (Patient Confined at DOPMH)*)

The Municipal/Barangay Coordination Division (MBCD), one of the divisions under the Provincial Governor's Office is bound to support its programs/projects and activities in resolving the issues and gaps relating to a better public services. The sole objective of this program is to help individual, who are a residence of Agusan Del Sur, especially indigents in their emergency needs.

Division:	Municipal/Barangay Coordination Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	General Public who are residence of Agusan del Sur
CHECKLIST OF REQUIREMENTS:	
WHERE TO SECURE?	
1. Letter of Intent addressed to the Governor	MBCD office (the client should do the writing)
2. Hospital Bill (Billing Card) (1 original Copy or 1 photocopy)	Social Worker's office at DOPMH
3. Barangay Certification or Certificate of Indigency (if customer is not found at CBMS)	Barangay Office of client's residence



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire information	1. Provide information/checklist of requirements	None	5 Minutes	<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
2. Comply all the necessary requirements	2. Receive the required documents and check for completeness	None	15 Minutes	<i>Musician</i> Municipal/Barangay Coordination Division
	2.1 Makes endorsement for the approval of the concerned authority			
	2.2 Records and release it to the customer for granting at the Provincial Governor's Office			<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
Total:		None	20 Minutes	

4. Support to Individual in Crisis Situation (*Hospital Bill Assistance -Patient Confined in other Hospitals in the Province and Neighboring Provinces/Cities*)

The Municipal/Barangay Coordination Division (MBCD), one of the divisions under the Provincial Governor's Office is bound to support its programs/projects and activities in resolving the issues and gaps relating to a better public service. The sole objective of this program is to help individual, who are a residence of Agusan Del Sur, especially indigents in their emergency needs.

Division:	Municipal/Barangay Coordination Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	General Public who are residence of Agusan del Sur
CHECKLIST OF REQUIREMENTS:	
WHERE TO SECURE?	
1. Letter of Intent addressed to the Governor	MBCD office (the client should do the writing)
2. Hospital Bill (Temporary Billing-1 original Copy or 1 photocopy)	Social Worker's office at DOPMH



3. Barangay Certification or Certificate of Indigency (named after the client who will process the assistance – 1 original copy or 1 photocopy)		Barangay Office of client's residence		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire information	1. Provide information/ checklist of requirements	None	5 Minutes	<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
2. Comply all the necessary requirements	2. Receive the required documents and check for completeness	None	15 Minutes	<i>Musician</i> Municipal/Barangay Coordination Division
	2.1 Makes endorsement for the approval of the concerned authority			<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
	2.2 Records and release it to the customer for General Intake Sheet (PSWDO)			
Total:		None	20 Minutes	

5. Support to Individual in Crisis Situation (*Burial Assistance*)

The Municipal/Barangay Coordination Division (MBCD), one of the division under the Provincial Governor's Office is bound to support its programs/projects and activities in resolving the issues and gaps relating to a better public service. The sole objective of this program is to help individual, who are a residence of Agusan Del Sur, especially indigents in their emergency needs.

Division:	Municipal/Barangay Coordination Division	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	General Public who are residence of Agusan del Sur	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE?
1. Letter of Intent addressed to the Governor		MBCD office (the client should do the writing)



3. Registered Death Certificate (1 photocopy)		None		
4. Barangay Certification or Certificate of Indigency (named after the client who will process the assistance – 1 original copy or 1 photocopy)		Barangay Office of client's residence		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire information	1. Provide information/checklist of requirements	None	5 Minutes	<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
2. Comply all the necessary requirements	2. Receive the required documents and check for completeness	None	15 Minutes	<i>Musician</i> Municipal/Barangay Coordination Division
	2.1 Makes endorsement for the approval of the concerned authority			<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
	2.2 Records and release it to the customer for General Intake Sheet (PSWDO)			
Total:		None	20 Minutes	

6. Support to Individual in Crisis Situation (*Medicine Assistance*)

The Municipal/Barangay Coordination Division (MBCD), as one of the divisions under the Provincial Governor's Office bound to support its programs/projects and activities in resolving the issues and gaps relating to a better public service. The sole objective of this program is to help individual, who are a residence of Agusan Del Sur, especially indigents in their emergency needs.

Division:	Municipal/Barangay Coordination Division	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	General Public who are residence of Agusan del Sur	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE?
1. Letter of Intent addressed to the Governor		MBCD office (the client should do the writing)



2. Medical Prescription Receipts (Original and 1 Photocopy)		Social Worker's office at DOPMH		
3. Medical Abstract (1 original copy or 1 Photocopy)		None		
4. Barangay Certification or Certificate of Indigency (named after the client who will process the assistance – 1 original copy or 1 photocopy)		Barangay Office of client's residence		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire information	1. Provide information/checklist of requirements	None	5 Minutes	<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
2. Comply all the necessary requirements	2. Receive the required documents and check for completeness	None	15 Minutes	<i>Musician</i> Municipal/Barangay Coordination Division
	2.1 Makes endorsement for the approval of the concerned authority			
	2.2 Records and release it to the customer for General Intake Sheet (PSWDO)			<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
TOTAL:		None	20 Minutes	

7. Support to Individual in Crisis Situation (*Transportation Assistance*)

This program aims to strengthen partnership among LGU's in the funding and implementation of Program/Projects/Activities. This will address the issues and concerns of a certain LGU, especially barangay level, who had difficulty to implement their development projects and programs because of shortage of funds. This program does not only contributed to economic development but it also aims to reduce poverty incidence by rehabilitating Farm-Market Road thereby helping farmers from remote places to transport products in a convenient way. It also helps in securing individuals/families during calamities by helping localities through M/BLGUs in the construction of Multi-Purpose Halls/Evacuation Centers. It also support with the construction of day care centers to help the barangays in the education of the community's children, thus, further addressed to the early easy access to education for poor families.



Division:	Municipal/Barangay Coordination Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	General Public who are residence of Agusan del Sur			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE?		
1. Letter of Intent addressed to the Governor		MBCD office (the client should do the writing)		
2. Barangay Certification or Certificate of Indigency (named after the client who will process the assistance		Barangay Office of client's residence		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire information	1. Provide information/checklist of requirements	None	5 Minutes	<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
2. Comply all the necessary requirements	2. Receive the required documents and check for completeness	None	15 Minutes	<i>Musician</i> Municipal/Barangay Coordination Division
	2.1 Makes endorsement for the approval of the concerned authority			
	2.2 Records and release it to the customer for General Intake Sheet (PSWDO)			<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
TOTAL:		None	20 Minutes	

8. Support to City/Municipality/Barangay Development Programs/Projects/Activities (City/Municipal/Barangays Festival/Araw and other organizations related activities)

This program aims to strengthen partnership among LGU's in the funding and implementation of Program/Projects/Activities. This will address the issues and concerns of a certain LGU, especially barangay level, who had difficulty to implement their development projects and programs because of shortage of funds. This program does not only contributed to economic development but it also



aims to reduce poverty incidence by rehabilitating Farm-Market Road thereby helping farmers from remote places to transport products in a convenient way. It also helps in securing individuals/families during calamities by helping localities through M/BLGUs in the construction of Multi-Purpose Halls/Evacuation Centers. It also support with the construction of day care centers to help the barangays in the education of the community's children, thus, further addressed to the early easy access to education for poor families.

Division:	Municipal/Barangay Coordination Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public who are residence of Agusan del Sur			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE?		
Initial Requirements:				
1. Solicitation (1 original copy)		Barangay Office of Origin (Crafted by the Barangay Council)		
2. Activity design with rationale (1 original copy)		Barangay Office of Origin (Crafted by the Barangay Council)		
3. Mayor's Endorsement (1 original copy)		Municipal Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire information	1. Provide information/checklist of requirements	None	5 Minutes	<i>Administrative Aide III</i> Municipal/Barangay Coordination Division
2. Comply all the necessary requirements	2.1 Receive the required documents and check for completeness	None	10 Minutes	<i>Process Server</i> Municipal/Barangay Coordination Division
	2.1.1. Makes endorsement for the approval of the concerned authority	None		
	2.1.2. Records and submit to Provincial Governor's Office for grants	None		
	2.2. Give grants	None	5 Minutes	<i>Provincial Governor</i>
	2.2.1 Forward granted	None	3 Minutes	<i>Administrative Aide III</i> Office of the Provincial Governor



	documents to MBCD office for the preparation of financial documents			
	2.2.2 Send written notice to the proponent stating the status of the solicitation and encouraged to submit supporting documents for the processing of the granted solicitation	None	5 Minutes	<i>Process Server</i> Municipal/Barangay Coordination Division
	2.2.3. Require/Inform the clients to submit supporting documents for the processing of granted solicitation			
TOTAL:				

Division:	Municipal/Barangay Coordination Division
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	General Public who are residence of Agusan del Sur
CHECKLIST OF REQUIREMENTS:	
WHERE TO SECURE?	
Supporting Requirements:	
Original Copy of Official Receipt	Requesting Barangay/Municipality
Photo Documentation of the Activity	
(1) Copy of payroll with signature of - winners received the prizes, - Brgy Treasurer - Chairman of the Committee on Appropriation - Brgy. Captain	
(1) Copy of Attendance sheet of Player with signature	



(1) Copy of Acknowledge Receipt				
(1) Copy of Post Summary Report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the supporting document after the conduct of the activity or the purpose solicitation of	1.1. Receive the documents and check for completeness	None	10 Minutes	<i>Process Server</i> Municipal/Barangay Coordination Division
	1.2. Prepares financial documents for budget control and processing			
	1.3. Inform the proponent / recipient the status of processed financial document			
	1.4. Release the check	None	2 Minutes	<i>Administrative Aide III</i> Office of the Provincial Governor
2. Issue/Show Official Receipts and receive the check				
Total:		None	12 Minutes	



Bids and Awards Committee (BAC)

External Services



1. Accreditation of Supplier/Contractor/Consultant for Goods, Infrastructure Projects, and Consulting Services

The Bids and Awards Committee (BAC) initiated a good practice in public procurement through "whitelisting", in which this government agency is actively keeping a record of compliant and responsive bidders. This is done to confirm the prospective bidders and bidders' eligibility and to ensure that they could satisfactorily implement and perform a contract if awarded. This would also aid the procurement process since government agencies already maintaining an updated file of the bidder's requirements may no longer require its re-submission for some mode of procurement.

Office or Division:	Bids and Awards Committee - Administrative Unit		
Classification:	Simple		
Type of Transaction:	G2B - Government to Business		
Who may avail:	Sole Proprietor; Partnership; Corporation; Cooperatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Registration Certificate (2 Photocopies)	Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI), or Cooperative Development Authority (CDA)		
BIR Registration (2 Photocopies)	Bureau of Internal Revenue (BIR)		
Latest Income and Business Tax Returns filed and paid through the BIR Electronic Filing and Payment System (eFPS) (2 Photocopies)	Bureau of Internal Revenue (BIR)		
Mayor's or Business Permit (2 Photocopies)	City or Municipality where the principal place of business is located		
Tax Clearance (2 Photocopies)	Bureau of Internal Revenue (BIR)		
Notarized Omnibus Sworn Statement (2 Original Copies)	Bids and Awards Committee (BAC) - Provincial Government of Agusan del Sur (PGAS)		
PhilGEPS Registration Certificate (Platinum Membership) (all pages) (2 Photocopies)	PS-PhilGEPS Website (https://www.philgeps.gov.ph/) Office Address: Ground Floor, DBM Arcache Bldg., Gen. Solano St., San Miguel, Manila		
PCAB License (2 Photocopies)	CIAP website (https://ciap.dti.gov.ph/)		



		Office Address: PCAB Makati/ DTI Provincial or Regional Office/ CIAP Window		
BAC Registration Form (2 Original Copies)		Bids and Awards Committee (BAC) - Provincial Government of Agusan del Sur (PGAS)		
Application Form (2 Original Copies)		Bids and Awards Committee (BAC) - Provincial Government of Agusan del Sur (PGAS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire information	1. Provide information/ checklist of requirements	None	30 Minutes	<i>Administrative Aide III (Clerk I) Bids and Awards Committee (BAC)</i>
2. Submit the accomplished application together with supporting documents	2. Receive the submitted application and check for completeness	None	30 Minutes	<i>Administrative Aide III (Clerk I) Head, BAC Secretariat Bids and Awards Committee (BAC)</i>
	2.1 Submit to Provincial Treasury Office (PTO) if all the required documents were provided for endorsement			
	2.2 Endorse the application to the Provincial Governor Office (PGO) for approval			
	2.3 Approve the application			
	2.4 Return the approved application to Provincial Treasury Office (PTO) for issuance of order of payment			
	2.5 Issue order of payment to applicant	None	10 Minutes	<i>Revenue Collection Clerk II Provincial Treasury Office (PTO)</i>
3. Pay the required fees at the Provincial Treasury Office (PTO)	3. Issue the official receipt	Accreditation Fee PHP 1,000.00	20 Minutes	<i>Revenue Collection Clerk II/ Computer Operator I Provincial Treasury Office (PTO)</i>
	3.1 Provide a photocopy of the approved application together			



	with supporting documents to applicant to be submitted to Bids and Awards Committee (BAC)	Governor's Permit PHP 500.00		
		Local Tax Clearance PHP 120.00		
4. Submit the photocopy of the approved application together with supporting documents	4. Receive and file the approved application together with supporting documents	None	10 Minutes	<i>Administrative Aide III (Clerk I)</i> Bids and Awards Committee (BAC)
Total for Accreditation Fee :		PHP 1,000.00	2 Hours, 20 Minutes	
Total Governor's Permit:		PHP 5,00.00		
Local Tax Clearance:		PHP 120.00		

2. Issuance of Bidding Documents for Goods, Infrastructure Projects, and Consulting Services

This government agency makes the bidding documents available on the same date the advertisement and/or posting of the Invitation to Bid was made pursuant to Section 17.3 of the IRR of RA 9184. The Bids and Awards Committee (BAC) issues the bidding documents to any prospective bidder upon payment of the standard rate of the bidding documents.

Office or Division:	Bids and Awards Committee (BAC) Secretariat	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Sole Proprietor; Partnership; Corporation; Cooperatives	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal Government Issued Identification Card (1 Original Copy and 1		DFA, SSS, GSIS, LTO, PRC, PHLPPost, COMELEC, BIR



Photocopy) Representative Government Issued Identification Card (1 Original Copy and 1 Photocopy) Notarized Secretary's Certificate in case of a corporation, partnership, or cooperative; or Notarized Special Power of Attorney in case of Sole Proprietor (1 Original Copy and 1 Photocopy)		DFA, SSS, GSIS, LTO, PRC, PHLPPost, COMELEC, BIR Principal (Sole Proprietor; Partnership; Corporation; Cooperatives)		
Prospective Bidder's Information Form		Bids and Awards Committee (BAC) - Provincial Government of Agusan del Sur (PGAS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire information	1. Provide information /checklist of requirements	None	20 Minutes	<i>Administrative Aide III (Clerk I)</i> Bids and Awards Committee (BAC)
2. Submit the accomplished Information form together with the supporting document	2. Receive the submitted information form and check for completeness 2.1 Issue order of payment to prospective bidder if all the required documents were provided	None	20 Minutes	<i>Administrative Aide III (Clerk I)</i> <i>Head, BAC Secretariat</i> Bids and Awards Committee (BAC)
3. Pay the required fees at the Provincial Treasury Office (PTO)	3. Issue the official receipt to prospective bidder	No. of bidding documents purchased based on the equivalent category on the Approved	10 Minutes	<i>Revenue Collection Clerk II</i> <i>Computer Operator I</i> Provincial Treasury Office (PTO)



		Budget for the Contract x equivalent amount in the Maximum Cost of Bidding Documents		
4. Submit the official receipt and a photocopy of official receipt to Bids and Awards Committee (BAC) for issuance of bidding documents	4. Receive the official receipt and photocopy of official receipt	None	20 Minutes	Administrative Aide III (Clerk I) Head, BAC Secretariat Bids and Awards Committee (BAC)
	4.1 File the photocopy of official receipt			
	4.2 Issue the bidding documents and return the official receipt to prospective bidder			
Total:		No. of bidding documents purchased based on the equivalent category on the Approved Budget for the Contract x equivalent	1 Hour, 15 Minutes	



	amount in the Maximum Cost of Bidding Documents		
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Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
500,000.00 and below	PHP 500.00
More than 500,000.00 up to 1 Million	PHP 1000.00
More than 1 Million to 5 Million	PHP 5000.00
More than 5 Million up to 10 Million	PHP 10,000.00
More than 10 Million up to 50 Million	PHP 25,000.00
More than 50 Million up to 500 Million	PHP 50,000.00
More than 500 Million	PHP 75,000.00



Education Development Services (EDS)

External Services



1. Application for Scholarship Grants

The PGAS established Scholarship Program for the poor but deserving students of Agusan del Sur. The application will start in the month of May to July. The qualifying examination are held on August by the Scholarship Committee, then, the list of passer will be posted in the Official Page of EDS. Passers will be invited for an orientation.

Office or Division:	Education Development Services	
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Senior High School Graduates or College Students/Graduates who are bonafide residents of Agusan del Sur.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application:		
<u>For Baccalaureate Degree:</u>		
(Scholarship for Full blooded Indigenous People (IP), Non-Native, BS Nursing, Persons with Disability)		
1. Application letter addressed to: Hon. SANTIAGO B. CANE, JR. Provincial Governor	Applicant	
2. Application form	Please download the Application Form at the Facebook page of Education Development Services "PGAS-Education Development Services"	
3. One (1) 1x1 I.D. picture	Applicant	
4. Photocopy of Barangay Certificate of Residency (indicating number of years of residency)	Barangay Hall	
5. Photocopy of Annual Income Tax Return/Certificate of Indigency of both parents and/or guardian (if single), or Annual Income tax Return of the applicant and spouse (if married), or Certificate of indigency indicating the family annual income (if parents/guardian/spouse are unemployed)	BIR (Annual Income Tax Return) Barangay Hall (Certificate of Indigency)	
6. Photocopy of Grade 12 Report Card with General Average (if	School Registrar's Office	



<p>Senior High School Graduate) or Original Copy of Certificate of Grade of the previously enrolled semester. General Weighted Average (GWA) must be indicated</p> <p>Minimum Grade Requirement: Full Blooded IP – at least 80% Non-Native & BS Nursing - at least 85% Person with disability - at least 80% Note: All subject must not have failing grade, dropped or INC remarks</p>	
7. Photocopy of Certificate of Good Moral Character	School Registrar's Office or Barangay Hall
8. Photocopy of Authenticated Birth Certificate Age requirement Full Blooded IP - No age limit Non-Native - No age limit PWD - not over 30 years old Nursing - not over 18 years old	Philippine Statistic Authority Office
Additional requirements	
1. For Full Blooded IP, original copy of the Certification from both the Barangay and Municipal Tribal Chieftain that the applicant is 100% native	Barangay Tribal Chieftain Office, Barangay Hall Municipal Tribal Chieftain Office, Municipal Hall
2. For PWD, original copy of the Medical Certification from any government hospital or health care unit and Certification from Municipal Social Welfare Department Office (MSWDO)	Hospital/Municipal Hall
<u>For Post Graduate Studies:</u>	
(Scholarship for Master's Degree, Doctorate Degree, Bachelor of Laws, Medicine, Distance learning at UPOU)	
1. Application letter addressed to: Hon. SANTIAGO B. CANE, JR. Provincial Governor	Applicant
2. Application form	Please download the Application Form at the Facebook page of Education Development Services "PGAS-Education



	Development Services"			
3. One (1) 1x1 I.D. picture	Applicant			
4. Photocopy of Barangay Certificate of Residency (indicating number of years of residency)	Barangay Hall			
5. Photocopy of Annual Income Tax Return/Certificate of Indigency of both parents and/or guardian (if single), or Annual Income tax Return of the applicant and spouse (if married), or Certificate of indigency indicating the family annual income (if parents/guardian/spouse are unemployed)	Barangay Hall (Barangay Tribal Chieftain) Municipal Hall (Municipal Tribal Chieftain)			
6. Photocopy of the Transcript of Records with attached certification indicating the General Weighted Average Minimum Grade Requirement: Medicine and UPOU - at least 85% Law, Master's and Doctorate - at least Cum Laude or its equivalent	College/University graduated			
7. Photocopy of Certificate of Good Moral Character from the Barangay or currently enrolled school	College/University graduated			
8. Photocopy of Authenticated Birth Certificate Age requirement: Masters- not over 28 years old, Doctorate- not over 35 years old Medicine- not over 24 years old UPOU- not over 40 years old	Philippine Statistic Authority Office			
Additional requirements				
1. For Doctor of Medicine, photocopy of National Medical Admission Test (NMAT) Result	Applicant			
2. For Distance Learning at UPOU, additional requirements	Please check additional requirements at www.opou.edu.ph			
Upon Examination/Interview				
1. Identification ID/Card	Applicant			
2. Bring Ballpen (Black or Blue)	Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON RESPONSIBLE



		BE PAID	TIME	
1. Check the official Facebook page of EDS or PGAS Scholarship Ads posted to the Barangay and Municipal Public Places for the schedule and details of the program	1. Post PGAS Scholarship Ads to EDS Facebook Page, plugging of the production through radio/PTV for information dissemination and disseminate tarpaulins to the Barangay and Municipal Public Places for posting *posting/plugging period is at least four (4) working days	None	4 Days	<i>Administrative Assistant I (Computer Operator I)</i> Education Development Services
2. Submit the complete documentary requirements for the scholarship program to the designated Scholarship Drop box in every municipality	2.1. Conducts collection of application documents in a weekly basis.	None	8 Days	<i>Administrative Aide III (Driver I)</i> Education Development Services
	2.2.EDS personnel will send notification to the applicant that the documents are received for evaluation	None	1 Day	<i>Clerk I</i> Education Development Services
	2.3.Scholarship TWG validate and review the applicants' submitted documents based on the required minimum qualification	None	26 Days	<i>Administrative Aide III (Clerk I) Administrative Assistant I (Computer Operator I) Community Affairs Officer IV</i> Education Development Services
* Applicants with incomplete documents, shall submit their lacking documents to the Municipality/ City through the	2.4.Applicants with incomplete obscure document will be notified through SMS/phone call	None	1 Day	<i>Clerk I</i> Education Development Services
	2.5 Qualified applicants will be registered in the Provincial Scholarship Information	None	8 Days	<i>Clerk I</i> Education Development Services



designated Office/personnel or send the clear electronic copy to the office email address	System (PSIS)			
	2.6. Unqualified applicants will be notified through SMS/phone call. Document will be returned to the Municipality/City through the designated Office/personnel	None	1 Day	<i>Administrative Assistant I (Computer Operator I)</i> Education Development Services
3. Check the EDS Facebook page for the list of qualified examiners	3.1. Post the official list for the qualified examiners and examination details	None	10 Minutes	<i>Administrative Aide III (Clerk I)</i> Education Development Services
4. Applicant takes the qualifying interview/exam	4.1. Assist the Screening committee in the qualifying exam/interview	None	3 Days	<i>Clerk I</i> <i>Administrative Aide III (Clerk I)</i> <i>Administrative Assistant I (Computer Operator I)</i> <i>Community Affairs Officer IV</i> Education Development Services
	4.2. Assess and encode the examination and interview results to Provincial Scholarship Information System (PSIS)	None	6 Days	<i>Administrative Assistant I (Computer Operator I)</i> Education Development Services
	4.3. Generate the list of Passers and facilitate approval the Official Result	None	1 Day	<i>Administrative Assistant I (Computer Operator I)</i> Education Development Services
5. Check the EDS Facebook page for the List of Passers	5.1. Post the official list of passers in the EDS Facebook page	None	10 Minutes	<i>Administrative Aide III (Clerk I)</i> Education Development Services
	5.2. Send out the official List of passers to Municipal mayors, other stakeholder and plugging through radio	None	1 Day	<i>Administrative Assistant I (Computer Operator I)</i> Education Development Services
	5.3. For failed examinee, EDS will	None	1 Day	<i>Clerk I</i>



	notify via SMS. Documents will be returned to the Municipality/City through the designated Office/personnel			<i>Administrative Aide III (Driver I)</i> Education Development Services
	5.4. Prepare request for Passage of resolution to Sangguniang Panlalawigan	None	5 Minutes	<i>Administrative Aide III (Clerk I)</i> Education Development Services
	5.6. Secure the approved Sangguniang Panlalawigan resolution	None	1 Day	<i>Administrative Assistant I (Computer Operator I)</i> Education Development Services
6. Response for confirmation	6.1. Send invitation for Orientation of New Scholars details with instruction through SMS/Phone call	None	1 Day	<i>Clerk</i> Education Development Services
	6.2 Conducts orientation of new scholars	None	2 Days	<i>Administrative Aide III (Clerk I)</i> <i>Administrative Assistant I (Computer Operator I)</i> <i>Community Affairs Officer IV</i> Education Development Services
TOTAL:		None	2 Months, 20 Days, 25 Minutes	

2. Processing of Allowances for Scholarship Grantees

This process is one of the entitlements given to the PGAS scholarship grantees.

Office or Division:	Education Development Services
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Provincial Scholarship Grantees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Certificate of Enrolment/Study load		School Registrar's Office		
Statement of Accounts		School Accounting's Office		
Certificate of the Previously enrolled semester (Must not have failed subjects)		School Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1. Evaluate Scholars' Record and documentary Requirements	None	5 Minutes	<i>Clerk I</i> Education Development Services
	1.2. Endorse to Budget/ Administrative Officer for the preparation of financial documents and processing of Incentive	None	10 Minutes	<i>Administrative Aide III (Clerk I)</i> Education Development Services
	1.3. Forward the financial documents to Provincial Budget Office for obligation and certification as to the existence of appropriation for the expenditures in the amount specified	None	2 Days	<i>Administrative Assistant III</i> Provincial Budget Office
	1.4. Forward the documents to Provincial Accounting Office for review and examine by the auditor and certification that allotments are available for obligation in the amount specified	None	3 Days	<i>Supervising Administrative Officer (Management and Audit Analyst IV)</i> <i>Administrative Officer IV (Fiscal Examiner II)</i> <i>Administrative Officer IV (Management and Audit Analyst II)</i> Provincial Accounting Office
	1.5. Forward the documents to Provincial Treasury's Office for verification and certification of cash	None	4 Hours	<i>Administrative Assistant I (Computer Operator I)</i> <i>Administrative Officer V (Cashier III)</i> Provincial Treasury Office



	availability of funds			
	1.6. Forward the documents to Provincial Governor's Office/Provincial administrator office for approval *PGO - 100,000 below *PADMO - 100,000 above	None	4 Hours	Supervising Administrative Officer (Administrative Officer IV) Office of the Provincial Governor Provincial Administrator Provincial Administrator's Office
	1.7 Provincial Treasury's Office for letter request of transmittal and deposits the allowance to the scholars' Bank Accounts	None	1 Day	Administrative Assistant II (Disbursing Officer II) Revenue Collection Clerk II Provincial Treasury Office
	TOTAL:	None	6 Days, 4 Hours, 15 Minutes	

3. Processing of Tuition Fees and Other Entitlements for Scholarship Grantees

These processes are entitlements given to the PGAS scholarship grantees.

Office/Division:	Education Development Services			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Provincial Scholarship Grantees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Enrolment/Study load		School Registrar's Office		
Statement of Accounts		School Accounting's Office		
Certificate of the Previously enrolled semester (Must not have failed subjects)		School Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits requirements	1.1. Evaluate Scholars' Record and documentary Requirements	None	5 Minutes	<i>Clerk</i> Education Development Services
	1.2. Endorse to Budget/ Administrative Officer for the preparation of financial documents and processing of Incentive	None	10 Minutes	<i>Administrative Aide III (Clerk I)</i> Education Development Services
	1.3. Forward the financial documents to Provincial Budget Office for obligation and certification as to the existence of appropriation for the expenditures in the amount specified	None	3 Days	<i>Administrative Assistant III</i> Provincial Budget Office
	1.4. Forward the documents to Provincial Accounting Office for review and examine by the auditor and certification that allotments are available for obligation in the amount specified	None	3 Days	<i>Supervising Administrative Officer (Management and Audit Analyst IV)</i> <i>Administrative Officer IV (Fiscal Examiner II)</i> <i>Administrative Officer IV (Management and Audit Analyst II)</i> Provincial Accounting Office
	1.5. Forward the documents to Provincial Treasury's Office for verification and certification of cash availability of funds	None	4 Hours	<i>Administrative Assistant I (Computer Operator I)</i> <i>Administrative Officer V (Cashier III)</i> Provincial Treasury Office
	1.6. Forward the documents to Provincial Governor's Office/Provincial administrator office for	None	4 Hours	<i>Supervising Administrative Officer (Administrative Officer IV)</i> Office of the Provincial Governor <i>Provincial Administrator</i>



	approval *PGO - 100,000 below *PADMO - 100,000 above			Provincial Administrator's Office
	1.7 Provincial Treasury's Office for letter request of transmittal and deposits the allowance to the scholars' Bank Accounts	None	1 Day	<i>Administrative Officer III (Cashier II)</i> Supervising Administrative Officer (Cashier IV) Provincial Treasury Officer
TOTAL:		None	8 Days, 15 Minutes	

4. Request for Teaching and Non-Teaching Volunteers' Certification

This Certification is issued to certify that the requester is/has been a provincial paid volunteer based on the approved list issued by the Department of Education Division of Agusan del Sur

Office/Division:	Education Development Services			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Provincial paid volunteers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished request form		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1. Check the previous and current master list issued by DepEd Division	None	5 Minutes	<i>Administrative Aide III (Clerk I)</i> Education Development Services
	1.2 Prepare Certification	None	5 Minutes	<i>Administrative Aide III (Clerk I)</i> Education Development Services
	1.3 Review and approve the certification	None	3 Minutes	<i>Community Affairs Officer IV</i> Education Development Services



TOTAL:	None	13 Minutes
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5. Request for Scholarship Certification

This Certification is issued to certify that the requester is/has been a grantee of the Provincial Scholarship Program.

Office/Division:	Education Development Services			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Provincial Scholarship Grantees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished request form		EDS Office, Front desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up document request form	1.1. Check scholars record (confirmation & compliance to semestral requirements)	None	5 Minutes	Clerk Education Development Services
	1.1.2 Existing Scholar 1.1.3 Graduates		30 Minutes	
	1.2. Prepare Certification	None	5 Minutes	Clerk Education Development Services
	1.3 Review and approve the certification	None	3 Minutes	Community Affairs Officer IV Education Development Services
TOTAL if existing scholar:		None	13 Minutes	
TOTAL if graduates' scholar:		None	38 Minutes	



Substance Use Recovery and Enlightenment Program (SURE)

External Services



1. Availment of After Care Treatment Program

This is provided to the clients after they have completed all requirements of Primary Care Treatment Program. Aftercare activities can be viewed as the first line of defense against relapse. This is for a period of at least eighteen (18) months and should be undertaken by the appropriate Center personnel. Service is available from Monday to Friday, 8:00 AM – 5:00 PM.

Office or Division:	Clinical Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business Entity			
Who may avail:	ODIC Clients who completed Primary Care Treatment Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QR Code ID	https://serve.pgas.ph/covid19qr			
Certificate of Completion for Primary Care Treatment	SURE-ODIC			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow health and safety procedures upon entrance (Hand Sanitizing, Thermal Scanning, Wearing of Mask and Face Shield)	1. Direct clients to follow health and safety procedure upon entrance	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
2. Provide QR Code ID for scanning	2. Scan QR Code ID of the client	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
3. Sign in the Client's Logbook at Front Desk	3. Assist client attendance in the Client's Logbook	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
4. Present Certificate of Completion to Primary	4. Receive and evaluate document	None	10 Minutes	<i>Nurse</i> <i>Community Affairs Officer I</i>



Care Treatment Program					<i>Social Welfare Officer II</i> <i>Community Affairs Asst. I</i> <i>Substance Use Recovery and Enlightenment Program</i>
5. Receive Client's After Care Handbook	5. Conduct Orientation for Aftercare Treatment Program and explain the purpose of After Care Handbook.	None	1 Hour		<i>Nurse</i> <i>Community Affairs Officer I</i> <i>Social Welfare Officer II</i> <i>Community Affairs Asst. I</i> <i>Substance Use Recovery and Enlightenment Program</i>
6. Receive schedule for after care session.	6. Provide schedule for after care session.	None	5 Minutes		<i>Nurse</i> <i>Community Affairs Officer I</i> <i>Social Welfare Officer II</i> <i>Community Affairs Asst. I</i> <i>Substance Use Recovery and Enlightenment Program</i>
7. Attend after care session.	7. Monitor the client's attendance and progress and log it in Service/Client's Monitoring System	None	1 Hour		<i>Nurse</i> <i>Community Affairs Officer I</i> <i>Social Welfare Officer II</i> <i>Community Affairs Asst. I</i> <i>Substance Use Recovery and Enlightenment Program</i>
TOTAL:		None	2 Hours, 30 Minutes		

2. Availment of Primary Care Treatment Program

This is the primary phase of the outpatient treatment of SURE Program that lasts at least 90 days. During this phase, clients are taught about the disease concept of addiction and the foundations of the recovery process. To aid in this process, clients are provided with structured topics that builds the foundation of understanding the disease of addiction, looking with in, building on their strengths, helping them sustain their recovery and preparing them for the second phase of their treatment.

Office or Division:	Clinical Unit
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Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QR Code ID		https://serve.pgas.ph/covid19qr		
Client's Primary Care Handbook		ODIC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow health and safety procedures upon entrance (Hand Sanitizing, Thermal Scanning, Wearing of Mask and Face Shield)	1. Direct clients to follow health and safety procedure upon entrance	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
2. Provide QR Code ID for scanning	2. Scan QR Code ID of the client	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
3. Sign in the Client's Logbook at Front Desk	3. Assist client attendance in the Client's Logbook	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
4. Present Client's Primary Care Handbook	4. Check if the client brings the Primary Care Handbook and orient the client about Primary Care Treatment.	None	1 Hour	<i>Social Welfare Officer II</i> Substance Use Recovery and Enlightenment Program
5. Receive schedule for primary care session.	5. Provide schedule of primary care session.	None	10 Minutes	<i>Social Welfare Officer II</i> Substance Use Recovery and Enlightenment Program
6. Attend primary care session.	6. Monitor the client's attendance and progress and log it in Service/Client's Monitoring	None	1 Hour	<i>Social Welfare Officer II</i> Substance Use Recovery and Enlightenment Program



	System			
TOTAL:		None	2 Hour, 25 Minutes	

3. Family Session

Family Session is a form of psycho-education conducted by a recovery facilitator and attended by the family members of primary care and aftercare clients. This intervention helps the family members of the client understand the disease of addiction in order to better support their loved ones going through the recovery process. The service is available every Saturday from 8:00 - 12:00 PM.

Office or Division:	Outpatient Drop-In Center/Clinical Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Clients who are officially enrolled at Outpatient Drop-In Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QR Code ID		https://serve.pgas.ph/covid19qr		
Client's Handbook		SURE-ODIC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow health and safety procedures upon entrance (Hand Sanitizing, Thermal Scanning, QR Code Scanning, Wearing of Mask and Face Shield)	1. Direct clients to follow health and safety procedure upon entrance.	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery And Enlightenment Program
2. Provide QR Code ID for scanning	2. Scan QR Code ID of the client	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery And Enlightenment Program
3. Sign in the Client's Logbook at Front Desk	3. Assist client's attendance in the Client's Logbook	None	5 Minutes	<i>Maria Administrative Aide III</i> Substance Use Recovery And Enlightenment Program



4. Proceed to session room	4. Introduction and explanation of the purpose and scope of Family session.	None	10 Minutes	Nurse Social Welfare Officer II Community Affairs Officer I Community Affairs Assistant I Substance Use Recovery and Enlightenment Program
5. Undergo session. Family	5.1 Conduct Family session.	None	1 Hour	Nurse Social Welfare Officer II Community Affairs Officer I Community Affairs Assistant I Substance Use Recovery and Enlightenment Program
	5.2 Closing of Family session.	None	5 Minutes	Nurse Social Welfare Officer II Community Affairs Officer I Community Affairs Assistant I Substance Use Recovery and Enlightenment Program
TOTAL:		None	1 Hour, 30 Minutes	

4. Group Session

Group Session is a therapeutic care that involves sessions guided by a recovery facilitator and attended by several clients who confront their personal problems together. The interaction among clients is considered to be an integral part of the therapeutic process. Topics for the group sessions are based on issues that may arise during the course of treatment or can be taken from the topics in handbooks/workbooks provided to the clients.

Office or Division:	Outpatient Drop-In Center/Clinical Unit
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Clients who are officially enrolled at Outpatient Drop-In Center



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QR Code ID		https://serve.pgas.ph/covid19qr		
Client's Handbook		SURE-ODIC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow health and safety procedures upon entrance (Hand Sanitizing, Thermal Scanning, QR Code Scanning, Wearing of Mask and Face Shield)	1. Direct clients to follow health and safety procedure upon entrance.	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
2. Provide QR Code ID for scanning	2. Scan QR Code ID of the client	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
3. Sign in the Client's Logbook at Front Desk	3. Assist client's attendance in the Client's Logbook	None	5 Minutes	<i>Maria Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
4. Proceed to session room	4. Introduction and explanation of the purpose and scope of Group session.	None	10 Minutes	<i>Nurse</i> <i>Social Welfare Officer II</i> <i>Community Affairs Officer I</i> <i>Community Affairs Assistant I</i> Substance Use Recovery and Enlightenment Program
5. Undergo Group session.	5.1 Conduct Group session.	None	1 Hour	<i>Nurse</i> <i>Social Welfare Officer II</i> <i>Community Affairs Officer I</i> <i>Community Affairs Assistant I</i> Substance Use Recovery and Enlightenment Program
	5.2 Closing of Group session.	None	5 Minutes	<i>Nurse</i> <i>Social Welfare Officer II</i>



				Community Affairs Officer I Community Affairs Assistant I Substance Use Recovery And Enlightenment Program
TOTAL:		None	1 Hour, 30 Minutes	

5. Handling of Inquiries (Walk-In)

To provide information on the programs and services provided by the Center. This can also be done by directing a client to a different place or person of information, help or action. The Service is available every Monday- Friday 8:00am-5:00pm.

Office or Division:	Public Assistance and Complaints Desk/ Front-Desk			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business Entity			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QR Code ID		https://serve.pgas.ph/covid19qr		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow health and safety procedures upon entrance (Hand Sanitizing, Thermal Scanning, Wearing of Mask and Face Shield)	1. Direct clients to follow health and safety procedure upon entrance	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
2. Provide QR Code ID for scanning	2. Scan QR Code ID of the client	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program



3. Go to Public Assistance/ Complaints Desk/Front Desk	3. Get the inquiry. If needed, determine office/division responsible then instruct client.	None	15 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
4. Get Client Satisfaction Survey Form and accomplish once done Note: After transaction do not forget to drop it in Comments/ Suggestion Box	4. Issue Client Satisfaction Survey Form	None	10 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
TOTAL:		None	30 Minutes	

6. Monitoring Services

The progress of primary and aftercare clients is monitored by the clinical team to ensure adherence to their program set by the center and to the individual's treatment plan. The center also conducts point-of-care drug testing and home visitation to each client as part of monitoring services.

Point-of-care drug testing is administered at regular or random intervals in order to keep the clients accountable, honest and drug-free during treatment. This prevents dangerous relapsing episodes and encourages an abstinent lifestyle.

Home Visitation provides an opportunity to monitor, follow-up and collect facts about the client's home environment, family structure, familial roles and relationships, life style, cultural practices, group dynamics etc. that will help them stay in recovery.

Office or Division:	Outpatient Drop-In Center/Clinical Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Clients who are officially enrolled at Outpatient Drop-In Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Point-of-Care Drug		None	5 Minutes	



Testing: 1. Follow health and safety procedures upon entrance (Hand Sanitizing, Thermal Scanning, QR Code Scanning, Wearing of Mask and Face Shield)	1. Direct clients to follow health and safety procedure upon entrance.			<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
2. Receive a specimen cup.	2. Provide specimen cup and explain the purpose of point-of-care drug testing.	None	5 Minutes	<i>Nurse</i> <i>Community Affairs Officer I</i> Substance Use Recovery and Enlightenment Program
3. Sign in the Point-of-Care Drug Testing Sheet.	3. Assist client's registration in the Point-of-Care Drug Testing Sheet.	None	2 Minutes	<i>Nurse</i> <i>Community Affairs Officer I</i> Substance Use Recovery and Enlightenment Program
4. Proceed to the bathroom.	4. Accompany the client into the bathroom and remind the client not to close the door of the bathroom.	None	5 Minutes	<i>Nurse</i> <i>Community Affairs Officer I</i> Substance Use Recovery and Enlightenment Program
5. Urinate into the cup at least 45 ml. for the sample.	5. Wait for the sample.	None	5 Minutes	<i>Nurse</i> <i>Community Affairs Officer I</i> Substance Use Recovery and Enlightenment Program
6. Bring the urine sample to the collector.	6. Receive the urine sample. Check the volume and inspect its physical characteristics.	None	5 Minutes	<i>Nurse</i> <i>Community Affairs Officer I</i> Substance Use Recovery and Enlightenment Program
7. Keep visual contact with the urine specimen at all times and wait for	7.1 Keep the specimen in full view at all times.	None	2 Minutes	<i>Nurse</i> <i>Community Affairs Officer I</i> Substance Use Recovery and Enlightenment Program



the result.	7.2 Remove the drug test kit from the sealed pouch.	None	1 Minute	Enlightenment Program <i>Nurse</i> Community Affairs Officer I Substance Use Recovery and Enlightenment Program
	7.3 Place the drug test kit on a clean and level surface. Hold the dropper vertically and transfer three (3) full drops of urine to the specimen well of the drug test kit and then start the timer.	None	5 Minutes	<i>Nurse</i> Community Affairs Officer I Substance Use Recovery and Enlightenment Program
	7.4 Wait for the colored line(s) to appear. Read results at 5 minutes.	None	5 Minutes	<i>Nurse</i> Community Affairs Officer I Substance Use Recovery and Enlightenment Program
	For Home Visitation: 1. Welcome your recovery facilitator into your house.	1. Greet the client and state the purpose of the visit.	None	5 Minutes
2. Proceed to a place in your house where you can privately talk with your recovery facilitator.	2. Introduction and explanation of the scope of home visitation.	None	5 Minutes	<i>Nurse</i> Community Affairs Officer I Substance Use Recovery and Enlightenment Program
3. Answer the wheel of life exercise.	3. Give the client the wheel of life exercise.	None	30 Minutes	<i>Nurse</i> Community Affairs Officer I Substance Use Recovery and Enlightenment Program
4. Give your answer to the recovery facilitator	4. Receive the answer of the client and determine the needs of the client base on the answer.	None	10 Minutes	<i>Nurse</i> Community Affairs Officer I Substance Use Recovery and Enlightenment Program
5. Work collaboratively	5.1. Make a well-planned treatment	None	30 Minutes	<i>Nurse</i>



with your recovery facilitator.	routine for the client and choose interventions according to the client's interest.			<i>Community Affairs Officer I</i> Substance Use Recovery and Enlightenment Program
	5.2 Closing of home visitation.	None	5 Minutes	<i>Nurse</i> <i>Community Affairs Officer I</i> Substance Use Recovery and Enlightenment Program
Total for Point of Care Drug Testing:			40 Minutes	
Total for Home Visitation:		None	1 Hour, 25 Minutes	

7. One-On-One/Individual Session

One-on-One/Individual session is a one-on-one discussion between the recovery facilitator and the client, who is the person seeking treatment. The two form an alliance, relationship or bond that enables trust and personal growth. Discussions during this session will depend on the client's immediate needs or issues that may affect their recovery. This intervention allows clients to explore their feelings, beliefs, and behaviors, work through challenging or influential memories, identify aspects of their lives that they would like to change, better understand themselves and others, set personal goals, and work toward desired change.

Office or Division:	Outpatient Drop-In Center/Clinical Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Clients who are officially enrolled at Outpatient Drop-In Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QR Code ID		https://serve.pgac.ph/covid19qr		
Client's Handbook		SURE-ODIC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow health and safety procedures upon entrance (Hand	1. Direct clients to follow health and safety procedure upon entrance.	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program



Sanitizing, Thermal Scanning, QR Code Scanning, Wearing of Mask and Face Shield)				
2. Provide QR Code ID for scanning	2. Scan QR Code ID of the client	None	5 Minutes	<i>Administrative Aide III Substance Use Recovery and Enlightenment Program</i>
3. Sign in the Client's Logbook at Front Desk	3. Assist client's attendance in the Client's Logbook	None	5 Minutes	<i>Maria Administrative Aide III Substance Use Recovery and Enlightenment Program</i>
4. Proceed to session room	4. Introduction and explanation of the purpose and scope of One-on-One/Individual session.	None	10 Minutes	<i>Nurse Social Welfare Officer II Community Affairs Officer I Community Affairs Assistant I Substance Use Recovery and Enlightenment Program</i>
5. Undergo One-on-One/Individual session.	5.1 Conduct one-on-one/Individual session.	None	1 Hour	<i>Nurse Social Welfare Officer II Community Affairs Officer I Community Affairs Assistant I Substance Use Recovery and Enlightenment Program</i>
	5.2 Closing of one-on-one/Individual session.	None	5 Minutes	<i>Nurse Social Welfare Officer II Community Affairs Officer I Community Affairs Assistant I Substance Use Recovery and Enlightenment Program</i>
TOTAL:		None	1 Hour, 30 Minutes	



8. Outpatient Drop-In Center (ODIC) Admission Process

This aims to change and manage one's behavior which is the first and most difficult step in changing one's lifestyle. It creates a structure and system that foster positive behavior. A primary care treatment program of outpatient drop-in center is a 90 days non-residential drug treatment and rehabilitation level of care which provides services and interventions to address drug abuse problems. It utilizes holistic and evidence-based treatment modalities and approaches geared toward guiding and empowering clients, together with their families in becoming sober, productive, and law-abiding members of the community. This service may be availed by any individual screened and assessed to undergo the program as ordered by the Court or referred by the Local Government Unit or other agency. The service is available from Monday - Friday from 8:00 - 5:00 PM with no noon break.

Office or Division:	Outpatient Drop-In Center/Clinical Unit	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government	
Who may avail:	Clients who submit themselves for voluntary admission, compulsory admission, with Temporary Confinement Order, Persons Deprived of Liberty (PDLs) or Plea-bargaining clients except those displaying: <ul style="list-style-type: none"> a. Strong Psychiatric Symptoms of: suicidal tendencies, self-harm, psychosis b. Physical and verbal aggression, violence c. Medically unfit to undergo Drug Treatment and Rehabilitation 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Primary documents (For Voluntary Admission/Walk-In Clients):		
Referral Letter	Barangay Anti-Drug Abuse Council (BADAC)/Barangay Office	
Medical Certificate (Certifying that a client is not a SUSPECT, PROBABLE or CONFIRMED COVID case)	Barangay Health Unit	
Photo Copy of Medical Laboratory Results (CBC, Chest X-ray, Urinalysis, Hepatitis B)	DOPMH/Any licensed laboratory offering the service	
For Plea-bargain (With Court Order):		
Original or Certified True Copy of Court Order	Court where the case was filed	
Drug Dependency Examination (DDE) Result	Any DOH-accredited Physician	



Referral Letter		Barangay Anti-Drug Abuse Council (BADAC)/Barangay Office		
Medical Certificate (Certifying that a client is not a SUSPECT, PROBABLE or CONFIRMED COVID case)		Barangay Health Unit		
Photo Copy of Medical Laboratory Results (CBC, Chest X-ray, Urinalysis, Hepatitis B)		DOPMH/Any licensed laboratory offering the service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow health and safety procedures upon entrance (Hand Sanitizing, Thermal Scanning, QR Code Scanning, Wearing of Mask and Face Shield)	1. Direct clients to follow health and safety procedure upon entrance	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
2. Submit complete required documents	2. Receive and validate the documents for completeness of the documents	None	10 Minutes	<i>Social Welfare Officer II</i> Substance Use Recovery and Enlightenment Program
3. Undergo brief orientation to client about SURE Program and its services	3. Facilitate SURE Orientation to the client	None	30 Minutes	<i>Nurse</i> Substance Use Recovery and Enlightenment Program
4. Undergo intake and evaluation	4. Conduct thorough intake and evaluation to the client	None	1 Hour	<i>Social Welfare Officer II</i> Substance Use Recovery and Enlightenment Program
5. Sign the Admission Undertaking/ Service Agreement and Consent	5. Facilitate signing of Admission Undertaking/ Service Agreement and Consent	None	10 Minutes	<i>Community Affairs Assistant I</i> Substance Use Recovery and Enlightenment Program
6. Undergo Screening/ Assessment	6. Administer Screening/ Assessment	None	1 Hour	<i>Community Affairs Assistant I</i> <i>Community Affairs Officer I</i> Substance Use Recovery and Enlightenment Program



7. Assign to SURE Facilitator for guidance and monitoring throughout the treatment	7. Introduce the task of a facilitator to the client	None	10 Minutes	<i>Nurse Social Welfare Officer II Substance Use Recovery and Enlightenment Program</i>
8. Receive Client's Primary Care Handbook	8. Explain the purpose Client's Primary Care Handbook	None	10 Minutes	<i>Social Welfare Officer II Substance Use Recovery and Enlightenment Program</i>
9. Client is officially enrolled	9. Record client's name in Service Monitoring System	None	2 Minutes	<i>Nurse Substance Use Recovery and Enlightenment Program</i>
TOTAL:		None	3 Hours, 17 Minutes	

9. Psycho-Education

To help clients better understand the nature of the disease of addiction and recovery, the center has incorporated into the daily schedule of the clients the component of psycho-education. The center ensures that the topics offered are evidence-based and will enhance the client's knowledge to not just understand the disease but also empower them to sustain recovery.

Office or Division:	Outpatient Drop-In Center/Clinical Unit				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government				
Who may avail:	Clients who are officially enrolled at Outpatient Drop-In Center				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
QR Code ID			https://serve.pgas.ph/covid19qr		
Client's Handbook			SURE-ODIC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1. Follow health and safety procedures upon entrance (Hand Sanitizing, Thermal Scanning, QR Code Scanning, Wearing of Mask and Face Shield)	1. Direct clients to follow health and safety procedure upon entrance.	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
2. Provide QR Code ID for scanning	2. Scan QR Code ID of the client	None	5 Minutes	<i>Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
3. Sign in the Client's Logbook at Front Desk	3. Assist client's attendance in the Client's Logbook	None	3 Minutes	<i>Maria Administrative Aide III</i> Substance Use Recovery and Enlightenment Program
4. Proceed to session room	4. Introduction and explanation of the purpose and scope of psycho-education topic to be discussed.	None	10 Minutes	<i>Nurse</i> <i>Social Welfare Officer II</i> <i>Community Affairs Assistant I</i> Substance Use Recovery and Enlightenment Program
5. Undergo psycho-education.	5.1 Conduct psycho-education.	None	1 Hour	<i>Nurse</i> <i>Social Welfare Officer II</i> <i>Community Affairs Assistant I</i> Substance Use Recovery and Enlightenment Program
	5.2 Closing of psycho-education session.	None	5 Minutes	<i>Nurse</i> <i>Social Welfare Officer II</i> <i>Community Affairs Assistant I</i> Substance Use Recovery and Enlightenment Program
6. Give personal attendance sheet to the facilitator.	6. Sign the personal attendance sheet of the client.	None	10 Minutes	<i>Nurse</i> <i>Social Welfare Officer II</i> <i>Community Affairs Assistant I</i> Substance Use Recovery and Enlightenment Program



TOTAL:	None	1 Hour, 30 Minutes	
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10. Request for Data

Any information/data of the Center is disclosed to a requesting agency or citizen in accordance to the provisions of Data Privacy Act. Requests may be done through walk in, official electronic mail and or/ formal written request. This service is available from Monday to Friday, 8:00 AM to 5:00 PM.

Office or Division:	Clinical/ Administrative Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original formal written request indicating the specific data/information to be requested		Requesting client/agency		
Official e-mail of an identified agency indicating the specific data/information to be requested		Requesting client/agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for data through agency's official electronic mail address or format written request	1.1. Receive submitted request and validate identity of client/ client's representative	None	5 Minutes	Nurse Community Affairs Officer I Social Welfare Officer I Community Affairs Asst. I Substance Use Recovery and Enlightenment Program
	1.2. Acknowledge receipt of written request for electronic request	None	5 Minutes	Nurse Community Affairs Officer I Social Welfare Officer I Community Affairs Asst. I Substance Use Recovery and Enlightenment Program



	1.3. Approve or decline requests for data or information requested	None	30 Minutes	Nurse Community Affairs Officer I Social Welfare Officer I Community Affairs Asst. I Substance Use Recovery and Enlightenment Program
2. Receive feedback if disclosure of the data/info requested is approved	2.1. Inform requesting party If data/info requested is allowed, for disclosure or denied. If disapproved, check if there are necessary requirements	None	1 Day	Nurse Community Affairs Officer I Social Welfare Officer I Community Affairs Asst. I Substance Use Recovery and Enlightenment Program
If has additional requirements, comply with the additional documentary requirement/s as necessary	2.2. Receive and validate additional documentary requirements submitted	None	1 Day	Nurse Community Affairs Officer I Social Welfare Officer I Community Affairs Asst. I Substance Use Recovery and Enlightenment Program
3. Receive data or information requested	3.1. Prepare requested data/information	None	1 Day	Nurse Community Affairs Officer I Social Welfare Officer I Community Affairs Asst. I Substance Use Recovery and Enlightenment Program
	3.2 Facilitate submission of requested data/information	None	20 Minutes	Nurse Community Affairs Officer I Social Welfare Officer I Community Affairs Asst. I Substance Use Recovery and Enlightenment Program



				Enlightenment Program
TOTAL:		None	3 Day, 1 Hour	

11. Screening and Assessment Process

Screening is a preliminary evaluation that attempts to determine whether key features of drug abuse are present in an individual. Screening indicates whether the problem of drug abuse is likely to be present.

Assessment is a thorough evaluation designed to definitively establish the presence or absence of a diagnosable drug abuse problem. The results of the assessment also suggest what is likely to be the most appropriate type of treatment when drug problems are evident.

Office or Division:	Outpatient Drop-In Center/Clinical Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	Clients who submit themselves for admission at Outpatient Drop-In Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the psychometrician to conduct the screening and assessment.	1. Conduct Introduction and Explanation of the Purpose, Scope and Limitation of the Screening and Assessment to be administered	None	5 Minutes	<i>Community Affairs Assistant I Substance Use Recovery and Enlightenment Program</i>
2. Undergo orientation	2. Explain the purpose of Bill of Rights, Statement of Confidentiality, Consent to Release Confidential Information, the Service	None	30 Minutes	<i>Community Affairs Assistant I Substance Use Recovery and Enlightenment Program</i>



	Agreement and Consent			
3. Sign the Consent to Release Confidential Information, the Service Agreement and Consent	3. Facilitate signing of Consent to Release Confidential Information, the Service Agreement and Consent.	None	3 Minutes	<i>Community Affairs Assistant I Substance Use Recovery And Enlightenment Program</i>
4. Undergo orientation of ODIC House Rules	4. Explain the ODIC House Rules.	None	15 Minutes	<i>Community Affairs Assistant I Substance Use Recovery And Enlightenment Program</i>
5. Undergo DAST-10, DSM-5 for Drug Use Disorder, DSM-5 for Alcohol Use Disorder, SOCRATES for Personal Drug Use and SOCRATES for Personal Drinking.	5. Administer DAST-10, DSM-5 for Drug Use Disorder, DSM-5 for Alcohol Use Disorder, SOCRATES for Personal Drug Use and SOCRATES for Personal Drinking.	None	1 Hour	<i>Community Affairs Assistant I Substance Use Recovery And Enlightenment Program</i>
6. Wait for the evaluation report of the screening and assessment administered.	6. Evaluate client's screening and assessment result.	None	30 Minutes	<i>Community Affairs Officer I Community Affairs Assistant I Substance Use Recovery And Enlightenment Program</i>
TOTAL:		None	2 Hours, 23 Minutes	



Upland Sustainable Agri-Forestry Development (USAD)

External Services



1. Technical Advice

Provide assistance on Farmer enrollees queries with regards to implementation of PPAs in their respective areas.

Office or Division:	USAD Coordinating Unit – Administrative & Operations Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire necessary materials and reference on availed program	1. Log the details of client	None	1 Minute	<i>Clerk I</i> Upland Sustainable Agri-Forestry Development
	2. Give advice and provide necessary materials and reference	None	15 Minutes	<i>Agriculturist I/Agricultural Technician</i> Upland Sustainable Agri-Forestry Development
Total:		None	16 Minutes	

2. Enrollment to USAD Program

Facilitating the barangays with regards to enrollment in USAD Program

Office or Division:	USAD Coordinating Unit – Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



Letter of Intent		From client(s)		
Resolution				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Log the details of client	None	1 Minute	<i>Clerk I</i> Upland Sustainable Agri-Forestry Development
1. Submit request and other pertinent documents	2. Receive documents	None	10 Minutes	<i>Clerk I</i> Upland Sustainable Agri-Forestry Development
2. Assist USAD Teams during validation	3. Validate if barangay meets minimum requirements	None	8 Days	<i>Agriculturist I/Agricultural Technician</i> Upland Sustainable Agri-Forestry Development
3. Attend orientation	4. Coordinate team to conduct Program and Project Orientation	None	7 Days	<i>Agriculturist I/Agricultural Technician</i> Upland Sustainable Agri-Forestry Development
4. Sign Social Contract	5. Conduct Capacity Development and signing of social contract	None	7 Days	<i>Agriculturist I/Agricultural Technician</i> Upland Sustainable Agri-Forestry Development
Total:		None	22 Days, 11 Minutes	

3. Provision of Rubber and Cacao Seedlings

Provision of Cacao and Rubber Seedlings from ARC, Mabuhay, Bayugan City to USAD farmer Enrollees

Office or Division:	USAD Coordinating Unit – Operations Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	USAD Farmer Enrollees and Associations



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		From client(s)		
Validated Short List from USAD Team				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request the need for seedlings	1. Log the details of client	None	1 Minute	<i>Clerk I</i> Upland Sustainable Agri-Forestry Development
2. Confirmation of Request	2. Check availability of seedlings	None	2 Days	<i>Agriculturist I/Agricultural Technician</i> Upland Sustainable Agri-Forestry Development
3. Coordinate personnel to receive the seedlings	3. Coordinate schedule for delivery and # of seedlings to be disposed	None	6 Days	<i>Agriculturist I/Agricultural Technician</i> Upland Sustainable Agri-Forestry Development
4. Coordinate farmer enrollees to attend the orientation and releasing	4. Hauling of seedlings to barangay and distribution of fertilizer	None	7 Days	<i>Agriculturist I/Agricultural Technician</i> Upland Sustainable Agri-Forestry Development
	5. Orientation on planting techniques and releasing of seedlings	None	7 Days	<i>Agriculturist I/Agricultural Technician</i> Upland Sustainable Agri-Forestry Development
Total:		None	22 Days, 1 Minute	



Upland Sustainable Agri-Forestry Development (USAD)

Internal Services



1. Endorsement of Resolutions

Facilitation on the processing of Resolutions submitted by USAD Barangays and Farmers Associations.

Office or Division:	USAD Coordinating Unit – Operations Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	USAD Farmer Enrollees and Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		From client(s)		
Resolution				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Resolutions and other pertinent documents	1.1 Log the details of client	None	1 Minute	<i>Clerk I</i> Upland Sustainable Agri-Forestry Development
	1.2 Review, receive and log request for monitoring	None	2 Minutes	<i>Clerk I</i> Upland Sustainable Agri-Forestry Development
2. Receipt of photocopy of documents for duplication	2. Secure Original Copy	None	2 Minutes	<i>Clerk I</i> Upland Sustainable Agri-Forestry Development
3. Confirmation of Request	3. Endorse documents to Implementing Offices	None	1 Hour	<i>Clerk I</i> Upland Sustainable Agri-Forestry Development
4. Received updates on request	4. Provide update for action taken by Implementing Offices	None	22 Days	<i>Agriculturist I/Agricultural Technician</i> Upland Sustainable Agri-Forestry Development
Total:		None	22 Days, 1 Hour and 5 Minutes	



2. Preparation of Activity Designs

Facilitation on the preparation of activity designs for implementation of USAD PPAs.

Office or Division:	USAD Coordinating Unit – Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	USAD Coordinating Team			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit budgetary requirements to Admin Section-In-Charge	1. Draft Activity Design and Input to AOMS	None	1 Hour	<i>Clerk I</i> Upland Sustainable Agri-Forestry Development
2. Communication for signature	2. Approved/Disapproved	None	5 Minutes	<i>Assistant Provincial Assessor/USAD Program Coordinator</i> Upland Sustainable Agri-Forestry Development
Total:		None	1 Hour, 5 Minutes	



Provincial Health Office (PHO)

External Services



1. Provision of Technical Assistance

The Provincial Health Office offers any form of professional help, guidance, assistance or support to be more effective in the performance of office functions in line with health and health responses. It is an active process that uses tools, process consultations, and requires specific skills and services focusing on achieving the set goals of the requesting office/agencies. It increases the effectiveness of public health programs as the office uses experts in the field, as requested, to help assess their current capacity, build on strengths, and addresses the identified underlying needs.

Office or Division:	Provincial Health Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens (G2G), Government to Government (G2C), Government to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication/Request Letter for Technical Assistance		Provincial Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send communication/request letter to the Provincial Health Office stating the specific technical assistance they need from the office.	1. Record in the receiving logbook the sent communication letter.	None	1 Minute	<i>Administrative Assistant Clerk Provincial Health Office</i>
2. Express the urgency or the nature of the request.	2. Assess the urgency of the communication letter and refer to the head of office for routing of communication to the assigned coordinator.	None	5 Minutes	<i>Provincial Health Officer II Nurse V Nurse III Engineer III Nurse II Sanitation Inspection III Sanitation Inspection II Health Educ. And Promotion Officer III Community Affairs Officer I</i>
3. Communicate with the assigned coordinator that will provide the specific technical assistance	3. Prepare for the requested assistance and communicate and arrange meeting with the	None	30 Minutes	



needed and plan for the delivery of required services.	requesting party.			<i>Nutrition Officer IV Administrative Assistant Provincial Health Office</i>
TOTAL:		None	36 Minutes	

2. Provision of RT-PCR Services

The provincial government of Agusan del Sur offers COVID-19 Reverse Transcription Polymerase Chain Reaction (RT-PCR) testing at Democrito O. Plaza Memorial Hospital (DOPMH) Molecular laboratory. Compared to other available virus isolation methods, RT-PCR is significantly faster and has a lower potential for contamination or errors, as the entire process can be carried out within a closed tube. It continues to be the most accurate method available for the detection of the COVID-19 virus. Since the installation of this molecular laboratory, the turn-around time of the release of RT-PCR result from 3-7 days into 6-12 hours.

Office or Division:	Provincial Health Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Citizens G2C - Government to Government G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip		Molecular Laboratory		
Official Receipt		DOPMH- Cashier and Malasakit Center		
Case Investigation Form		PHO Swabbing Booth		
Referral Form		Rural Health Unit/ Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for online registration (CIF) for COVID-19 testing at	1. Conduct Case Investigation Form information verification through client interview.	None	5 Minutes	<i>Medical Technologist Provincial Health Office</i>



www.agusandelsur.gov.ph Or manual filling up Case Investigation Form at PHO Swabbing Booth located at DOPMH				
2. Get COVID-19 test charge slip and pay at DOPMH cashier office	2. Provide client with RT-PCR charge slip for payment	Without PhilHealth: Php 2,800 (Standard Fee) Php 2,240 (Discounted Fee) With PhilHealth: Covid-19 Test Is Charged To PhilHealth Insurance.	10 Minutes	<i>Medical Technologist</i> Provincial Health Office
3. Apply for discounted fee or other test privileges	3. Refer to Malasakit Center at DOPMH	None	10 Minutes	<i>Social Welfare Officer</i> D.O. Plaza Memorial Hospital
4. Submit copy of the paid charge slip back at the swabbing booth and wait for name to be called.	4. Print patient information as label in the specimen collection tube	None	5 Minutes	<i>Medical Technologist</i> Provincial Health Office
5. Approach the swabbing area for specimen collection once name is called.	5.1. Collection of naso-oral specimen for RT-PCR test	None	1 Minute	<i>Medical Technologist</i> Provincial Health Office
	5.2. Educate client for quarantine	None	2 Minutes	<i>Medical Technologist</i> Provincial Health Office



	instructions while waiting for the official laboratory result.			
Total without PhilHealth (Standard)		PHP 2,800.00	33 Minutes	
Total without PhilHealth (Discounted)		PHP 2,240.00		

3. Provision of Care to a Covid-19 Confirmed Patient (Non-Admissible)

The province of Agusan del Sur established two (2) Provincial Temporary Treatment and Monitoring Facility COVID-19 confirmed individuals. One is a constructed provincial isolation facility located at Barangay Consuelo, Bunawan, Agusan del Sur with 50 beds capacity, and the other is at Barangay Cagbas, Bayugan City with 15 beds capacity. With the increasing number of COVID-19 cases in the province, and with the resolution of the Inter-Agency Task Force for the management of the emerging infectious diseases, the province is therefore required to build or rent a facility for the facility-based isolation among confirmed mild-moderate covid-19 cases non-admissible to a hospital facility. It is managed by the Camp Coordination and Camp Management (CCCM) team as support to the medical team of the Provincial Health Office.

Office or Division:	Provincial Health Office			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Citizens G2C - Government to Government G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Referral Slip, RT-PCR Positive Result, Patient Chart, and Discharge Form			RHU, Hospital, PTTMF	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LGU/Hospital Patient endorsement to the Provincial Health Office	1. Acknowledge referral and coordinate with the PTTMF	None	30 Minutes	<i>Medical Specialist Medical Officer Nurse I</i>



with complete patient details like; - Positive RT-PCR Result - Initial Vital Signs - Medical History	on duty for vacancy update.			<i>Community Affairs Officer I</i> Provincial Health Office
2. Prepare for pick up by LGU/PHO COVID-19 transport vehicle going to the provincial facility	2. Facilitate pick up of patient from hospital/home quarantine	None	1 Day, 4 Hours	<i>Medical Specialist</i> <i>Medical Officer</i> <i>Nurse I</i> <i>Community Affairs Officer I</i> Provincial Health Office
3. Remain isolated in the PTTMF as recommended by the physician.	3. Daily care, treatment, and monitoring of patient.	None	14 Days	<i>Medical Specialist</i> <i>Medical Officer</i> <i>Nurse I</i> <i>Community Affairs Officer I</i> Provincial Health Office
4. Prepare for discharge.	4. Carry out Doctor's order and inform 4.1. LGU for patient pick-up and provide discharge certificate.	None	2 Hours, 30 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> <i>Nurse I</i> <i>Community Affairs Officer I</i> Provincial Health Office
TOTAL:		None	15 Days, 7 Hours	

4. Provision of Health Supplies and Equipment

This type of service defines the efficient management, proper handling and proper distribution of all health supplies and equipment covering the entire office and other concerned parties/agencies. The Provincial Health Office at the same time the Health Emergency Operation Center for COVID-19 response covers the distribution of essential supplies, logistics, drugs and medicines, COVID-19 test kits and reagents (Antigen and RT-PCR) to all hospitals and RHU's in the province of Agusan del Sur. The supply and logistic unit of the office controls the procurement request and distribution/release to all requesting office/agencies.



Office or Division:	Provincial Health Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	RHUs, Hospitals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication/Request Letter, RIS, Distribution List		Other Agency/ Office/ Internal office of the PHO		
CLIENT STEPS	PHO ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the Provincial Health Office.	1. Receive incoming communication, record it in the receiving logbook, and send request to the supply and logistic team.	None	1 Minute	<i>Clerk Administrative Assistant II Pharmacist Provincial Health Office</i>
2. Receive the signed copy of the submitted communication to the office.	2. Inform client that the received document shall be referred to the appropriate division. 2.1. Give the signed received copy of the document back to the client.	None	1 Minute	<i>Clerk Administrative Assistant II Pharmacist Provincial Health Office</i>
3. Communicate with PHO as to when the items will be picked up and if the items are available.	3. Prepare the requested supply and logistics as requested and inform the requesting office if the items are now ready for pick up, or call if the requested	None	1 Hour	<i>Warehouse man Administrative Assistant II Pharmacist Provincial Health Office</i>



	items are not available.			
4. Pick up items and sign the RIS provided.	4. Have the Requisition Issuance Slip (RIS) signed by the receiving person for documentation.	None	5 Minutes	Warehouse man Administrative Assistant II Pharmacist Provincial Health Office
TOTAL:		None	1 Hour, 7 Minutes	

5. Provision of Health Services

The provision of health services by the Provincial Health Office-Agusan del Sur is consist of medical professionals, organizations, and ancillary health care workers who provides medical care to those in need. Health services that serve's patients, families, communities, and populations. These services are arranged around making health care accessible, high quality, and patient-centered. It delivers cost-effective health services that aims to prevent illnesses and promotes health.

Office or Division:	Provincial Health Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Citizens G2C - Government to Government G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication/Request Letter		Other Agency/ Office/ Internal office of the PHO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send communication/request letter to the Provincial Health Office stating the specific	1. Record in the receiving logbook the received communication letter.	None	1 Minute	Administrative Assistant Clerk Provincial Health Office



health services they need.				
2. Express the urgency or nature of the request.	2. Assess the urgency of the communication letter and refer to the head of office for routing of communication to the assigned coordinator.	None	5 Minutes	<i>Provincial Health Officer II Nurse V Nurse III Engineer III Nurse II Sanitation Inspection III Sanitation Inspection II Health Educ. And Promotion Officer III Community Affairs Officer I Nutrition Officer IV Administrative Assistant Provincial Health Office</i>
3. Communicate with the assigned coordinator that will provide the requested health services and discuss the plan for the delivery of needed amenities.	3.1. Prepare for the requested health service, communicate and arrange a meeting with the requesting party to discuss the details of the activity implementation.	None	1 Day	
	3.2. Provide feedback to the requesting party of the final response plan created for application.	None	30 Minutes	
TOTAL:		None	1 Day, 36 Minutes	



Valentina Galido Plaza Memorial Hospital (VGPMH)

External Services



1. Out-Patient Department

An outpatient department or outpatient clinic is the part of a hospital designed for the treatment of outpatients, people with health problems who visit the hospital for diagnosis or treatment, but not at this time require a bed or to be admitted for overnight care.

Office/Division:	Out-Patient Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Triage evaluation		Triage Area		
2. Patient record		OPD Clerk		
UNSAY BUHATON SA PASYENTE/ WATCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/OPISINA	FEES	ORAS GIGAHIN	RESPONSABLENG EMPLEYADO
1. Mo hapit una sa Triage Area ang pasyente para e-screening.	1. E screen ang pasyente kung wala ba siyay simtomas o exposure sa COVID19 infection ug e antigen test	Wala	15 Minutes	Nurse Out-Patient Department
	1.1 Kung mag positive sa antigen test, e-refer kini sa ilang LGU-	Wala	5 Minutes	
	2. Abiabihon, tudluan nga moadto sa (Door 5)	Wala	2 Minutes	Nurse Nursing Attendant Out-Patient Department
	3. Interbiyohon, i-encode ang mga data nakuha sa pasyente ug ihatag ang OPD record form balik sa Nurse/nursing attendant	Wala	10 Minutes	Record Encoder Out-Patient Department
	4. Pangutan-on unsay gibati, kuhaan ug tepmeratura, Presyon sa dugo, timbang ug uban pa.	Wala	10 Minutes	Nurse Nursing Attendant Out-Patient Department



	5. Eksamenon ang pasyente, ipalaboratoryo kung kinahanglanon, resetahan ug tambal.	Wala	10 Minutes	<i>Medical Specialist Medical officer Out-Patient Department</i>
	6. Abiabihon ang pasyente, tagaan sa gikinahanglan nga serbisyo	Wala	15 Minutes	<i>Program Coordinator Out-Patient Department</i>
	7. Himoan ug request kung unsang klaseng eksaminasyon, tagaan ug sudlanan para sa tae ug ihi instraksyonan. Paadtoon sa cashier para bayad ug DSWD kung mohangyo	Wala	5 Minutes	<i>Nursing Attendant Out-Patient Department</i>
TOTAL:		Wala	1 Hour, 12 Minutes	

2. Emergency Room Department

An Emergency Room (ER) is a medical treatment facility specializing in emergency medicine, the acute care of patients who present without prior appointment; either by their own means or by that of an ambulance.

Office/Division:	Emergency Room Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Triage evaluation		Triage Area		
2. Patient record		OPD Clerk		
UNSAY BUHATON SA PASYENTE/ WATCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/OPISINA	FEES	ORAS GIGAHIN	RESPONSABLENG EMPLEYADO



1. Mo hapit usa sa Triage Area ang pasyente para e screening	1. E-screen ang pasyente kung wala ba siyay simtomas o exposure sa COVID19 infection ug e antigen test kung gikinahanglan	Wala	15 Minutes	Triage Nurse Emergency Room Department
	2. Kung emergency case, e diritso ang pasyente sa holding area ug hatagan ug hinanali nga pagtambal	Wala		
	3. Kung mag positive ug adunay grabe nga mga simtomas sa COVID19, kini e refer sa COVID19 facility	Wala		
	4. Iplastar, interbiyuhon, kuhaan ug Presyon sa dugo, timbang ug uban pa.	Wala	5 Minutes	Nurse Nursing Attendant Emergency Room Department
	5. Ihatag sa Doctor ang OPD record ug admission charts	Wala	1 Minute	Nurse Emergency Room Department
	6. Pangutan-on, eksaminon mohimo ug order sa charts sa pasyente	Wala	15 Minutes	Medical Specialist Medical Officer Emergency Room Department
	7. Carry-out ang order sa Doctor, taoran ug dextrose, ihatag ang tambal, nga ipahatag dihaduha dayon ug request sa eksaminasyon sa laboratoryo	Wala	15 Minutes	Nurse Emergency Room Department
	8. Ihatag sa encoder ang OPD record	Wala	1 Minute	Nurse Nursing Attendant Emergency Room Department
	9. E-encode ang pangalan sa payente ug oras sa pag-admit. Mag-issue ug watcher's ID. E-categorya kung Philhealth ug walay Philhealth	Wala	3 Minutes	Encoder Emergency Room Department



	10. Instraksiyonan nga moadto sa PhilHealth Office kung unsa pay kinahanglanon. Sa Social Worker kung mohangyo	Wala	2 Minutes	Nurse Nursing Attendant Emergency Room Department
	11. Ibalhin ang pasyente sa Ward og E-endorse sa ER Nurse ang pasyente sa nagduty nga nurse sa ward	Wala	5 Minutes	Utility worker Nurse Nursing Attendant Emergency Room Department
	12. Sugaton sa utility worker magdala ug wheelchair o pahigdaon sa stretcher	Wala	2 Minutes	Nurse Emergency Room Department
	13. Kuhaan dayon ug vital signs (presyon sa dugo, pulso ug uban pa). Pahibal-on dayon ang Doctor nga nagduty.	Wala	5 Minutes	Nurse Emergency Room Department
	14. Eksaminon ang pasyente/mandaran ang nurse kung unsa ang buhaton nga procedure sa pasyente. O irefer sa laing Doctor o espesiyalista	Wala	7 Minutes	Medical Specialist Medical Officer Emergency Room Department
	15. Andamon ang galamiton, papirmahan sa consent ang watcher ug kumpletohon ang data sa pasyente. Mag andam ug patients chart kung i-admit o referral slip kung ipaadto sa dako nga hospital nga mas kumpleto ang pasilidad.	Wala	15 Minutes	Nurse Nursing Attendant Emergency Room Department
TOTAL:		Wala	1 Hour, 46 Minutes	



3. Laboratory Services

A medical laboratory or clinical laboratory is a laboratory where tests are done on clinical specimens in order to get information about the health of a patient as pertaining to the diagnosis, treatment, and prevention of disease.

Office/Division:	Laboratory Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		OPD / ER		
UNSAY BUHATON SA PASYENTE/ WA TCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/ OPISINA	FEES	ORAS GIGAHIN	RESPONSABLE NG EMPLEYADO
1. Ihatag ang Request form sa Laboratory staff	1. Kuhaan ug sample ang pasyente (Palihog pagtan-aw sa mga laboratory services sa ubos)	Magdepende ang bayad sa laboratory services na pagahimuon	Magdepende ang oras nga gegahin sa laboratory services na pagahimuon	<i>Laboratory Aide Medical Technologist Laboratory Department</i>
	1.1 Eksaminon ang sample.	Wala	Magdepende ang oras nga gegahin sa laboratory services na pagahimuon	<i>Laboratory Aide Medical Technologist Laboratory Department</i>
2. Hulatan ang request ug tawagon ra pag kuhaan na ug dugo.	2. I-encode ang resulta ug ihatag sa pasyente.	Wala	10 Minutes	<i>Laboratory Aide Medical Technologist Laboratory Department</i>
TOTAL:		Magdepende ang bayad sa laboratory services na gehimo	Magdepende ang oras nga gegahin sa laboratory services na	



		pagahimuon	
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Laboratory Service	Fees	Processing Time
CBC	PHP 200.00	1 Hour
Platelet	PHP 85.00	
Bleeding Time	PHP 40.00	
Clotting Time	PHP 40.00	
Ihi	PHP 75.00	
Hugaw	PHP 45.00	
Pregnancy Test	PHP 120.00	
Typhidot	PHP 700.00	
DRT	PHP 1, 250	
H. pylori	PHP 380.00	
HbsAg	PHP 180.00	
Gram Stain	PHP 75.00	
Slit Skin	PHP 75.00	
Presence of Sperm	PHP 75.00	
Sputum	PHP 85.00	
FBS	PHP 150.00	4 Hours
RBS	PHP 120.00	
Lipid Profile	PHP 1,200.00	
Cholesterol	PHP 200.00	
Triglyceride	PHP 250.00	
SGPT	PHP 300.00	
SGOT	PHP 300.00	
UREA	PHP 300.00	
Uric Acid	PHP 250.00	
Creatinine	PHP 250.00	
Electroles	PHP 850.00	
Albumin	PHP 300.00	



Antigen Swab	PHP 1, 400.00	15 Minutes
Blood Typing	PHP 100.00	2 Hours
Cross matching	PHP 900.00	

4. Radiology Services

The ultimate objective of the diagnostic radiology department is to aid physicians in their efforts to diagnose and treat disease by providing them with timely and reliable information obtained from radiographic examinations using the least amount of radiation necessary for conducting the radiographic examination.

Office/Division:	Radiology Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's Record		OPD Clerk		
Doctor's Request/Request Form		OPD/Emergency Room		
UNSAY BUHATON SA PASYENTE/ WA TCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/ OPISINA	FEES	ORAS GIGAHIN	RESPONSABLE NG EMPLEYADO
1. Moadto sa Record section aron pagkuha sa record sa pasyente.	1. Kuhaon ang Request Form	Wala	10 Minutes	<i>Radiologic Technologist</i> Radiology Department
	2. Kuhaon sa Rad. Rech ang detalye og e sulat sa Log Book.	Wala		
	3. Buhaton sa Rad. Tech ang gi-request nga procedure.	Wala		
TOTAL:		Ang bayad magdipende sa prosidyur na pagahimuon	10 Minutes	

Film Size	Procedure	Fees
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14X17	CX R PA/PAL	PHP 220.00	PHP 440.00
10X12	CX R PA/PAL	PHP 190.00	PHP 380.00
10X12	ELBOW/HAND PAL	PHP 380.00	
14X17	THIGH PAL	PHP 440.00	
10X12	THIGH PAL	PHP 380.00	
14X17	ARM/FOREARM/WRIST	PHP 440.00	
10X12	ARM/FOREARM/WRIST	PHP 380.00	PHP 440.00
14X17	PELVIS AP/APL	PHP 220.00	PHP 380.00
10X12	PELVIS AP/PAL	PHP 190.00	
14X17	LUMBOSACRAL SPINE	PHP 440.00	
10X12	SHOULDER/CLAVICE	PHP 190.00	
14X17	THORACOLUMBAR	PHP 440.00	
10X12	SKULL APL (2)	PHP 380.00	
	SKULL W/ TOWNE'S	PHP 570.00	
	SKULL W/ WATER'S (3)	PHP 570.00	
10X12	KNEE APL	PHP 380.00	
14X17	KNEE APL	PHP 440.00	
10X12	LEG	PHP 380.00	
14X17	LEG	PHP 440.00	
10X12	ANGKLE/FOOT	PHP 380.00	
14X17	ABDOMEN SUPINE/UPRIGHT	PHP 440.00	
10X12	CERVICAL/NECK	PHP 380.00	
	MOBILE X-RAY	PHP 500.00	



5. Medical Records

Medical records provide a clinical history of the patient's treatment in the hospital. It also functions as a documentary support or evidence of confinements, diagnosis, and treatment received, usually required by Philippine and international insurance companies, offices and schools

Office/Division:	Medical Records			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Medico Legal Certificate:				
Police Request			Police Station	
UNSAY BUHATON SA PASYENTE/ WA TCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/ OPISINA	FEES	ORAS GIGAHIN	RESPONSABLE NG EMPLEYADO
1. Magdala ug Police Request	1. Isyuhan ug charge slip	PHP 200.00	1 Minute	<i>Administrative Aide III</i> Medical Records
2. Dalahon ang charge slip sa Cashier para magbayad	2. Taypon ang Medico- Legal Certificate		7 Minutes	
3. Dalahon ang Medico-Legal Certificate sa Doctor aron papirmahan	3. Selyohan ang Medico- Legal Certificate		1 Minute	
TOTAL:		PHP 200.00	9 Minutes	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Medical Certificate:				
Billing Statement			Billing Section	
UNSAY BUHATON SA PASYENTE/ WA TCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/ OPISINA	FEES	ORAS GIGAHIN	RESPONSABLE NG EMPLEYADO
1. Magdala ug kopya sa Billing Statement	1. Isyuhan ug charge slip ang watcher	PHP 100.00	1 Minute	<i>Administrative Aide III</i> Medical Records
2. Dalahon ang charge slip sa Cashier aron magbayad	2. Taypon ang Medical Certificate		5 Minutes	
3. Papirmahan sa Doctor ang	3. Selyohan ang Medical		1 Minute	



Medical Certificate	Certificate human pirma sa doctor			
TOTAL:		PHP 100.00	7 Minutes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Certificate/Birth Certificate		PSA		
UNSAY BUHATON SA PASYENTE/ WA TCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/ OPISINA	FEES	ORAS GIGAHIN	RESPONSABLE NG EMPLEYADO
1. Magdala ug Marriage Contract kung minyo	1. Isyuhan ug charge slip para bayad	PHP 100.00	1 Minute	<i>Administrative Aide III Medical Records</i>
- Sa mga dili kasal magdala ug Birth Certificate -Sa dili kasal nga ipa apelyido sa Amahan, magkuha ug AUSF sa abogado ug magdala ug Birth Certificate sa Amahan ug Inahan sa bata	1.1 Taypon ang Birth Certificate	Wala	5 Minutes	
2. Dalahon ang Birth Certificate sa doctor aron papirmahan	2. Ipadala ang Birth Certificate aron papirmahan sa doctor.	Wala	1 Minute	
3. E balik ang Birth Certificate sa records seksyon pag human mapermahan sa doctor	3. Tudloan ang watcher nga dalhon sa LCR aron marehistro ang Birth Certificate.	Wala	1 Minute	
TOTAL:		PHP 100.00	8 Minutes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Certificate/Birth Certificate Burial Permit		PSA Munisipyo		
UNSAY BUHATON SA PASYENTE/ WA TCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/ OPISINA	FEES	ORAS GIGAHIN	RESPONSABLE NG EMPLEYADO
1. Magdala ug Birth Certificate/ Marriage/Certificate ug Burial Permit	1. Isyuhan ug Charge slip para makabayad	PHP 100.00	1 Minute	<i>Administrative Aide III Medical Records</i>



2. Tagaan ug Charge slip para magbayad sa Cashier	2. Taypon ang Death Certificate	Wala	5 Minutes	<i>Administrative Aide III</i> Medical Records
	2.1 Tudloan ang watcher nga papirmahan ang Death Certificate sa doctor	Wala	1 Minute	<i>Administrative Aide III</i> Medical Records
	2.2 Tudloan ang watcher nga dalahon ang Death Certificate sa LCR para marehistro	Wala	1 Minute	<i>Administrative Aide III</i> Medical Records
TOTAL:		Wala	8 Minutes	

6. Pharmacy Services

Hospital pharmacy the art, practice, and profession of choosing, preparing, storing, compounding, and dispensing medicines and medical devices, advising patients, doctors, nurses and other healthcare professionals on their safe, effective and efficient use.

Office/Division:	Pharmacy Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		OPD/ER Doctor		
UNSAY BUHATON SA PASYENTE/ WATCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/ OPISINA	FEES	ORAS GIGAHIN	RESPONSABLE NG EMPLEYADO
1. Ipakita ang Resita	1. Dawaton ang resita	Wala	1 Minute	<i>Pharmacist</i> Pharmacy Section
	1.1 Susihon sa pharmacist ang Resita kung adunay stocks nga available sa pharmacy	Wala	5 Minutes	<i>Pharmacist</i> Pharmacy Section
	1.2 Kung naay stock, presyohan ang tambal ug paadtoon sa cashier para mag bayad	Wala	5 Minutes	<i>Pharmacist</i> Pharmacy Section



2. Ipakita Resibo ug Resita	3. Ihatag ang tambal sa kleyente ug tagaan ug instraksyon unsaon pag-inom	Wala	1 Minute	Pharmacist Pharmacy Section
	2.1 Himoan ug charge slip ug ihatag sabilling section	Wala	3 Minutes	Pharmacist Pharmacy Section
	2.2 Irekord ang charge slip sa logbook	Wala	1 Minute	Pharmacist Pharmacy Section
3. Ipakita ang resita	3. Dawaton ang resita	Wala	1 Minute	Pharmacist Pharmacy Section
	3.1 Susihon sa pharmacist ang Resita kung adunay stocks nga available sa pharmacy	Wala	5 Minutes	Pharmacist Pharmacy Section
	3.2 Ihatag ang tambal sa watser	Wala	1 Minute	Pharmacist Pharmacy Section
	3.3 Kung naay stock nga tambal, magbuhat ug Charge Slip ug ihatod sa Billing Seksyon	Wala	3 Minutes	Pharmacist Pharmacy Section
	3.4 Irekord ang Charge Slip sa logbook	Wala	1 Minute	Pharmacist Pharmacy Section
4. Ipakita ang resita	4. Entry sa system ang tambal nga gi order sa doktor	Wala	1 Minute	Pharmacist Pharmacy Section
	4.1 Susihon sa pharmacist kung naa ang tambal nga gi request gikan sa Ward	Wala	1 Minute	Pharmacist Pharmacy Section
	4.2 Iprint ang charge slip nga gikan sa system	Wala	1 Minute	Pharmacist Pharmacy Section
	4.3 Iprepare/ i-serve ang tambal	Wala	2 Minutes	Pharmacist Pharmacy Section
	4.4 Ihatod sa Ward ang mga tambal	Wala	1 Minute	Pharmacist Pharmacy Section
	4.5 Irekord Tang charge slip sa	Wala	1 Minute	Pharmacist



	logbook			Pharmacy Section
TOTAL:		Wala	34 Minutes	

7. Medical Social Worker Services

A medical social worker is responsible for the areas of care management and assists patients and families in understanding patient conditions and treatments.

Office/Division:	Medical Social Worker			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Point of Service Form		PhilHealth Clerk		
UNSAY BUHATON SA PASYENTE/ WATCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/ OPISINA	FEES	ORAS GIGAHIN	RESPONSABLENG EMPLEYADO
1. Point of Service (POS) PhilHealth Care Benefits	1. Interbiyohon ang kliyente kung pwede maenrol sa Point of Service (POS)	Wala	8 Minutes	<i>PhilHealth in-charge</i> Medical Social Worker Section
2. Mangayo ug "note" o pamatuod nga kwalipikado ka masulod sa POS. I-andam ang birth certificate sa pasyente /ginikanan	2. Ihatag ang note	Wala		<i>Social Worker Officer</i> Medical Social Worker Section
3. Moadto sa opisina sa Social Worker	3. Interbiyohon ang pasyente/ watcher (General Intake Sheet)	Wala	8 Minutes	<i>Social Worker Officer</i> Medical Social Worker Section
4. Mangutana kung unsay buhaton	4. Instraksiyonan nga magpabuhay ug medical certificate.	Wala		<i>Social Worker Officer</i> Medical Social Worker Section
5. Ipakita ang bill sa hospital	5. Ingon nga motext sa	Wala		<i>Social Worker Officer</i>



	congressional office sa numerong gihatag. maghulat sa tubag			Medical Social Worker Section
6. Magpabuhat ug Medical Certificate	6. Mao ni ibutang sa text:	Wala	45 Minutes	Social Worker Officer Medical Social Worker Section
	6.1. Pangalan sa hospital			
	6.2. Pangalan sa pasyente			
	6.3. Address/lugar			
	6.4. Sakit sa pasyente			
7. Dalhon ang billing sa hospital, Medical Certificate, ug valid ID	7. Interbiyohon ang watcher/pasyente	Wala	8 Minutes	Social Worker Officer Medical Social Worker Section
	7.2 Tanawon kung kumpleto ang papeles	Wala		Clerk Medical Social Welfare Section
	7.3 Itext sa DSWD ang pangalan sa pasyente, balayronon, ug ang diagnosis.	Wala		Social Worker Officer Medical Social Worker Section
8. Ipakita ang billing sa munisipyo King hain kanasakop. Ihatag sa social worker kung pila ang kantidad nga gihatag sa munisipyo	8. Irekord /iencode sa computer	Wala	8 Minutes	Clerk Medical Social Welfare Section
9. Moadto sa opisina sa, social worker. Magdala ug ID. Ipakita ang laboratory/X-ray requests, dental, reseta, sa tambal ug uban pa.	9. Irekord sa logbook ang pangalan sa pasyente	Wala	8 Minutes	Social Worker Officer Medical Social Worker Section
	9.1. Pirmahan ang request slip, reseta ug uban pa pagpamatuod nga nakahangyo o wala silay gibayaran	Wala		Social Worker Officer Medical Social Worker Section
10. Moadto sa opisina sa Social Worker	10. Alalayan ug tambagan ang pasyente	Wala	20 Minutes	Social Worker Officer Medical Social Worker Section
11. Ipakita ang request slips,	11. Interbiyohon, ibutang ang	Wala		Social Worker Officer



reseta, medical certificate ug police report	mga nakuha nga inpormasyon sa General Intake Sheet.			Medical Social Worker Section
	11.1. Pirmahan ang requests, reseta o uban pa para makaangkon ug libre nga serbisyo medical	Wala		<i>Social Worker Officer</i> Medical Social Worker Section
TOTAL:		Wala	1 Hour, 45 Minutes	

8. Adolescent Job Aid/Adolescent Health Development Program

The Adolescent Job Aid is a handy desk reference tool for health workers (trained and registered doctors, nurses and clinical officers) who provide services to children, adolescents and adults. It aims to help these health workers respond to their adolescent patients more effectively and with greater sensitivity.

Office/Division:	Adolescent Job Aid / Adolescent Health Development Program			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Point of Service Form		PhilHealth Clerk		
UNSAY BUHATON SA PASYENTE/ WATCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/ OPISINA	FEES	ORAS GIGAHIN	RESPONSABLENG EMPLEYADO
1. Mag hulat usa sa gawas sa Teens Center Clinic	1. Mo rounds usa sa OB-Ward ug Gyne Ward	Wala	20 Minutes	<i>Nurse</i> Valentina Galido Plaza Memorial Hospital
2. Mag hulat nga tawagon sa in-charge nga Nurse	2. Tawagon sa in-charge nga Nurse ang pasyente ug pasudlon sa clinic	Wala	2 Minutes	
3. Mo sulod sa clinic ang pasyente	3. E counsel ang pasyente. E rekord and tanang datos pina-	Wala	8 Minutes	



	agi sa pag gamit sa HEADSS nga porma			
TOTAL:		Wala	30 Minutes	

9. Animal Bite and Treatment Center

Animal Bite Center is a facility where you can avail of services about animal bites. These clinics may be attached into hospitals or as separate centers. The centers have available vaccines and injection shots especially made to prevent rabies symptoms and infections.

Office/Division:	Animal Bite and Treatment Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Triage evaluation		Triage Area		
2. Patient record		OPD Cleark		
3. Doctor's Request		OPD/Emergency Room		
UNSAY BUHATON SA PASYENTE/ WATCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/ OPISINA	FEES	ORAS GIGAHIN	RESPONSABLENG EMPLEYADO
1. Mo adto sa Animal Bite and Treatment staff	1. Examinon ug e assess ang pasyente	Wala	8 Minutes	<i>ABTC staff on Duty</i> Animal Bite and Treatment Center
2. Mo adto sa Doktor on Duty	2. Examinon, e-ebalwar, ug e-diagnose ang pasyente	Wala	8 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Animal Bite and Treatment Center
3. Balik sa ABTC staff	3. Hinloan ang samad, tapos tambalan nga naka uyon sa kategorya	Wala	7 Minutes	<i>ABTC staff on Duty</i> Animal Bite and Treatment Center
	3.1. Isyohan ug Treatment Card ug hatagan ug Health Teachings	Wala	5 Minutes	



TOTAL:	Wala	28 Minutes
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10. TB-Dots Center

TB-DOTS clinic is a diagnostic and therapeutic unit that caters patients diagnosed with TB or suspected of having TB. The Directly Observed Treatment Strategy (DOTS) is the most effective approach in the diagnosis, treatment, and control of TB.

Office/Division:	TB-DOTS Center			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Triage evaluation		Triage Area		
2. Patient record		OPD Clerk		
3. Doctor's Request		OPD/Emergency Room		
UNSAY BUHATON SA PASYENTE/ WATCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/ OPISINA	FEES	ORAS GIGAHIN	RESPONSABLENG EMPLEYADO
1. Mo hapit una sa Triage Area	1. E screen ang pasyente kung wala ba siyay sintomas o exposure sa COVID19 infection ug e antigen test kung gikinahanglan	Wala	30 Minutes	<i>Nurse</i> TB-DOTS center
2. Magkuha ug record ang pasyente og E-submit sa OPD.	2. Hatagan ug record ang pasyente	Wala	8 Minutes	<i>Record Officer</i> TB-DOTS center
3. Hulat tawagon ang pangalan	3. Interviewhon ang pasyente ug Inisyal na Vital Signs	Wala	8 Minutes	<i>Nurse</i> <i>Midwife</i> Out-Patient Department
4. Maghuwat sa Tawag sa Doctor	4. Dalhon sa Doctor para ma examine	Wala	15 Minutes	<i>Medical Officer</i> <i>Medical Specialist</i>



5. Human examine dalhon and record sa TB Dots clinic	5. Dawaton and record	Wala	3 Minutes	TB-DOTS center <i>NTP/Asst. NTP Coordinator</i> TB-DOTS center
	5.1. Evaluate ang pasyente basi sa order sa doctor	Wala	5 Minutes	<i>NTP Coordinator</i> TB-DOTS center
6. Maghatag ug plema ang payente ibutang sa dunay taklob na butangan	6. Maghimo ug request ug eksamenon ang plema Isulat ang resulta ug ihatag sa pasyente	PHP 85.00	4 Hours	<i>Medical Technologist</i> TB-DOTS center
7. Ihatag ang OPD record sa TB Clinic	7. Interview, Mag himo ug request, tagaan ug red cap na butanganan sa plema (5mL ang sample)	Wala	4 Hours	<i>NTP Coordinator</i> TB-DOTS center
	8. Maghulat sa result or pwede ra balikan	8. Isulat ang resulta ug ihatag sa pasyente		Wala
9. Ihatag sa taga TB Clinic ang treatment card	9. Ihatag ug tambal para ma inom ug e supervise pag ayo	Wala	10 Minutes	<i>NTP/Asst. NTP Coordinator</i> TB-DOTS center
10. Ang STRIDER ang mokuha sa mga plema gikan sa area. Adunay Kauban na request form (Form 2a)	10. Dawaton ang mga sample ug himoan ug lab request para mapa process.	Wala	2 Days	<i>NTP Coordinator</i> TB-DOTS center
	10.1. Ingnan ang Gen Expert Technician para ma process ang mga sample.			<i>Gen Expert Technician</i> TB-DOTS center
	10.2. E print and result ug e release sa mga area pina agi sa STRIDER.			<i>NTP Coordinator / Strider</i> TB-DOTS center
TOTAL:		PHP 85.00	3 Days, 1 Hour, 19 Minutes	



11. Delivery Room

Delivery Room is a special room in a hospital where women give birth to babies.

Office/Division:	Delivery Room			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Triage evaluation			Triage Area	
2. Patient record			OPD Clerk	
3. Doctor's Request			OPD/Emergency Room	
UNSAY BUHATON SA PASYENTE/ WATCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/ OPISINA	FEES	ORAS GIGAHIN	RESPONSABLENG EMPLEYADO
1. landam tanan gamit nga gamitonon sulod sa Delivery Room	1. Pa ilison ang pasyente ug bagong duster	Wala	10 Minutes	Nurse Delivery Room
	1.1. Kuhaon ang mga gamit sa watcher	Wala		Nursing Attendant Delivery Room
	2. Mag ilis ug bagong duster bago isulod sa labor room	2. Isulod sa labor room ang pasyente		Wala
3. Mohigda ang pasyente sa katre sa labor room	3. Pangutanon ang pasyente sa iya ngalan, ika pila nga pag buntis ug kung kini ika duha na o pataas as nanganak sa una	Wala	8 Minutes	Nurse Delivery Room
	3.1. Kuhaan ug BP ug pitik sa kasing2 sa bata	Wala		Nursing Attendant Delivery Room
	3.2. Monitoron ang kundisyon sa pasyente (kung adunay mabantayan nga problema samtang ng labor irefer dayon kini sa doctor nga		Wala	2 Days



	nag duty)			
4. Tawagon ang staf nga duty kung lami na iutong	4. Dal on ang pasyente sa Delivery Room	Wala	3 Hours	Nurse Delivery Room
	4.1. Pahigdaon sa DR Table	Wala		Nurse Delivery Room
5. Mu adto sa, delivery room ug muhigda sa Delivery Table	5. Hinloan ang pwerta	Wala	3 Hours	Nurse Delivery Room
	5.1. IE-hon kung angay na Ba Pa anakon ang pasyente			
	5.2. landam ang mga gamit sa pag pa anak			
	5.3. Hinloan utro ang pwerta ug betadine			
	5.4. Pa utongon ang pasyente kung mu reklamo na kini nga lami na iutong			
6. Mu adto sa, delivery room ug mu higda sa Delivery Table	6. Pa anakon ang pasyente	Wala	3 Hours	Nurse Delivery Room
	6.1 Human pag gawas sa inunlan hinloan ang sulod sa matres			
	6.2. Tahion ang pwerta kung adunay tahiunon			
	6.3. Hinloan ang pasyente ug ibutang sa stretcher			
	6.4. Monitoron ang pasyente	Wala	1 Hour, 30 Minutes	Nurse Nursing Attendant Delivery Room
	6.5. Ibalhin sa ward ug e-endorso sa ward nurse nga duty (apil ang latest BP, tambal nga nahatag ug kondisyon sa pasyente	Wala	8 Minutes	Nurse Delivery Room



	TOTAL:	Wala	3 Days, 2 Hours, 56 Minutes	
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12. Billing Section

Billing is defined as the step-by-step process of requesting payment from customers by issuing invoices.

Office/Division:	Billing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PHILHEALTH membership card		PHILHEALTH Section		
UNSAY BUHATON SA PASYENTE/ WATCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/OPISINA	FEES	ORAS GIGAHIN	RESPONSABLENG EMPLEYADO
1. Maghulat sa tawag gikan sa Nurse/nursing attendant Aron pagproseso sa clearance	1. Ihatud sa nurse/nursing attendant ang chart sa pasyente nga pwedi na Paulion	Wala	2 Minutes	<i>Nurse Nursing Attendant Out-Patient Department</i>
	1.1. Kwentahon ang Balayranan sa pasyente ug iprint ang bill	Wala	8 Minutes	<i>Billing Clerk Billing Section</i>
	1.2. Ibalik sa nurse station ang charts	Wala	8 Minutes	
2. Moadto sa Billing Section ug iproseso ang billing ug clearance	2. Tawagan sa nurse ang Pangalan sa pasyente ug Intraksiyonan bga paadtoon sa Billing Section parra sa pagproseso sa clearance.	Wala	5 Minutes	<i>Nurse Nursing Attendant Out-Patient Department</i>
	2.1. Ihatag ang Bill ug clearance f		5 Minutes	<i>Billing Clerk</i>



	form			Billing Section
	2.2. Tudloan/esplikaran Kung asa moadto:			
	2.2.1. PHIC - Kung nay Philhealth	Wala		
	2.2.2 Cashier /Pharmacy			
	2.2.3. IW on duty			
	2.2.4.Records Section kung nanganak			
	5. Nurse Station			
TOTAL:		Wala	28 Minutes	

13. PhilHealth Section

Phil Health's mandate is to provide health insurance coverage to all Filipinos

Office/Division:	PhilHealth Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PHILHEALTH membership card / Membership Data Record		PHILHEALTH REGIONAL OFFICE		
UNSAY BUHATON SA PASYENTE/ WATCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/OPISINA	FEES	ORAS GIGAHIN	RESPONSABLENG EMPLEYADO
1. Maghulat sa Tawag gikan sa nurse/nursing attendant aron pagproseso sa clearance	1. Kompirmahon ang MDR sa pasyente ug angay ba magamit			
1.1. Kopya (Photocopy) sa updated Member Data Record (MDR) sa Philhealth Office		Wala	2 Minutes	PHIC Clerk PhilHealth Section
1.2. Kopya sa Member Data				



Record (MDR)				
1.3. Kopya sa opisyal nga resibo nga gikan sa Philhealth o gikan sa bayad center (OR)				
1.4. Kopya sa Member Data Record (MDR)				
1.5. Orihinal nga claim Signature Form (CSF) na permado sa heead of office o otorisado nga Reprisentante/Employer				
1.6. Certificate of contribution gikan sa ahensya nga diin didto nagtrabaho				
2. Ipasa ang Bill ug Clearance sa opisina sa	2. Printahan ug Claims Signature Form (CSF) ug PHIC Benefit Eligibility Form (PBEF) ang pasyente ug papermahan sa miyembro o representative	Wala	10 Minute	PHIC Clerk PhilHealth Section
	2.1 Permahan sa PHIC Clerk ang clearance sa pasyente ug tudloan ug asa pa ang permahanan sa clearance	Wala		PHIC Clerk PhilHealth Section
3. Ipakita ang MDR, Birth Certificate sa pasyente nga nag-edad ug 20 anyos paubos, marriage certificate kung minyo, ug ID sa Senior Citizen nag-edad 60 anyos pataas	3. Kompirmahon ang gipasa na papeles	Wala	5 Minutes	PHIC Clerk PhilHealth Section
	3.1 Hatagan ug PHIC Member Registration Form (PMRF) ipa fill- up sa miyembro ug permahan	Wala		PHIC Clerk PhilHealth Section
	3.2 Printahan ug Clinical Cover Sheet (CCS) para makakuha sa Record Office ug Certificate of confinement	Wala		PHIC Clerk PhilHealth Section



	3.3 Instruksyonan ang mag proseso sa PHIC San Francisco	Wala		<i>PHIC Clerk</i> PhilHealth Section
4. Magpasa ug Birth Certificate kung bata ang pasyente nag edad 20 anyos paubos; kung kasado marriage certificate	5. Hatagan ug PHIC Member Registration Form (PMRF) ipa fill up sa miyembro ug permahan	Wala	2 Minutes	<i>PHIC Clerk</i> PhilHealth Section
	4.1 Paadtoon sa Social Worker para mapangutana sa mga personal na impormasyon	Wala	10 Minutes	<i>Social Worker</i> PhilHealth Section
	4.2 I enroll dayon sa Point of Service Portal sa online ang pasyente	Wala	5 Minutes	<i>PHIC Clerk</i> PhilHealth Section
TOTAL:		Wala	34 Minutes	

14. Cashier Section

Cashier Section is entrusted with operations relating to cash and other valuables.

Office/Division:	Cashier Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge slips		Sa kada department		
UNSAY BUHATON SA PASYENTE/ WATCHER	UNSAY ANGAY BUHATON SA EMPLEYADO/OPISINA	FEES	ORAS GIGAHIN	RESPONSA BLENG EMPLEYAD O
1. Ihatag sa cashier ang inyong charge slip.	1. Si cashier magpahibalo kung pila inyong bayronon sumala sa inyong request/charge slip.	Wala	3 Minutes	<i>Administrative Aide IV (Clerk II)</i> <i>Administrative Aide III</i> Cashier Section



<p>2. Bayaran ni kliyente ang kantidad na giingon sa cashier</p> <p>*Human sa pagbayad, pwede na moadto sa dapat na adtoan nga departamento.</p>	<p>2. Mu issue si cashier og resibo.</p>	<p>Wala</p>		
<p>3. Sultii si cashier kung kamo mag bayad para sa Medical, Birth, Death og medico legal certificate.</p>	<p>3. Si cashier magpahibalo kung pila inyong bayronon sumala sa inyo giingon.</p>	<p>Wala</p>	<p>3 Minutes</p>	<p><i>Administrative Aide IV (Clerk II)</i> <i>Administrative Aide III</i> Cashier Section</p>
<p>4. Bayaran ni kliyente ang kantidad na giingon sa cashier.</p>	<p>4. Mu issue si cashier og resibo</p>	<p>Wala</p>		
TOTAL:		<p>Wala</p>	<p>6 Minutes</p>	



D.O.P Memorial Hospital (DOPMH)

External Services



1. Facilitation on Consultation on Family Planning (FP) Services- (Special Programs)

Services support people's decisions about when, or if, they would like to have children by offering education, counseling and birth control methods. Planned pregnancies spaced two or more years apart result in healthier babies and fewer medical problems for the woman.

Office or Division:	Nursing Services- Family Planning			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Triage Checklist Form		Triage Staff at Triage Area		
Coded Priority Number and Patient Information Form		Triage Staff at Triage Area		
Patient Health Record		Registration Unit/ OPD Clerk		
Green Card (old patient)		Patient personal file		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Progestine Subdermal Implant Insertion	1. Counselling	None	15 Minutes	<i>Nurse III</i> Nursing Services- Family Planning
2. Provides patient personal data	2. Fill-out the Family Planning (FP) Form 1	None	3 Minutes	<i>Nurse III</i> Nursing Services- Family Planning
	2.1 Fill-out FP Client Car, Progestin Subdermal Implant (PSI) Insertion Card, Surgical Memorandum and Technique	PhilHealth	10 Minutes	<i>Nurse III</i> Nursing Services- Family Planning
	2.2. Insertion of Implant	None		<i>Nurse III</i> Nursing Services- Family Planning
3. Proceeds to Family Planning Work Room for Progestin Subdermal	3. Counseling for reinsertion or change of method.	None	15 Minutes	<i>Nurse III</i> Nursing Services- Family Planning
	3.1. Prepares patient, materials	None	3 Minutes	<i>Nurse III</i>



Implant Removal and Re-Insertion.	equipment for removal/reinsertion.			Nursing Services- Family Planning
	3.2. Implants removal and reinsertion	None	5 Minutes	<i>Nurse III</i> Nursing Services- Family Planning
4. Family Planning Injection	4. Counselling	None	5 Minutes	<i>Nurse III</i> Nursing Services- Family Planning
	4.1. Prepares and administers medication intravascularly	None	2 Minutes	<i>Nurse III</i> Nursing Services- Family Planning
5. Proceeds to Young Adolescent (AY) Room	5. Counseling, evaluates client using HEEADS Form. If needs referral to Physician/ Social Worker	None	30 minutes	<i>Medical Officer</i> <i>Nurse III</i> Nursing Services- Family Planning
TOTAL:		None	1 Hour, 31 Minutes	

2. Procedures for Pre-test/Post-test Counselling

HIV counseling has been provided both before and after HIV testing. Counseling prior to HIV testing is important to prepare the patient/client for the possibility of positive diagnosis and post counseling must be done regardless of the patient result.

Office or Division:	Nursing Services- HIV-AIDS Core Team			
Classification:	Simple			
Type of Transaction:	G2C - Government Citizen			
Who may avail:	All Outpatient, Walk-In Client and In-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Physician's request Clients consent for Testing		Out Patient Department Section Rural Health Unit (STI Coordinator/Counselor)		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present physician's request (if there is).	1. Explain what is HIV/AIDS Testing Services and other Sexually Transmitted	None	25 Minutes	<i>Medical Officer</i> <i>Nurse</i> Nursing Services- HIV-AIDS



	Infections (STI) and Client Confidentiality.			Core Team
	1.1. Give brief basic knowledge on the HIV/AIDS and other STI's.	None	20 Minutes	Medical Officer Nurse Nursing Services- HIV-AIDS Core Team
	1.2. Let Client/ Partner, or accompanying Adult (-If client is below 15 y.o.) sign the consent form after pre-counseling.	None	5 Minutes	Medical Officer Nurse Nursing Services- HIV-AIDS Core Team
2. Fill up Daily Registry Logbook and Counseling Form for client's personal information.	2. Provide logbook and forms for Fill-up of personal information.	None	3 Minutes	Medical Officer Nurse Nursing Services- HIV-AIDS Core Team
3. Prepare and proceed for blood specimen collection.	3. Inform the HIV Proficient RMT available for blood specimen collection and analysis.	None	5 Minutes	Medical Officer Medical Technologist Nursing Services- HIV-AIDS Core Team
	3.1. Instruct to comeback for the result on scheduled time and date at HACT Center.	None	5 Minutes	Medical Officer Medical Technologist Nursing Services- HIV-AIDS Core Team
4. Come back to get the Laboratory result for HIV test at HEART Building.	4. Provide the official Laboratory result and have the client sign the lab result release logbook.	None	2 Minutes	Medical Technologist (Phlebotomist) Nursing Services- HIV-AIDS Core Team
5. Submit for HIV post-counseling session.	5. Post counselling after receiving the result.	None	25 Minutes	Medical Officer Nurse Nursing Services- HIV-AIDS Core
	5.1. Provide schedule of next	None	5 Minutes	Nurse



	clinic visit for repeat test if client is in Window period.			Nursing Services- HIV-AIDS Core Team
	5.2. Give Adherence counseling for Antiretroviral treatment following REACTIVE screening test result.	None	25 Minutes	Medical Officer Nurse Nursing Services- HIV-AIDS Core
TOTAL:		None	2 Hours	

3. People Living with HIV (PLHIV) Clients Treatment and Monitoring

A patient-centered case management approach, including such things as: helping patients keep medical appointments, providing ongoing patient education, access to life-saving medication that has been essential to achieving viral suppression, offering incentives and/or enablers, connecting patients with medical care services, maintaining and improving overall quality of life, and disrupting HIV transmission.

Office or Division:	Nursing Services-HIV-AIDS CORE TEAM			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Patient with REACTIVE/Confirmed result			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reactive test result or Confirmatory result Active Phil Health Insurance Corporation (PHIC) Member Data Record (MDR)		HACT Facility/STI- AIDS Cooperative Central Laboratory (SACCL)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Go back to HEART Room for ART adherence counseling and clinical management.	1. Release of Confirmatory result from SACCL (2 weeks -1.5 months after sending the blood sample to NRL/SACCL)	None	2 Minutes	Nurse Medical Specialist Nursing Services-HIV-AIDS CORE TEAM



2. Immediate link to care such as baseline laboratory tests, participate in the adherence counseling and clinical management instructions by listening and signing ARV Treatment Form preferably with family member or partner for treatment.	2. Give the detailed Importance of Anti-retroviral drugs and adherence on ART	None	2 Hours	Nurse Clerk Nursing Services-HIV-AIDS CORE TEAM
	2.1. Explain the schedule on getting ARV medication.	None	5 Minutes	Nurse or Clerk Nursing Services-HIV-AIDS CORE TEAM
	2.2. Give the ARV Treatment form and Consent to the Client and Partner for therapy, minor clients must be accompanied preferably nearest of kin as partner prior to taking ARV medications.	None	2 Minutes	Nurse Clerk Nursing Services-HIV-AIDS CORE TEAM
	2.3. Issue Laboratory request within 3-6 months or 1 year after taking ARV meds or as the need arises and evaluation of HACT Physician.	None	3 Minutes	Nurse Clerk Nursing Services-HIV-AIDS CORE TEAM
TOTAL:		None	2 Hours ,12 Minutes	

4. Issuances of Prescribed Medical Supplies for In and Out-Patient

A centralization of medical supplies in the hospital for in and out-patient.

Office or Division:	Nursing Services- Central Supply Room (CSR)
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government



Who may avail:	All in and out patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription Form Issued by the Physician		Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Presents the prescription to the doctor/nurse.	1. Receives and reads prescribed supplies	Varies according to medical supplies requested	30 Seconds	Clerk Nursing Services- Central Supply Room (CSR)
	2. Releases and issues requested supplies		2 Minutes	Clerk Nursing Services- Central Supply Room (CSR)
	3. Encodes payment/charge slip		2 Minutes	Clerk Nursing Services- Central Supply Room (CSR)
TOTAL:		Varies according to medical supplies requested	4 Minutes, 30 Seconds	

5. Provision of Elective, Operative and Post Procedure to Client's in Need

Nursing care services is the part of the total health organization which aims at satisfying the nursing needs of the patients.

Office or Division:	Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for schedule of operation		Physician at Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSIN	PERSON(S) RESPONSIBLE



		PAID (₱)	G TIME	
ELECTIVE AND EMERGENCY OPERATIONS				
1. Listen to the explanation of the surgical procedure to be perform.	1. Explain the procedures and the reason of the operation.	Depends on the operation/s performed	3 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
	1.1. Write the order of the surgery and the pre-operative medicine in the physician's order sheet and inform the nurse on operation schedule		15 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
2. Sign the consent form and wait for the scheduled operations as determined by the Surgeon and Anesthesiologist	2. Prepare necessary document for signature and inform the patient for the schedule.	Depends on the operation/s performed	3 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
Sub total:		Depends on the operation/s performed	21 minutes	
PRE- OPERATIVE CARE				
1. Sign the consent and allow the nurse to administer the pre-operation medication as order.	1.1. Secure the consent for operation	Depends on the operation/s performed	3 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> <i>Nurse</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
	1.2 CP Clearance for elective (done at the OPD) and in-		1 Hour	<i>Medical Specialist</i> <i>Medical Officer</i>



	patient (as necessary), CP evaluation for emergency operation			Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
	1.3. Notify the Operating Room	Depends on the operation/s performed	3 Minutes	<i>Nurse</i> <i>Nursing Attendant</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
	1.4. Refer to Anesthesiologist on Duty for pre operation order	Depends on the operation/s performed	5 Minutes	<i>Nurse</i> <i>Nursing Attendant</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
	1.5. Prepare the patient for pre-operative procedure (complete pre-operation checklist)	Depends on the operation/s performed	10 Minutes	<i>Nurse</i> <i>Nursing Attendant</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
2. Allows nurse to administer pre operation medication	2. Administers pre operation medication	Depends on the operation/s performed	3 Minutes	<i>Nurse</i> <i>Nursing Attendant</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
	2.1. Issues charge slip of used medical supplies	Depends on the operation/s performed	2 Minutes	<i>Nurse</i> <i>Nursing Attendant</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
Sub total:		Depends on the operation/s performed	1 Hour, 26 Minutes	
OPERATION				



1. Undergoes surgical procedure	1. Performs surgical procedure	Depends on the operation/s performed	Depends on the operation/s performed	<i>Medical Specialist Medical Officer</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
POST- OPERATIVE CARE				
1. Allows medical staff to assess	1.1 Carries out post operative orders	Depends on the operation/s performed	5 Minutes	<i>Nurse Nursing Attendant</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
	1.2. Monitors vital signs, intake, and output	Depends on the operation/s performed	5 Minutes	<i>Nurse Nursing Attendant</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
	1.3. Request medicine/s to the Pharmacy	Depends on the operation/s performed	5 Minutes	<i>Nurse Nursing Attendant</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
	1.4. Administers post operation medications	Depends on the operation/s performed	30 Minutes	<i>Nurse Nursing Attendant</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
	1.5. Makes charge/s of medical supplies and services rendered	Depends on the operation/s performed	3 Minutes	<i>Nurse Nursing Attendant</i> Nursing Services- Operating Room, Delivery Room, Surgical Ward and Intensive Care Unit (ICU)
SUB TOTAL:		Depends on	48 Minutes	



	the operation/s performed		
TOTAL:	Depends on the operation/s performed	2 Hours, 35 Minutes	

6. Admission Procedure at Emergency Room

Completes workup to provides the staff with a baseline from the time the patient entered the hospital. Performs admission duties in assessing patients' health. They may check on surgical dressings, confirm the reason of admission and assess a patient's level of pain and endorse to Attending Physician.

Office or Division:	Nursing Services- Emergency Room (ER)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All out patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Proceeds to the Triage Area	1. Assesses patient's condition and informs ER Staff	None	2 Minutes	<i>Nursing Attendant</i> Nursing Services- Emergency Room (ER)
2. Watcher/ Immediate Kin shall proceed to the Admitting Section	2. Encodes patient's data, categorizes patient as to condition and whether Phil Health/ Non Phil Health	None	5 Minutes	<i>Clerk</i> Nursing Services- Emergency Room (ER)
	2.1 Takes vital signs and informs Resident Doctor	None	3 Minutes	<i>Nurse</i> <i>Nursing Attendant</i>



	on Duty			Nursing Services- Emergency Room (ER)
3. Wait for the Resident Doctor on Duty for examination	3. Examines the patient as to cases	None	15 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Nursing Services- Emergency Room (ER)
4. Wait for further instruction	4. Explains procedure/ treatment needed and obtains consent	None	5 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Nursing Services- Emergency Room (ER)
	4.1. Carries out Doctor's Order: Gives medication, starts IV line, performs ECG, prepares laboratory requests and other diagnostic procedures, and other minor operations	None	30 Minutes	<i>Nurse</i> <i>Nursing Attendant</i> Nursing Services- Emergency Room (ER)
	4.2. Endorses patient to Ward/ DR/ OR	None	2 Minutes	<i>Nurse on Duty</i> Nursing Services- Emergency Room (ER)
	4.3 When patient is subject for referral to higher facility:			
	4.3.1. Informs watcher for the said referral;	None	1 Minutes	<i>Nurse</i> <i>Nursing Attendant</i> Nursing Services- Emergency Room (ER)
	4.3.2. Issues ER Clearance and Charge Slip;	None		<i>Nurse</i> <i>Nursing Attendant</i> Nursing Services- Emergency Room (ER)
	4.3.3. Doctor-to-Doctor	None	3 Minutes	<i>Nurse</i>



	endorsement via phone call;			<i>Nursing Attendant</i> Nursing Services- Emergency Room (ER)
	4.3.4. Facilitates transport (request for ambulance and informs the DOPMH Operation Center (DOPMH OPCEN))	None	15 Minutes	<i>Nurse</i> <i>Nursing Attendant</i> Nursing Services- Emergency Room (ER)
	4.4. When patient is subject for Special / Diagnostic Procedures, Prepares request for: 4.4.1. Ultrasound (UTZ)/X-Ray/ CT-Scan; 4.4.2. Laboratory Exam/s; and 4.4.3. Stress Test	Depends on the procedure/s	3 Minutes	<i>Nurse</i> <i>Nursing Attendant</i> Nursing Services- Emergency Room (ER)
	4.5. Assists patient for the procedure/s	None	3 Minutes	<i>Nurse</i> <i>Nursing Attendant</i> Nursing Services- Emergency Room (ER)
TOTAL:		None	1 Hour, 3 Minutes	

7. Discharge Procedure at Emergency Room

Healthcare personnel will provides to stakeholders the appropriate information needed to make the discharge procedure. Patient were no longer need to receives in-patient care and can go home.

Office or Division:	Nursing Services- Emergency Room (ER)
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen, G2G- Government to Government



Who may avail:		All in patient		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
May Go Home Order		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Preparations for Going Home	1.1. May Go Home/To be Discharged: 1.1.1. Informs patient/watcher for the said discharge and carries out doctor's order	None	3 Minutes	<i>Nurse</i> Nursing Services- Emergency Room (ER)
	1.2. Home Against Medical Advice: 1.2.1. Explains the consequences to the patient and relative. Informs the Attending Physician's decision;	None	3 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> <i>Nurse</i> Nursing Services- Emergency Room (ER)
	1.2.2. Secures waiver for patient after explaining the consequences	None	2 Minutes	<i>Nurse</i> Nursing Services- Emergency Room (ER)
	1.3. Forwards return slips for unused medical drugs and medicines for medications to the Pharmacy Section	None	5 Minutes	<i>Nurse</i> <i>Nursing Attendant</i> Nursing Services- Emergency Room (ER)
	1.4. Accomplish discharge slip and instructs relative to forward to the following section/s: 1.4.1. Laboratory; 1.4.2. Pharmacy; 1.4.3. Billing Section;	Varies on hospital bill	5 Minutes	<i>Nurse</i> Nursing Services- Emergency Room (ER)



	1.4.4. Medical Social Worker; 1.4.5. Cashier, etc.			
	1.5. Accomplish two (2) copies of discharge plan/ referral slip and give home instructions that the patient and family and Rural Health Center must follow.	Varies on hospital bill	3 Minutes	Nurse Nursing Attendant Nursing Services- Emergency Room (ER)
TOTAL:		Varies on hospital bill	23 Minutes	

8. Referral of Patients to Higher Facility for further Management

Healthcare personnel will provide to stakeholders the information needed to make the transition effective to higher center.

Office or Division:	Nursing Services- Emergency Room (ER)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All in patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer Form Request		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Transfer to Higher Center: *Provide fully accomplished referral slip and photocopied diagnostic result to patient's relative *Transfer per Request:	1. Acknowledge the accomplished referral slip	None	5 Minutes	Nurse Nursing Attendant Nursing Services- Emergency Room (ER)
	1.1. Acknowledge and explain the process	None	5 Minutes	Nurse Nursing Attendant Nursing Services- Emergency Room (ER)



- Provides fully accomplished waiver form with an explanation				
2. Settles discharge	2.1. Accomplishes discharge slip and instructs patient/ relative to proceed to the following: 2.1.1. Laboratory; 2.1.2. Pharmacy; 2.1.3. Billing Section; 2.1.4. Medical Social Worker;l and 2.1.5. Cashier	Varies on hospital bill	3 Minutes	<i>Nurse Nursing Attendant Nursing Services- Emergency Room (ER)</i>
	2.2. Coordinates with the hospital to be transferred	Varies on hospital bill	5 Minutes	<i>Medical Specialist Medical Officer Nursing Services- Emergency Room (ER)</i>
	2.3. Facilitates transport (look for ambulance and informs hospital operations center)	None	15 Minutes	<i>Nurse Nursing Attendant Nursing Services- Emergency Room (ER)</i>
TOTAL:		Varies on hospital bill	33 Minutes	

9. Mortality Procedure at Emergency Room (ER)

Mortality is a component of clinical practices were the cadaver must be handle safety accurate doing.

Office or Division:	Nursing Services- Emergency Room (ER)
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government



Who may avail:		All patient		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. None	1. Perform post mortem care and attach accomplished cadaver identification forms	None	5 Minutes	<i>Nurse Nursing Attendant Nursing Services- Emergency Room (ER)</i>
	2. Forwards return slips for unused medications to Pharmacy Section	None	5 Minutes	<i>Nurse Nursing Attendant Nursing Services- Emergency Room (ER)</i>
	3. Accomplish discharge slip and instructs patient/relative to proceeds to the following: 3.1. Laboratory; 3.2. Pharmacy; 3.3. Billing Section; 3.4. Medical Social Worker; and 3.5. Cashier	Varies on hospital bill	5 Minutes	<i>Nurse Nursing Attendant Nursing Services- Emergency Room (ER)</i>
	4. Endorse cadaver to morgue and informs the security guard for the endorsement of the cadaver	None	5 Minutes	<i>Nurse Nursing Attendant Nursing Services- Emergency Room (ER)</i>
TOTAL:		Varies on hospital bill	20 Minutes	



10. Enrollment to National Tuberculosis Program (Out and Retreatment Patient)

A patient-centered case management approach, including such things as: helping patients keep medical appointments, providing ongoing patient education, offering incentives and/or enablers, and connecting patients with medical care services.

Office or Division:	Nursing Services- Integrated Directly Observed Short Course Program (IDOTS)			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All out and retreatment patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Out Patient Department (OPD) Record		Out Patient Department (OPD) Section		
X-Ray Result		Radiologic Technologist- X-Ray Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Brings the OPD Record and presents to IDOTS Section	1. If patient has no OPD Record, instructs the patient to get at OPD	None	5 Minutes	<i>Clerk</i> Nursing Services- (IDOTS) Course Program
2. Secures priority number based on attendance in the logbook	2. History taking and assessment.	None	5 Minutes	<i>Nurse</i> Nursing Services- (IDOTS) Course Program
	2.1. Physicians' Assessment	None	5 Minutes	<i>Nurse</i> Nursing Services- (IDOTS) Course Program
	2.1. Carry out doctor's order	None	10 Minutes	<i>Nurse</i> Nursing Services- (IDOTS) Course Program



<p>3. For symptomatic patient:</p> <p>*The patient will endorse his/her sputum for the Gene Xpert</p>	<p>3. Instructs patient for proper sputum collection. The IDOTS Medical Technologist will examine the sputum.</p>	None	3 Days	<p><i>Nurse</i> <i>IDOTS Medical Technologist</i> Nursing Services- (IDOTS) Course Program</p>
	<p>3.1. Instructs patient to refer back/ need for another Physician's assessment</p>	None	5 Minutes	<p><i>Medical Specialist</i> <i>Medical Officer</i> <i>Nurse</i> Nursing Services- (IDOTS) Course Program</p>
<p>4. Patient will wait for the results</p>	<p>4. IDOTS Nurse will inform through text and/or call the patient when to come back for the result</p>	None	2 Days	<p><i>Nurse</i> Nursing Services- (IDOTS) Course Program</p>
<p>5. For positive result patient:</p> <p>*Submits himself/herself for treatment. Patient will decide preferred treatment facility/hospital.</p> <p>*For negative result patient:</p> <p>- Returns to IM- OPD</p>	<p>5. IDOTS Nurse will inform IDOTS Physician once the result is released</p>	None	15 Minutes	<p><i>Medical Specialist</i> <i>Medical Officer</i> <i>Nurse</i> Nursing Services- (IDOTS) Course Program</p>
	<p>5.1 The IDOTS Nurse refers back to IM Physician for further evaluation and management.</p>	None	25 Minutes	<p><i>Medical Specialist</i> <i>Medical Officer</i> <i>Nurse</i> Nursing Services- (IDOTS) Course Program</p>
	<p>5.2 The IDOTS Nurse will refer the patient to the Rural Health Unit (RHU) for surveillance for the patients' assessment, regardless of the result</p>	None		<p><i>Medical Specialist</i> <i>Medical Officer</i> <i>Nurse</i> Nursing Services- (IDOTS) Course Program</p>
<p>6. If the patient chooses:</p>	<p>6. The IDOTS Nurse makes</p>	None	3 Minutes	<p><i>Nurse</i></p>



<p>*Neareast RHU- Submits referral from DOPMH Cough Center, Laboratory Result and X-Ray. Patient or treatment partner will return acknowledgement slips to DOPMH Cough Center.</p> <p>*DOPMH Cough Center- - Patient and treatment partner/ significant other will attend counselling.</p>	<p>referral form to RHU. Receiving facility will complete the data on the acknowledgement slip.</p>			<p>Nursing Services- (IDOTS) Course Program</p>
<p>7. Enrolls patient submits himself/herself for monthly check-up until the patient graduates or complete the regimen.</p>	<p>6.1 DOTS Nurse explains: The prevention, spread and treatment of tuberculosis; Importance of treatment regimen; Enrolls patient to IDOTS Program; Advises patient and treatment partner on follow-up check ups.</p> <p>7. The IDOTS Nurse weighs the patient, assess the patient status, and if medical problems arise- instructs the patient to refer to the nearest RHU and or hospital</p>	<p>None</p>	<p>15 Minutes</p>	<p>Nurse Nursing Services- (IDOTS) Course Program</p> <p>Nurse Medical Specialist Medical Officer Nursing Services- (IDOTS) Course Program</p>
<p>8. Once patient graduates/ completes the regimen, patient undergoes Chest X-Ray for comparison and three (3) consecutive sputum examinations.</p>	<p>8. The IDOTS Nurse makes a chest x-ray request and instructs the patient to go X-Ray Room. The medical technologist will examine the sputum.</p>	<p>None</p>	<p>10 Minutes</p>	<p>Medical Specialist Medical Officer Nurse Radiologic adminssioad Technologist Nursing Services- (IDOTS) Course Program</p>
TOTAL:		<p>None</p>	<p>5 Days, 1 Hour, 53 Minutes</p>	



11. Enrollment to National Tuberculosis Program (In and Retreatment of Patient)

A patient-centered case management approach, including such things as: helping patients keep medical appointments, providing ongoing patient education, offering incentives and/or enablers, and connecting patients with medical care services.

Office or Division:	Nursing Services- Integrated Directly Observed Short Course Program (IDOTS)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All in and retreatment admitted patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient Health Record X-Ray Result		Nurse Station Radiologic Technologist- X-Ray Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (P)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Admitted patients in the Isolation Ward referred by the Attending Physician	1. IDOTS Nurse conducts daily rounds and nursing assessment.	None	30 Minutes	<i>Nurse</i> Nursing Services (IDOTS) Course Program
2. The patient submits sputum for laboratory test (Gene Xpert)	2. Instructs patient for proper sputum collection.	None	5 Minutes	<i>Nurse</i> Nursing Services (IDOTS) Course Program
	2.1. The Medical Technologist examines the patients' sputum	None	10 Minutes	<i>Medical Technologist</i> Nursing Services (IDOTS) Course Program
3. Patient waits for the result	3. Endorses the patients' result to nurse-on-duty	None	5 Minutes	<i>Nurse</i> Nursing Services (IDOTS) Course Program
4. Patient positive result: *Submits himself/herself for treatment.	4. IDOTS Nurse informs the patients' result.	None	5 Minutes	<i>Nurse</i> Nursing Services (IDOTS) Course Program
	4.1. IDOTS Nurse explains: 4.1.1. The prevention,	None	10 Minutes	<i>Nurse</i> Nursing Services (IDOTS)



*Patient negative result	spread and treatment of tuberculosis; 4.1.2. Importance of treatment regimen; 4.1.3. Enrolls patient to IDOTS Program; 4.1.4. Advises patient and treatment partner on follow-up check ups.			Course Program
	4.2. IDOTS Physician orders for initiation of patient's treatment.	None	3 Minutes	<i>Medical Specialist Medical Officer Nursing Services (IDOTS) Course Program</i>
	4.3. IDOTS Nurse carries out doctor's order.	None	3 Minutes	<i>Nurse Nursing Services (IDOTS) Course Program</i>
	4.4. IDOTS Nurse refers back the patient to Attending Physician for further evaluation and management.	None	3 Minutes	<i>Nurse Nursing Services (IDOTS) Course Program</i>
	4.5. The IDOTS Nurse refers the patient to the RHU for surveillance of signs and symptoms of tuberculosis regardless of the result.	None	3 Minutes	<i>Nurse Nursing Services (IDOTS) Course Program</i>
5. If the patient chooses: *Nearest RHU- Submits referral from DOPMH Cough Center, Laboratory Result and X-Ray. Patient	5. The IDOTS Nurse makes referral form to RHU. Receiving facility will complete the data on the acknowledgement slip.	None	3 Minutes	<i>Nurse Treatment Partner Nursing Services (IDOTS) Course Program</i>
	5.1. IDOTS Nurse explains: The prevention, spread and	None	5 minutes	<i>Nurse Nursing Services (IDOTS)</i>



or treatment partner will return acknowledgement slips to DOPMH Cough Center. *DOPMH Cough Center-Patient and treatment partner/ significant other will attend counselling.	treatment of tuberculosis; Importance of treatment regimen; Enrolls patient to IDOTS Program; Advises patient and treatment partner on follow-up check ups.			Course Program
6. Enrolls patient submits himself/herself for monthly check-up until the patient graduates or complete the regimen.	6. The IDOTS Nurse weighs the patient, assess the patient status, and if medical problems arise- instructs the patient to refer to the nearest RHU and or hospital.	None	15 Minutes	<i>Nurse</i> Nursing Services (IDOTS) Course Program
7. Once patient graduates/ completes the regimen, patient undergoes Chest X-Ray for comparison and three (3) consecutive sputum examinations.	7. The IDOTS Nurse makes a chest x-ray request and instructs the patient to go X-Ray Room. The medical technologist will examine the sputum.	None	10 Minutes	<i>Nurse</i> <i>Radiologic Technologist</i> <i>Medical Technologist</i> Nursing Services- (IDOTS) Course Program
TOTAL:		None	1 Hour, 50 Minutes	

12. In-Patient and Out-Patient Availment to Medical Assistance

The Democrito O. Plaza Memorial Hospital (DOPMH) Medical Social Services Office are responsible for offering the support and resources that patients need in order to fully recover from a medical illness or injury as well as the resulting emotional, physical, or psychological concerns.

Office or Division:	Administrative Division- Medical Social Services Unit
Classification:	Simple



Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All in and out patient in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical abstract Hospital Bill One (1) Valid Identification Card (ID) Barangay Certificate		Attending Physician Billing Section Patient person file Respective Barangay Office of the Patient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Client will wait for the interview if the the patient can avail medical assistance	1. Interviews client to determine the financial capacity of the patient to defray the hospital bill	None	3 Minutes	<i>Social Welfare Officer</i> Medical Social Services Unit
	1.1. Orients client on the scope and limitation of hospital assistance	None	2 Minutes	<i>Social Welfare Officer</i> Medical Social Services Unit
	1.2. Referral to other agencies (PGO, DSWD and PCSO) for availment of medical assistance	None	5 Minutes	<i>Social Welfare Officer</i> Medical Social Services Unit
2. Comply requirement/s to avail the medical assistance	2. Checks and reviews the documents	None	5 Minutes	<i>Social Welfare Officer</i> Medical Social Services Unit
3. Endorses the guarantee letter to Medical Social Worker (MSW)	3. Receives and records the guarantee letter in patient hospital bill	None	3 Minutes	<i>Social Welfare Officer</i> Medical Social Services Unit



	3.1. Social Case Summary Interview for Medical Assistance to Indigent Patient (MAIP)	None	30 Minutes	Social Welfare Officer Medical Social Services Unit
4. Client may proceed to Cashier Section	4. Records and documents all activities and files them accordingly and instruct client to proceed to Cashier Section	None	2 Minutes	Social Welfare Officer Medical Social Services Unit
TOTAL:		None	50 Minutes	

13. In-Patient Enrollment in Point of Service (POS)

The Democrito O. Plaza Memorial Hospital (DOPMH) Medical Social Services Office also completes psychological assessment, develop discharge plans, arrange home care services, provide appropriate referrals, offering support groups, and advocating for patients and their families. They are also responsible for providing psycho-social support, grief counseling, and assisting law enforcement in their investigations.

Office or Division:	Administrative Division- Medical Social Services Unit				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government				
Who may avail:	All in-patient in the hospital				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Patient Birth Certificate or Marriage Contract or Baptismal Certificate or One (1) Patient Valid Identification Card (ID) Barangay Clearance			Patient personal file Patient personal file Respective Barangay Office of the Patient		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Informs client to Medical	1. Validates the PHIC		None	5 minutes	Social Welfare Officer



Social Service (MSS) that the patient has no active PHIC Membership	membership of the patient through Philhealth Insurance Corporation (PHIC) P-CARES Representative			<i>Philhealth Insurance Corporation (PHIC) P-Cares Representative</i> Medical Social Services Unit
2. Comply requirements for Point of Service (POS)	2. Checks and reviews the document	None	2 minutes	<i>Social Welfare Officer</i> Medical Social Services Unit
3. Client will honestly answers the questions by Medical Social Worker	3. Interviews and assess patient using the MSW Assessment Tool	None	30 minutes	<i>Social Welfare Officer</i> Medical Social Services Unit
	3.1. Clarifies patient if financially capable and/or incapable	None	1 minute	<i>Social Welfare Officer</i> Medical Social Services Unit
	3.2. Provides certification of the classification of the patient	None	1 Minute	<i>Social Welfare Officer</i> Medical Social Services Unit
4. Client may Proceeds to Claims Section	4. Records and documents all activities and files them accordingly and instruct client to Proceeds to Claims Section for online enrollment	None	2 Minutes	<i>Social Welfare Officer</i> Medical Social Services Unit
TOTAL:		None	41 Minutes	

14. Request for Promissory Note

The Democrito O. Plaza Memorial Hospital (DOPMH) Medical Social Services Office also offers promissory notes arrangement made in extreme cases where patients/patients' relatives cannot fully settle their hospital bills.

Office or Division:	Administrative Division- Medical Social Services Unit
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government
Who may avail:	All in-patient in the hospital



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Bill		Billing Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Relay to Medical Social Worker the reason why patient can't pay the hospital bill and/or emergency purposes	1. Interviews, asks and provides copy of promissory note to client	None	1 minute	<i>Social Welfare Officer</i> Medical Social Services Unit
2. Fill-up the promissory note with complete details with corresponding signature	2. Receives, notes and records the fill-up promissory and file accordingly	None	3 minutes	<i>Social Welfare Officer</i> Medical Social Services Unit
3. Proceeds Cashier Section for discharge	3. Instructs client to Proceeds to Cashier Section	None	1 minute	<i>Social Welfare Officer</i> Medical Social Services Unit
TOTAL:		None	5 Minutes	

15. Counseling of Patient from Ward/s

Help patients, and their families cope with the emotional and social responses to illness and treatment.

Office or Division:	Administrative Division- Medical Social Services Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All patient in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral/ Counseling Form		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Endorses the referral/ counselling form to	1. Nurse and/or Attending Physician schedule, inform	None	3 minutes	<i>Medical Specialist</i> <i>Medical Officer</i>



Medical Social Worker	and endorse the patient to MSW for counseling			<i>Nurse</i> <i>Social Welfare Officer</i> Medical Social Services Unit
	2. Acknowledges the patient. Receive the referral form, provide crisis intervention and perform advocacy role for the patient (if necessary)	None	15 minutes	<i>Social Welfare Officer</i> Medical Social Services Unit
	3. Counsels patient	None	30 minutes	<i>Social Welfare Officer</i> Medical Social Services Unit
TOTAL:		None	48 minutes	

16. Facilitation and Issuance of In-Patient and Out-Patient Official Receipt

Receives payments and issues hospital official receipt. Ensures all transactions run smoothly and will help us maximize customer satisfaction.

Office or Division:	Administrative Division- Cashier Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All patient in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip		Respective Section that the Patient Attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Presents charge slip and/or hospital bill	1. Receives charge slip and/or hospital bill 1.1. For patient unable to pay, they are instructed to proceed to MSS for	None	1 Minute	<i>Cashier</i> Administrative Division- Cashier Section



	medical assistance	financial			
2. Presents the payment	2. Acknowledges and receives the monetary currency. Issues official receipt.		Varies on the hospital bill	1 Minute	Cashier Administrative Division- Cashier Section
3. Proceeds to specified section for patient medication	3. Instructs patient to proceed to specified section.		None	1 Minute	Cashier Administrative Division- Cashier Section
TOTAL:			Varies on the hospital bill	3 Minutes	

17. Facilitation and Issuance of In-Patient Discharge Clearance

Helpful, courteous approach to stakeholders and provides hospital discharge clearance to discharged patient

Office or Division:	Administrative Division- Cashier Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All patient in the hospital			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Hospital Bill			Billing Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Presents hospital bill	1. Receives hospital bill 1.1. For patient unable to pay, they are instructed to proceed to MSS for medical financial assistance	None	1 Minute	Cashier Administrative Division- Cashier Section
2. Presents the payment	2. Acknowledges and receives	Varies on the	1 Minute	Cashier



	the monetary currency. Issues official receipt.	hospital bill		Administrative Division- Cashier Section
3. Receives and acknowledges the two (2) discharge clearance and follow the instruction given by Cashier Clerk	3. Provides the two (2) discharge clearance to client. Instruct to endorse one (1) copy to Nurse Station and one (1) copy to Security Guard upon leaving the hospital.	None	1 Minute	Cashier Administrative Division- Cashier Section
TOTAL:		Varies on the hospital bill	3 Minutes	

18. Issuance of Birth Certificate

Health Information Management Section (HIMS) issues vital record that establishes the birth of a child within the hospital and endorses to Local Civil Registrar (LCR).

Office or Division:	Administrative Division- Health Information Management Section (HIMS)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All births in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Married Couple - One (1) Photocopy of Marriage Certificate		Patient Health Record		
For Unmarried Couple - Male partner must be present as an Informant				
For Single Parent (Mother)- The mother herself as an Informant				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Requests for Issuance of Birth Certificate	1. Interviews the nearest kin and/or requests informant to	None	3 Minutes	Clerk Administrative Division



	complete the preform of birth certificate			
	1.1. Prepares and signs official form of birth certificate	None	10 Minutes	<i>Clerk</i> Administrative Division
2. Signs official form as informant	2. Checks, reviews, and validates data entered in the official form of birth certificate	None	2 Minutes	<i>Clerk</i> Administrative Division Division
	2.1. Forwards birth certificate to HIMS Head for review and signature	None	3 Minutes	<i>Clerk</i> <i>Administrative Officer</i> Administrative Division
	2.2. Issues charge slip and instructs the client to pay at Cashier's Office	PHP 100.00	2 Minutes	<i>Clerk</i> Administrative Division
3. Presents charge slip with official receipt from Cashier's Office	3. Requests the client/ informant to photocopy the prepared birth certificate (2 photocopies only) 1 to be submitted at Phil Health, the other copy to be presented at Local Civil Registrar (LCR) per schedule date of registration.	None	1 Minute	<i>Clerk</i> Administrative Division
	3.1. Instructs client/ informant to register the birth certificate to the Local Civil Registrar (LCR) Office at Prosperidad, Agusan del Sur			
TOTAL:		PHP 100.00	21 minutes	



19. Issuance of Death Certificate

Health Information Management Section in the hospital setting forth particulars to departed person

Office or Division:	Administrative Division- Health Information Management Section (HIMS)			
Classification:	Simple			
Type of Transaction:	G2C- Governor to Citizen G2G- Government to Government			
Who may avail:	All deaths in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Married Patient- One (1) Photocopy of Marriage Certificate For Single Patient - One (1) Photocopy of Birth Certificate of the Patient Valid ID - One (1) of the Informant/ Nearest relative of legal age Authorization Letter from the Nearest Kin/ Immediate Family of Patient		Patient Health Record/ Out- Patient Department Card		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (P)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Fills up request and perform for issuance of death certificate	1. Interviews the nearest kin/ immediate family member of the decease	None	3 Minutes	<i>Clerk</i> Administrative Division
	1.1. Prepares and counter signs official form of the death certificate	None	10 Minutes	<i>Clerk</i> Administrative Division
2. Signs official form as the informant	2. Checks, reviews and validates data entered by the informant in the pre form	None	2 Minutes	<i>Clerk</i> Administrative Division
	2.1. Forwards death certificate to HIMS Head for review and signature	None	3 Minutes	<i>Clerk</i> <i>Administrative Officer</i> Administrative Division
	2.2. Forwards the death	None	15 Minutes	<i>Clerk</i>



	certificate to Attending Physician for signature			<i>Medical Specialist Medical Officer Administrative Division</i>
	2.3. Issues charge slip and instructs the client to pay at Cashier's Office	PHP 100.00	2 Minutes	<i>Clerk Administrative Division</i>
3. Presents charge slip with official receipt from Cashier's Office <ul style="list-style-type: none"> Acknowledges the receipt of death certificate. Wait for further direction. 	3. Releases three (3) copies of birth certificate to the client and retains one copy as hospital file. 3.1. Instructs client/informant to register the death certificate to the Local Civil Registrar (LCR) Office at Prosperidad, Agusan del Sur	None	5 Minutes	<i>Clerk Administrative Division</i>
TOTAL:		PHP 100.00	38 Minutes	

20. Issuance of Medico and Non Medico Legal Certificate

The validity of a medico legal certificates issued by a public hospital for court proceedings.

Office or Division:	Administrative Division- Health Information Management Section (HIMS)	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government	
Who may avail:	All patient in the hospital	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Police Request - One (1) Original Copy Valid ID - One (1) of the Informant and Patient Authorization Letter from the Nearest Kin/ Immediate Family of Patient		Patient Health Record/ OPD Card



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Truthful answer to the inquiry/ies	1. Interviews patient to establish identity and to know the reason for request and requires the patient to accomplish request form	None	2 Minutes	Clerk Administrative Division
2. Patient/ patient relative must present request for Non- Medico Legal and Medico Legal Certificate	2. Receives the written request for medico legal and non medico legal certificate from the authorized party	None	1 Minute	Clerk Administrative Division
	2.1. Verifies the patient profile/data in Hospital Management Information System (HOMIS). Retrieves medical record from the file	None	3 Minutes	Clerk Administrative Division
3. Seeks clearance from Patients Health Record *Pays charge slip at the Cashier Office	3. Upon clearance, verifies any outstanding account:	None	5 Minutes	Clerk Administrative Division
	3.1. Issues medical certificate upon presentation of official receipt	PHP 100.00	10 Minutes	Clerk Administrative Division
	3.2 Forwards the medical certificate with the Health Record of Patient to the Attending Physician for review and signature	None	10 Minutes	Medical Specialist Medical Officer Clerk Administrative Division
4. Acknowledges the receipt of medico/ non medico legal certificate. Wait for further instruction	4. Releases the medico and/or non medico certificate	None	1 Minute	Clerk Administrative Division



TOTAL:	PHP 100.00	32 minutes
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21. Issuance of Hospital Bill

Process by which a service patient who consulted at the Emergency Room (ER) is discharged either after medical treatment or is transferred to another health facility for continuity of care or is discharged against medical advice due to patient/family's personal reasons.

Office or Division:	Administrative Division- Claims and Billing Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All in and out patient in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Signatures of Discharge Clearance Form Phil Health Form Medical Attachments: Surgery Patient : Surgical Memorandum; Surgical Technique; Anesthesia Record Newborn : Newborn Hearing and Screening Kit Under Age Patient/ Member : One (1) photocopy of valid ID Birth Certificate of the patient Affidavit of Guardianship		Nurse Station Nurse Station Nurse Station Nurse Station Nurse Station Nurse Station Nurse Station Public Attorney's Office (PAO) and/or Private Law Firm notarized by Attorney		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Secures Discharge Clearance, PHIC Form with medical attachments from nurse Station.	1. Affixed signature by Nurse Station, Linen, CSR, Pharmacy and Laboratory	None	20 Minutes	<i>Administrative Aide III (Watcher)</i> Administrative Division Nurse Station
2. For In-Patient: Presents the	2.1. For In Patient: Presents accomplished	None	5 Minutes	<i>Clerk</i> Administrative Division



Accomplished Patient Discharge Clearance Form, Updated Patient MDR/ PBEF to avail PHIC Services	clearance form to Claims Clerk. For PHIC Patients, presents PHIC documents MDR/PBEF for availment of PHIC.			
*For Out-Patient: Presents Surgical Memorandum, Technique, and MDR/ PBEF	2.2. For Out-Patient: Presents only the Surgical Memorandum and Technique together with member MDR/ PBEF	None		Clerk Administrative Division
3. Signs the PHIC (CSF, CF2 and PBEF)	3. Prepares and prints CSF, CF2 and PBEF. For PHIC patient, the member/ authorized representative	None	15 Minutes	Clerk Administrative Division
4. Proceeds to Billing Section for the Statement of Account (SOA)	4. Prepares and prints Statement of Account, let the member/ authorized representative sign. 4.1. For patient whose hospital bill has no excess, please proceeds to STEPS Number 7- Cashier Section	None	5 Minutes	Clerk Administrative Division
5. Proceeds to Medical Social Services Office	5. Instructs the patient to proceeds to Medical Social Service for medical assistance	None	30 Minutes	Social Welfare Officer Administrative Division
6. Proceeds to Cashier Office for the payment and acquire hospital discharge clearance.	6. Instructs the patient for the payment of the excess hospital bill at the Cashier Section.	None	3 Minutes	Administrative Aide III (Watcher) Administrative Division



TOTAL:	Varies on the hospital bill	1 Hour, 18 Minutes	
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22. Dispense/ Issuance of Prescribed Medical Drugs/ Medicines for In Patient

Medicines are dispensed to ensure that admitted patients shall receive the right drug, dose, route at the right time.

Office or Division:	Ancillary Division- Pharmacy Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All in- patient the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription Form Issued by the Physician		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Presents prescription signed by the Attending Physician to the Pharmacist	1. Receives, checks and evaluates prescription/s form	Varies according to the medicine prescribed	30 Seconds	<i>Pharmacist</i> Ancillary Division- Pharmacy Section
	1.2. Prepares the prescribed medicine/s	Varies according to the medicine prescribed	3 Minutes	<i>Pharmacist</i> Ancillary Division- Pharmacy Section
	1.3. Fill up prescription with proper label such as name of the patient, generic name of the drugs, dosage strength, direction for use and medicines to	Varies according to the medicine prescribed	30 Seconds	<i>Pharmacist</i> Ancillary Division- Pharmacy Section



	the watcher			
2. Presents charge slip at the Billing Section	2. Calls and informs the nurse in-charge to get the prescribed medicines	Varies according to the medicine prescribed	1 Minute	<i>Pharmacist</i> Ancillary Division- Pharmacy Section
TOTAL:		Varies according to the medicine/s prescribed	5 Minutes	

23. Dispense/ Issuance of Prescribed Medical Drugs/ Medicines for Out Patient

Medicines are dispensed to ensure that admitted patients shall receive the right drug, dose, route at the right time.

Office or Division:	Ancillary Division- Pharmacy Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All out- patient the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription Form Issued by the Physician		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Brings and submits the Doctor's prescription	1. Receives, checks and evaluates prescription form	Varies according to the medicine prescribed	30 Seconds	<i>Pharmacist</i> Ancillary Division- Pharmacy Section
2. Presents payment slip with official receipt	2.1. Fill up prescription with proper label such as name of the patient, generic name of the drugs, dosage strength,	Varies according to the medicine prescribed	2 Minutes	<i>Pharmacist</i> <i>Clerk</i> Ancillary Division- Pharmacy Section



	direction for use and medicines to the watcher			
	2.2. Labels and dispenses medicine with patient's information	Varies according to the medicine prescribed	1 Minute	Pharmacist Clerk Ancillary Division- Pharmacy Section
	2.3. Dispenses the drugs/ medicines and gives instruction to the client.	Varies according to the medicine prescribed	2 Minutes	Pharmacist Clerk Ancillary Division- Pharmacy Section
TOTAL:		Varies according to the medicine prescribed	35 Minutes	

24. Facilitation for In-Patient Diagnostic Test and Laboratory Examination

Performs tests and collects body fluids, tissue and other substances to determine normal or abnormal findings and procedures according Physicians order/s for In-Patient.

Office or Division:	Ancillary Division- Laboratory Section			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All in and out- patient the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request issued by the Attending Physician		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Nurses forward laboratory request	1.1. Laboratory request for hematology and other blood			Laboratory Aide Ancillary Division- Laboratory



<p>*Nursing Attendant submit collected specimen of patient together with the laboratory request</p>	<p>examination: 1.1.1. Receives laboratory request and the warding Medical Technologist will Proceeds to the ward to collect blood sample</p>	<p>None</p>	<p>15 Minutes</p>	<p>Section</p>
	<p>1.2. Receives body fluids specimen brought by the nursing attendant and perform laboratory test</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Laboratory Aide</i> Ancillary Division- Laboratory Section</p>
	<p>1.2.1. Performs laboratory test (Please see Laboratory Test below)</p>	<p>Please see Fees below</p>	<p>Please see processing time below</p>	<p><i>Laboratory Aide Medical Technologist</i> Ancillary Division- Laboratory Section</p>
	<p>1.3. Processes examination of patient's body fluids: • Urine • Stool • Wound Discharge • CSF and other body fluids</p>	<p>Please see Fees below</p>	<p>Please see processing time below</p>	<p><i>Laboratory Aide Medical Technologist</i> Ancillary Division- Laboratory Section</p>
	<p>1.4. Verifies and validates of results</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Medical Specialist Medical Officer (Pathologist)</i> Ancillary Division- Laboratory Section</p>
	<p>1.5. Records and reports of laboratory result</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Medical Technologist</i> Ancillary Division- Laboratory Section</p>
	<p>1.6. Issues charge slip</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Laboratory Aide Medical Technologist</i> Ancillary Division- Laboratory Section</p>



	1.7. Submits and endorses official laboratory result to the Attending Physician or Ward Nurse	None	5 Minutes	<i>Medical Technologist</i> Ancillary Division- Laboratory Section
TOTAL:		Depends on the laboratory examinations performed	Depends on the laboratory examinations performed	

Laboratory Test		Fees	Processing Time
1.	AFP Staining	PHP 50.00	3 Hours
2.	Acid Phosphates	PHP 200.00	2 Hours
3.	Serum Albumin	PHP 200.00	2 Hours
4.	Amylase	PHP 200.00	2 Hours
5.	Anti- HAV	PHP 380.00	1 Hour
6.	Anti- HCV (Qualitative)	PHP 450.00	1 Hour
7.	Anti- HCV (Quantitative)	PHP 900.00	1 Hour
8.	ASO	PHP 180.00	1 Hour
9.	Anti- HBS (ELISA)	PHP 700.00	1 Hour
10.	APIT	PHP 320.00	1 Hour
11.	Blood Smear for Filaria	PHP 65.00	4 Hours
12.	BSMP	PHP 65.00	1 Hour
13.	BUN	PHP 300.00	2 Hours
14.	BUA	PHP 200.00	2 Hours
15.	Blood Typing with Rh	PHP 100.00	2 Hours
16.	Body Fluids Examination	PHP 150.00	2 Hours
17.	CTBT	PHP 100.00	1 Hour
18.	Calcium	PHP 200.00	2 Hours



19.	CBC (automated)	PHP 180.00	1 Hour
20.	Cholesterol	PHP 180.00	2 Hours
21.	Creatinine	PHP 230.00	2 Hours
22.	Crossmatching	PHP 500.00	3 Hours
23.	CK- MB Quantitative	PHP 700.00	1 Hour
24.	C- Reactive Protein	PHP 700.00	2 Hours
25.	CA 125	PHP 1200.00	4 Hours
26.	Culture and Sensitivity	PHP 1500.00	5 Days
27.	Gonorrhea Antibody Test	PHP 900.00	1 Hour
28.	HBA IC	PHP 900.00	1 Hour
29.	H-pylori	PHP 450.00	1 Hour
30.	HBsAg (Qualitative)	PHP 200.00	1 Hour
31.	HIV (Quantitative)	-	1 Hour
32.	KOH	PHP 50.00	1 Hour
33.	Leptospira Antibody	PHP 360.00	1 Hour
34.	Lipid Profile	PHP 900.00	3 Hours
35.	Magnesium	PHP 350.00	1 Hour
36.	OGTT 50g	PHP 350.00	1 Hour
37.	OGTT 75g	PHP 750.00	4 Hours
38.	OGTY 100g	PHP 750.00	4 Hours
39.	Pregnancy Test	PHP 100.00	30 Minutes
40.	PSA	PHP 1,200.00	4 Hours
41.	Protime	PHP 350.00	1 Hour
42.	Peripheral Smear	PHP 135.00	1 Day
43.	RBS	PHP 120.00	30 Minutes
44.	Rhematoid Factor	PHP 100.00	2 Hours
45.	SGOT	PHP 250.00	2 Hours
46.	SGPT	PHP 250.00	2 Hours
47.	Semen Analysis	PHP 150.00	4 Hours
48.	Serum Electrolytes	PHP 800.00	2 Hours
49.	Stool Exam (DFS)	PHP 50.00	1 Hour
50.	Stool Exam (Kato-Katz)	PHP 50.00	1 Hour



51.	Syphilis Antibody	PHP 250.00	1 Hour
52.	Salmonella Antibody	PHP 700.00	1 Hour
53.	T3	PHP 650.00	2 Hours
54.	T4	PHP 650.00	2 Hours
55.	TSH	PHP 650.00	2 Hours
56.	Tyroid Panel	PHP 650.00	3 Hours
57.	Total Protein	PHP 1,750.00	2 Hours
58.	Triglycerides	PHP 180.00	2 Hours
59.	Troponin- 1	PHP 380.00	1 Hour
60.	Urinalysis (Manual)	PHP 100.00	1 Hour
61.	Urinalysis (Automated)	PHP 160.00	30 Minutes
62.	Water Analysis	PHP 300.00	3 Days

25. Facilitation on Blood Bank Diagnostic Test for In-Patient

Procedures that involves testing for blood typing for serological tests for in-patient.

Office or Division:	Ancillary Division- Laboratory Section/ Blood Bank Services			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All in patient in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blood request issued by Licensed Physician Blood Donor's Card		Licensed Physician/ Clinic/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Presents the blood request/ compatibility testing form at Blood Bank Window	1. Performs compatibility testing	None	10 Minutes	<i>Nurse</i> <i>Medical Technologist</i> Ancillary Division- Laboratory Section/ Blood Bank Services



2. Brings the blood availability slip at Nurse Station	2.1. Issues blood availability slip	None	5 Minutes	<i>Medical Technologist</i> Ancillary Division Laboratory Section/ Blood Bank Services
	2.2. Releases the blood compatibility testing result	None	1 Hour	<i>Medical Technologist</i> Ancillary Division- Laboratory Section/ Blood Bank Services
3. Upon the conclusion of blood fertilization and discharge of patient, there are two (2) ways to pay: 3.1. Presents the blood donor card; and 3.2. Proceeds to Claims Section for qualified PHIC member	3. Issues of blood	PHP 1,800.00/bag	5 Minutes	<i>Medical Technologist</i> Ancillary Division- Laboratory Section/ Blood Bank Services
TOTAL:		1,800/bag; Varies according to blood requested	1 Hour, 10 Minutes	

26. Facilitation on Blood Bank Diagnostic Test for Out-Patient

Procedures that involves testing for blood typing for serological tests for out-patient.

Office or Division:	Ancillary Division- Laboratory Section/ Blood Bank Services
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen, G2G- Government to Government
Who may avail:	All out patient client
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Blood request issued by Licensed Physician Blood Donor's Card Transport Box (Styrofoam box with ice)		Licensed Physician/ Clinic/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (P)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Presents the blood request at Blood Bank Window	1. Acknowledges the blood request form	None	10 Minutes	<i>Medical Technologist</i> Ancillary Division- Laboratory Section/ Blood Bank Services
2. Two ways to pay: *Presents the blood donor's card (For Agusanon only); * Pay the blood processing fee	2. Issuance of charge slip 2.1. Acknowledges the blood donor's card; and 2.2. Instructs client to proceed to Cashier Section for the payment	PHP 1,800.00/Bag	5 Minutes	<i>Medical Technologist</i> Ancillary Division- Laboratory Section/ Blood Bank Services
3. Presents the official receipt and the transport box at Medical Technologist on duty at the Blood Bank Window	3. Acknowledges the official receipt and issues blood to the client	Varies according to blood requested	30 Minutes	<i>Medical Technologist</i> Ancillary Division- Laboratory Section/ Blood Bank Services
TOTAL:		Varies according to blood requested	45 Minutes	

27. Facilitation on Computerized Tomography (CT-Scan) Procedures for In-Patient

Take diagnostic images of patients' internal structures using computerized tomography equipment for in-patient.

Office or Division:	Ancillary Division- CT- Scan Section
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen



	G2G- Government to Government			
Who may avail:	All in patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CT Scan Request		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Presents CT Scan request form	1.1. Receives CT Scan request form	None	1 Minute	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
	1.2. Logs and encodes patients' information to system and logbook	None	3 Minutes	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
	1.3 Issues charge slip and prescription for patient with contrast procedures	Please see Fees below	2 Minutes	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
	1.4. Issues charge slip and prescription for patient without contrast procedures	Please see Fees below	2 Minutes	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
	1.5. CT Scan Procedures (Please see below)	Please see Fees below	1 Hour and 30 Minutes	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
2. Presents charge slip sign by the Billing Staff	2.1. Patient subject for routine procedure	Varies according to blood requested	10 Minutes	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
	2..2. Patient subject for contrast with contrast procedure	Varies according to blood requested	1 Hour, 30 Minutes	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
3. Proceeds to CT Scan Section	3. Releases result on specified time: 3.1. Stat Examination	Varies according to blood	2 Days 2 Days	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section



	3.2. In-patient Plain Examination	Plain	requested	3 Days	
	3.3. With contrast				
Total for Stat Examination:			Depends on the CT Scan examination /s performed	2 Days, 3 Hours, 18 Minutes	
Total for In-patient Plain Examination:				2 Days, 3 Hours, 18 Minutes	
Total for With Contrast:				3 Days, 3 Hours, 18 Minutes	

CT Scan Procedures	Fees	Processing Time
1. Cranial Plain Procedure	PHP 3,500.00	1 Hour and 30 Minutes
2. Cranial (Contrast)	PHP 4,900.00	
3. Paranasal Sinuses (Plain)	PHP 4,900.00	
4. Paranasal Sinuses (Contrast)	PHP 6,300.00	
5. Neck (Plain)	PHP 4,900.00	
6. Neck (Contrast)	PHP 5,600.00	
7. Cranio- Facial (Plain)	PHP 4,900.00	
8. Cranio- Facial (Contrast)	PHP 6,300.00	
9. Temporal Bone (Plain)	PHP 4,900.00	
10. Temporal Bone (Contrast)	PHP 6,300.00	
11. Extremities (Plain)	PHP 4,200.00	
12. Extremities (Contrast)	PHP 5,600.00	
13. Chest (Plain)	PHP 4,900.00	
14. Chest (Contrast)	PHP 6,300.00	



15. Whole Abdomen (Plain)	PHP 7,000.00	
16. Whole Abdomen (Contrast)	PHP 8,400.00	
17. Upper/ Lower Abdomen (Plain)	PHP 4,200.00	
18. Upper/ Lower Abdomen (Contrast)	PHP 5,600.00	
19. Stonogram	PHP 5,600.00	
20. Cervial/ Thoracic/ Lumbosac (Plain)	PHP 4,200.00	
21. Cervial/ Thoracic/ Lumbosac (Contrast)	PHP 5,600.00	
22. T- Guided Biopsy	PHP 5,600.00	

28. Facilitation on Computerized Tomography (CT-Scan) Procedures (OUT-PATIENT)

Take diagnostic images of patients' internal structures using computerized tomography equipment for in-patient.

Office or Division:	Ancillary Division- CT- Scan Section				
Classification:	Complex				
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government				
Who may avail:	All out patient client				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CT Scan Request			Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE	
1. Presents CT Scan request form	1.1. Receives CT Scan request form	None	1 Minute	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section	
	1.2. Encodes patient's data in the system	None	2 Minutes	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section	
	1.3. Issues charge slip and prescription for patient with contrast procedures	Please see Fees below	3 Minutes	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section	



	1.4. Issues charge slip and prescription for patient without contrast procedures	Please see Fees below	2 Minutes	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
	1.5. CT Scan procedures (please see below)	Please see Fees below	1 Hour, 30 Minutes	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
2. Present charge slip with official receipt from Cashier's Office	2. Logs patient information to logbook	None	1 Minute	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
3. None	3. Performs requested procedure to patients with official receipt number	None	10 Minutes	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
	3.1. Patient subject for contrast procedure	None	1 Hour, 30 Minutes	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
4. Proceeds to CT Scan Section	4. Releases result on specified time: 4.1. Stat Examinations	None	2 Days Hours	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
	4.2. Outpatient Plain Examination	None	3 Days including weekends	<i>Radiologic Technologist</i> Ancillary Division- CT- Scan Section
TOTAL:		Depends on the CT Scan operation/s performed	5 Days, 3 Hours, 19 Minutes	



CT Scan Procedures	Fees	Processing Time
1. Cranial Plain Procedure	PHP 3,500.00	
2. Cranial (Contrast)	PHP 4,900.00	
3. Paranasal Sinuses (Plain)	PHP 4,900.00	
4. Paranasal Sinuses (Contrast)	PHP 6,300.00	
5. Neck (Plain)	PHP 4,900.00	
6. Neck (Contrast)	PHP 5,600.00	
7. Cranio- Facial (Plain)	PHP 4,90.000	
8. Cranio- Facial (Contrast)	PHP 6,300.00	
9. Temporal Bone (Plain)	PHP 4,900.00	
10. Temporal Bone (Contrast)	PHP 6,300.00	
11. Extremities (Plain)	PHP 4,200.00	
12. Extremities (Contrast)	PHP 5,600.00	
13. Chest (Plain)	PHP 4,900.00	1 Hour, 30 Minutes
14. Chest (Contrast)	PHP 6,300.00	
15. Whole Abdomen (Plain)	PHP 7,000.00	
16. Whole Abdomen (Contrast)	PHP 8,400.00	
17. Upper/ Lower Abdomen (Plain)	PHP 4,200.00	
18. Upper/ Lower Abdomen (Contrast)	PHP 5,600.00	
19. Stonogram	PHP 5,600.00	
20. Cervial/ Thoracic/ Lumbosacral (Plain)	PHP 4,200.00	
21. Cervial/ Thoracic/ Lumbosacral (Contrast)	PHP 5,600.00	
22. CT- Guided Biopsy	PHP 5,600.00	



29. Facilitation on X-Ray Procedures for In-Patient

Performs X-rays for diagnostic purposes. Follows established radiologic requirements and regulations to ensure patient care and safety for in-patient.

Office or Division:	Ancillary Division- X-Ray Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All in patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
X-Ray Request			Attending Physician	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Present X-Ray request form	1.1. Receives request	None	1 Minute	<i>Radiologic Technologist</i> Ancillary Division- X-Ray Section
	1.2. Encodes and logs patient's data to system and logbook	None	3 Minutes	<i>Radiologic Technologist</i> Ancillary Division- X-Ray Section
	1.3. Issues charge slip to patient	Depends on the X-Ray operation/s performed	2 Minutes	<i>Radiologic Technologist</i> Ancillary Division- X-Ray Section
2. Presents duplicate charge slip signed by the Billing Staff	2.1. Performs radiographic examination to patient	None	10 Minutes	<i>Radiologic Technologist</i> Ancillary Division- X-Ray Section
	2.2. Prints and provides X-Ray image to respective ward	None	5 Minutes	<i>Radiologic Technologist</i> Ancillary Division- X-Ray Section
3. Wait for the official result	4. Releases X-Ray examination result to respective ward	None	2 Days	<i>Radiologic Technologist</i> Ancillary Division- X-Ray Section
TOTAL:		Depends on	2 Days, 21	



	the X-Ray operation/s performed	Minutes	
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30. Facilitation on X-Ray Procedures for Out- Patient

Performs X-rays for diagnostic purposes. Follows established radiologic requirements and regulations to ensure patient care and safety for out-patient.

Office or Division:	Ancillary Division- X-Ray Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All out patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
X-Ray Request			Attending Physician	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (P)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Present X-Ray request form	1.1. Receives request	None	1 Minute	<i>Radiologic Technologist</i> Ancillary Division- X-Ray Section
	1.2. Encodes and logs patient's data to system and logbook	None	3 Minutes	<i>Radiologic Technologist</i> Ancillary Division- X-Ray Section
	1.3. Issues charge slip to patient	Depends on the X-Ray operation/s performed	2 Minutes	<i>Radiologic Technologist</i> Ancillary Division- X-Ray Section
2. Presents duplicate charge slip signed by the Billing Staff	2.1. Performs radiographic examination to patient	None	10 Minutes	<i>Radiologic Technologist</i> Ancillary Division- X-Ray Section
	2.2. Prints and provides X-Ray image to respective ward	None	5 Minutes	<i>Radiologic Technologist</i> Ancillary Division- X-Ray Section
3. Wait for the official result	3. Releases X-Ray examination result to respective ward	None	2 Days	<i>Radiologic Technologist</i> Ancillary Division- X-Ray Section



TOTAL:	Depends on the X-Ray operation/s performed	2 Days, 21 Minutes	
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31. Facilitation on Ultrasound Procedures for In-Patient

Provides diagnostic patient care services using ultrasound and related diagnostic procedures for in-patient.

Office or Division:	Ancillary Division- Ultrasound Section			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All in patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Ultrasound Request			Attending Physician	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (₱)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Presents ultrasound request form	1.1. Receives ultrasound request	None	1 Minute	<i>Radiologic Technologist</i> Ancillary Division- Ultrasound Section
	1.2. Encodes patient's data to system and logbook	None	3 Minutes	<i>Radiologic Technologist</i> Ancillary Division- Ultrasound Section
	1.3. Provides schedule for ultrasound depending on the available time and day	None	1 Minute	<i>Radiologic Technologist</i> Ancillary Division- Ultrasound Section
	1.4. Issues charge slip	Please see fees below	2 Minutes	<i>Radiologic Technologist</i> Ancillary Division- Ultrasound Section
	1.4.1. Ultrasound diagnostic	Please see	Please see	<i>Medical Specialist (Sonologist)</i> Ancillary Division- Ultrasound



	procedures (please see below)	fees below	processing time below	Section
2. Present duplicate charge slip signed by billing staff	2.1. Logs patient's data to logbook	None	1 Minute	<i>Radiologic Technologist</i> Ancillary Division- Ultrasound Section
	2.2. Performs ultrasound examination	None	45 Minutes	<i>Medical Specialist (Sonologist)</i> Ancillary Division- Ultrasound Section
	2.3. Prepares ultrasound official result	None	24 Hours	<i>Medical Specialist (Sonologist)</i> Ancillary Division- Ultrasound Section
	2.4. Releases official result	None	1 Minute	<i>Radiologic Technologist</i> Ancillary Division- Ultrasound Section
TOTAL:		Depends on the Ultrasound operation/s performed	Depends on the Ultrasound operation/s performed	

Ultrasound Diagnostic Procedures	Fees	Processing Time
1. Whole Abdomen	PHP 1500.00	5 Minutes
2. Upper Abdomen	PHP 1000.00	45 Minutes
3. Transvaginal (TVS)	PHP 1200.00	45 Minutes
4. Chest	PHP 800.00	45 Minutes
5. Liver/ Gallbladder/ HBT	PHP 800.00	45 Minutes
6. Lower Abdomen	PHP 800.00	45 Minutes
7. Kidney, Ureter, Bladder (KUB)	PHP 700.00	45 Minutes
8. KUB and Prostate Gland	PHP 750.00	45 Minutes



9. Pregnancy Evaluation	PHP 850.00	45 Minutes
10. Testis Ultrasound		
11. Ultrasound Guide Thoracentesis	PHP 2600.00	45 Minutes
12. Biophysical Scoring (BPS)	PHP 900.00	45 Minutes
13. Breast Ultrasound		
14. Ultrasound Guide Paracentesis		
15. Thyroid Ultrasound		

32. Facilitation on Ultrasound Procedures for Out-Patient

Provides diagnostic patient care services using ultrasound and related diagnostic procedures for out-patient.

Office or Division:	Ancillary Division- Ultrasound Section				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government				
Who may avail:	All out patient				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Ultrasound Request			Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (P)	PROCESSING TIME	PERSON(S) RESPONSIBLE	
1. Presents ultrasound request form	1.1. Receives ultrasound request	None	1 Minute	Radiologic Technologist Ancillary Division- Ultrasound Section	
	1.2. Encodes patient's data to system and logbook	None	2 Minutes	Radiologic Technologist Ancillary Division- Ultrasound Section	
	1.3 Provides schedule for ultrasound depending on the available time and day	None	1 Minute	Radiologic Technologist Ancillary Division- Ultrasound Section	



	1.4. Issues charge slip	Please see fees below	1 Minutes	<i>Radiologic Technologist</i> Ancillary Division- Ultrasound Section
	1.4.1. Ultrasound procedures (please see below)	Please see fees below	45 Minutes	<i>Medical Specialist (Sonologist)</i> Ancillary Division- Ultrasound Section
2. Present duplicate charge slip signed by billing staff	2.1. Logs patient's data to logbook	None	3 Minutes	<i>Radiologic Technologist</i> Ancillary Division- Ultrasound Section
	2.2. Performs ultrasound examination	None	45 Minutes	<i>Radiologic Technologist</i> Ancillary Division- Ultrasound Section
	2.3. Prepares ultrasound official result	None	2 Days	<i>Radiologic Technologist</i> Ancillary Division- Ultrasound Section
	2.4. Releases official result	None	1 Minute	<i>Radiologic Technologist</i> Ancillary Division- Ultrasound Section
TOTAL:		Depends on the ultrasound operation/s performed	2 Days, 1 Hour, 38 Minutes	

Ultrasound Operation	Fees	Processing Time
1. Whole Abdomen	PHP 1500.00	45 Minutes
2. Upper Abdomen	PHP 1000.00	45 Minutes
3. Transvaginal (TVS)	PHP 1200.00	45 Minutes
4. Chest	PHP 800.00	45 Minutes
5. Liver/ Gallbladder/ HBT	PHP 800.00	45 Minutes
6. Lower Abdomen	PHP 800.00	45 Minutes



7. Kidney, Ureter, Bladder (KUB)	PHP 700.00	45 Minutes
8. KUB and Prostate Gland	PHP 750.00	45 Minutes
9. Pregnancy Evaluation	PHP 850.00	45 Minutes
10. Ultrasound Guide Thoracentesis	PHP 2600.00	45 Minutes
11. Biophysical Scoring (BPS)	PHP 900.00	45 Minutes

33. Facilitation and Collection of Specimen on Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2)

With the foreseeable need for a laboratory capable of sophisticated diagnostic testing and research, the Democrito O. Plaza Memorial Hospital in coordination with the Province of Agusan del Sur conceives the establishment of a Molecular Diagnostics Laboratory, first of its kind in the region that performs, facilitates and collects specimen for individual who desires to test for COVID 19.

Office or Division:	Ancillary Section- Molecular Laboratory			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	All in and out patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Phil Health Identification Card and/or any valid ID COVID 19 Case Investigation Form (CIF)		Personal Data Login to www.agusandelsur.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (P)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Fill up Case Investigation Form (CIF) via online www.agusandelsur.gov.ph , click Case Investigation Form	1. Approves CIF	None	5 Minutes	<i>Administrative Assistant II</i> Ancillary Section- Molecular Laboratory
2. Requests charge slip	2. Issues charge slip	None	2 Minutes	<i>Clerk</i> Ancillary Section- Molecular



				Laboratory
3. For Phil Health Member qualified under Phil Health Circular No. 2020-0017. *For paid client/ not qualified to avail the Phil Health Benefits	3. Process to Step No. 04 3.1. Instruct client to proceed to Cashier Section for the issuance of official receipt	None PHP 3,580.00	2 Minutes	None Cashier Ancillary Section- Molecular Laboratory
4. Proceeds to swabbing area for sample collection	4. Collects Nasopharyngeal/ Oropharyngeal Swab (NPS/OPS)	None	10 Minutes	Medical Technologist Ancillary Section- Molecular Laboratory
5. Results release via email/ test	5. Sends result via email/ test	None	15 Minutes	Administrative Assistant II Ancillary Section- Molecular Laboratory
TOTAL		PHP 3,580.00	34 Minutes	

34. Food Delivery

Nutrition and Dietetics section plays the vital role in the delivery of quality health services, ensuring the provision of optimal nutrition care and quality service among patient and other stakeholders.

Office or Division:	Ancillary Division- Nutrition & Dietetics Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All admitted patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (P)	PROCESSING TIME	PERSON(S) RESPONSIBLE



1. Admitted patients will wait for the food server to serve their meals.	1. Collects Diet List from the nurse on duty at the nurse station.	None	10 Minutes	<i>Cook</i> Ancillary Division- Nutrition & Dietetics Section
	2. Preparation of ingredients and requisition of stocks needed.	None	15 Minutes	<i>Cook</i> Ancillary Division- Nutrition & Dietetics Section
	3. Cooking of Foods based on the prescribed diet order.	None	1 Hour	<i>Cook</i> Ancillary Division- Nutrition & Dietetics Section
	4. Apportions food to individual trays based on diet order.	None	1 Hour	<i>Foodserver</i> Ancillary Division- Nutrition & Dietetics Section
	5. Distribution of meals to patients	None	1 Hour	<i>Foodserver</i> Ancillary Division- Nutrition & Dietetics Section
TOTAL:		None	3 Hours, 45 minutes	

35. Dietary Instruction

To ensure patients are provided careful planning of diets based on physician's order and patient condition.

Office or Division:	Ancillary Division- Nutrition & Dietetics Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All admitted patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID (P)	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Patients who are advised to have dietary instruction will wait for the dietitians for	1.1. The attending will order for dietary instruction. Nurse in charge will prepare diet	None	20 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i>



counselling.	request form and sending it to Nutrition & Dietetics Section.			<i>Nurse</i> Ancillary Division- Nutrition & Dietetics Section
	1.2. Review the Patient Information, assess the laboratory data.	None	15 Minutes	<i>Nutritionist-Dietitian</i> Ancillary Division- Nutrition & Dietetics Section
	1.3. Compute the diet prescription.	None	10 Minutes	<i>Nutritionist-Dietitian</i> Ancillary Division- Nutrition & Dietetics Section
	1.4. Discuss the diet order to the patient and patient watcher.	None	30 Minutes	<i>Nutritionist-Dietitian</i> Ancillary Division- Nutrition & Dietetics Section
	1.5. Provide Diet Guide and Handouts.	None	5 Minutes	<i>Nutritionist-Dietitian</i> Ancillary Division- Nutrition & Dietetics Section
2. Patient and watcher will sign the dietary instruction logbook.	2. Signing for the Dietary Instruction logbook.	None	5 Minutes	<i>Nutritionist-Dietitian</i> Ancillary Division- Nutrition & Dietetics Section
TOTAL:		None	1 Hour, 25 Minutes	



Esperanza Medicare Community Hospital (EMCH)

External Services



1. Admission

The hospital is open 24 hours daily for admission. It provides medical services to all admitted patients based on the Resident Doctor instructions and medications.

Office or Division:	Medical Division			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	All patients for admission or patients who need closer medical supervision.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip		Rural Health Unit or Barangay Health Worker		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. From TRIAGE Proceed to ER and presents referral slip.	1. Encodes patient's information and vital signs taken from TRIAGE	None	5 Minutes	<i>Nurse</i> Esperanza Medicare Community Hospital
	1.1. Perform IV cannulation as prescribed then hook IV fluid advised by the attending physician	None	10 Minutes	<i>Nurse</i> Esperanza Medicare Community Hospital
2. Proceed to ward station	2. Nurse on duty transcribes doctor's orders, monitor vital signs and patient's condition.	None	15 Minutes	<i>Nurse</i> Esperanza Medicare Community Hospital
	2.1 Administers prescribed medications of patient	None	10 Minutes	<i>Nurse</i> Esperanza Medicare Community Hospital
	2.2. Instructs patient's watcher to submit MDR to the Administrative Office in case of PhilHealth patient in order to avail PhilHealth benefits	None	3 Minutes	<i>Nurse</i> Esperanza Medicare Community Hospital



TOTAL:	None	43 Minutes
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2. Consultation of Patients

The hospital Out Patient Department (OPD) caters all patients who need medical examination and consultation by a medical doctor. OPD is open Monday to Friday 9:00am-12nn and 2:00pm-5pm.

Office or Division:	Medical (Out Patient Department)			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	All out patients who needs medical care.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip if available		Rural Health Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queue at Outpatient reception table and presents referral slip if available if none fill-up patients data slip	1. Encodes patient's information in the iHOMS and vital signs taken.	None	5 Minutes	<i>Nurse Nursing Attendant Esperanza Medicare Community Hospital</i>
	1.1. Assigns priority number	None	2 Minutes	<i>Nurse Nursing Attendant Esperanza Medicare Community Hospital</i>
	1.2 Assesses, examines patient and requests for diagnostic procedures if needed	None	10 Minutes	<i>Medical Specialist Medical Officer Esperanza Medicare Community Hospital</i>
	1.3 Instructs patients to pay to the cashier	None	2 Minutes	<i>Nurse Nursing Attendant Esperanza Medicare Community Hospital</i>
2. Proceed to cashier and	2. Issues Official Receipt	Depends on	3 Minutes	<i>Cashier</i>



pays the corresponding charges		diagnostic procedures requested		Esperanza Medicare Community Hospital
	2.1 Instructs patients to precede designated areas of concern for diagnostic procedures.	None	2 Minutes	
3. Presents Official Receipt to the Laboratory or X-ray for verification	3. Do the diagnostic procedure based on the requests seen in the iHOMS	None	Time varies depends upon the kind of diagnostic procedure done	<i>Medical Technologist Radiologic Technologist</i> Esperanza Medicare Community Hospital
	3.1. Checks diagnostic results and prescribes necessary medication	None	5 Minutes	<i>Medical Specialist Medical Officer</i> Esperanza Medicare Community Hospital
TOTAL:		None	29 Minutes	

3. Delivery Room Service

The hospital caters all normal deliveries admitted. Delivery is open 24 hours daily.

Office or Division:	Medical Division (Emergency Room)			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	All patients who needs emergency care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. From Triage proceed to Labor Room	1. Assist patient to the Labor Room	None	5 Minutes	<i>Utility Worker</i> Esperanza Medicare Community



				Hospital
2. Ready personal and baby belongings like baby diapers, cloth, etc. and give it to DR Nurse	2. Assess patient's condition and instructs patients to get ready for the delivery	None	10 Minutes	Nurse Medical Specialist Medical Officer Esperanza Medicare Community Hospital
	3. Performs DR services:			Nurse Medical Specialist Medical Officer Esperanza Medicare Community Hospital
	3.1. Normal Delivery	PHP 2500.00	1 Hour	
	3.2. I-E Gyne	PHP 75.00		
	3.3. Doppler Fee	PHP 100.00/use		
3. Proceed to OB ward	4. Transfer patient to OB ward	None	5 Minutes	Utility Worker Esperanza Medicare Community Hospital
	4.1 Conducts bedside counselling	None	10 Minutes	Nurse Esperanza Medicare Community Hospital
	4.2 Nurse on duty transcribes doctor's orders, monitor vital signs and patient's condition.	None	15 Minutes	
	4.3 Administers prescribed medications of patient	None	10 Minutes	
	4.4 Instructs patient's watcher to submit MDR to the Administrative Office in case of PhilHealth patient in order to avail PhilHealth benefits	None	5 Minutes	Nurse Esperanza Medicare Community Hospital
TOTAL:		Fees varies depends on the medical supplies used in the DR	2 Hours	



4. Emergency Room Services

The hospital caters all patients who need immediate and appropriate emergency health care services. Emergency Room is open 24 hours daily. ER In-charge shall ensure availability of emergency drugs and medical supplies. ER in-charge shall report status of emergency drugs to Chief of Hospital for immediate response and recommendation.

Office or Division:	Medical Division (Emergency Room)			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	All patients who needs emergency care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Emergency Room for immediate medical attention	1.1. Interviews patients or watcher and takes vital signs.	None	5 Minutes	<i>Nurse</i> Esperanza Medicare Community Hospital
	1.2. Conducts initial assessment and do medical procedure	None	5 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Esperanza Medicare Community Hospital
	1.3. Performs ER (Please see ER services below)	Please see fees below	Please see processing time below	<i>Nurse</i> <i>Medical Specialist</i> <i>Medical Officer</i> Esperanza Medicare Community Hospital
	1.4. Encodes procedure done in the iHOMS including medical supplies used and instructs patient or watcher to pay at the cashier	None	5 Minutes	<i>Nurse</i> Esperanza Medicare Community Hospital
2. Proceed to cashier for payment	2. Issues Official Receipt (OR)	None	3 Minutes	<i>Cashier</i> Esperanza Medicare Community



3. Presents OR number to ER in-charge	3. Prescribes necessary medication and treatment	None	5 Minutes	Hospital <i>Medical Specialist</i> <i>Medical Officer</i> Esperanza Medicare Community Hospital
TOTAL:		The amount depends on ER medical supplies used and services done	Time spent varies depends on ER Services done	

Emergency Service	Fees	Processing Time
1. Suturing:		
1.1. Medium (4-5 stitches)	PHP 150.00	10 Minutes
1.2. Small (3 stitches)	PHP 100.00	10 Minutes
1.3. Large (5 stitches)	PHP 200.00	15 Minutes
1.4. Multiple same location	PHP 500.00	20 Minutes
1.5. Multiple different location	PHP 800.00	30 Minutes
2. I and D	PHP 150.00	15 Minutes
3. Removal of Foreign Body	PHP 150.00	30 Minutes
4. Dressing	PHP 75.00	15 Minutes
5. Nebulization	PHP 20.00	15 Minutes
6. Catheterization	PHP 75.00	15 Minutes
7. ECG	PHP 200.00	20 Minutes
8. Circumcision	PHP 400.00	20 Minutes
9. Debridement	PHP 250.00	30 Minutes
10. Oxygen Consumption	PHP 0.75/psi	15 Minutes
11. NGT Insertion	PHP 70.00	15 Minutes



12. IV Insertion	PHP 70.00	15 Minutes
13. Defibrillation	PHP 300.00/defib	60 Minutes
14. Intubation	PHP 600.00	20 Minutes
15. Bagging	PHP 200.00	60 Minutes
16. Extubation	PHP 200.00	15 Minutes
17. Suctioning	PHP 200.00	20 Minutes

5. Issuance of Birth Certificate

The hospital facilitates the initial process of Birth Certificate to all babies who were born and reach the hospital during birth for further health care services.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	All babies who were born in the hospital facility and reach the hospital during birth for further health care services.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Married Couple: Marriage Contract (1 photocopy) For Unmarried Couple: Cedula of both husband and wife (1 photocopy each)		Local Registrar Office or Philippine Sweepstakes Authority Barangay or Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives the complete information and data needed or fill-up draft form	1. Receives and checks submitted draft form against the patient's chart	None	5 Minutes	<i>Records Officer I</i> Esperanza Medicare Community Hospital
	1.1. Instructs patient to pay the necessary fees for the issuance of Birth Certificate		2 Minutes	<i>Records Officer I</i> Esperanza Medicare Community Hospital
2. Pay to Cashier	2. Issues Official Receipt	PHP 150.00	3 Minutes	<i>Cashier</i> Esperanza Medicare Community



				Hospital
3. Presents Official Receipt to Records in-charge	3. Encodes Birth Certificate based on the draft form and patient's chart	None	20 Minutes	<i>Records Officer I</i> Esperanza Medicare Community Hospital
4. Verifies and checks the information on the Birth Certificate	4. Type additional information provided, if any and endorses the filled-up forms to the physician for review and signature.	None	5 Minutes	<i>Records Officer I</i> Esperanza Medicare Community Hospital
5. Submits the completed forms to Municipal Civil Registrar for approval	5. Releases Birth Certificate and instructs patients to proceed to Municipal Registrar Office for further action	None	3 Minutes	<i>Records Officer I</i> Esperanza Medicare Community Hospital
TOTAL:		PHP 150.00	38 Minutes	

6. Issuance of Death Certificate

The hospital facilitates the initial process of Death Certificate to all patients who die in the hospital facility or who have reached the hospital but Dead on Arrival (DOA).

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	All patients who died in the hospital facility or reach the hospital but Dead on Arrival (DOA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives the complete information and data needed or fill up draft form.	1. Get the deceased medical chart and interviews client	None	5 Minutes	<i>Records Officer I</i> Esperanza Medicare Community Hospital
	1.1. Instructs client to pay	Php 200.00	2 Minutes	<i>Records Officer I</i>



	necessary fees for the issuance of death Certificate			Esperanza Medicare Community Hospital
2. Presents Official Receipt to Records in-charge	2. Encodes and fill-up MC Form 103 and forward to AO for review and forward to attending physician for review and signature	None	20 Minutes.	<i>Records Officer I</i> Esperanza Medicare Community Hospital
	2.1. Reviews and signs the MC Form 103.	None	5 Minutes.	<i>Medical Specialist Medical Officer</i> Esperanza Medicare Community Hospital
3. Proceed to Municipal Civil Registrar Office (MCR)	3. Releases MC Form 103 to client and instructs to submit the document to MCR for further action and proper disposition.	None	3 Minutes.	<i>Records Officer I</i> Esperanza Medicare Community Hospital
TOTAL:		PHP 200.00	35 Minutes.	

7. Process of Point of Service (POS)

The hospital facilitates the availment of Point of Service to all indigent patients who have no PhilHealth. It is a program provided by GAA 2017 to register non PhilHealth members into NHIP thereby providing them immediate entitlement to PhilHealth benefits. Patients shall be enrolled to POS within 72 hours upon admission.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Indigent patients who have no PhilHealth			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Indigency			Barangay or Municipal Social Welfare Development Office (MSWDO)	
Birth of Certificate			Local Registrar Office or Philippine Statistics Authority (PSA)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits requirements	1. Validate requirements and enroll patient to POS system of PhilHealth	None	10 Minutes	Records Officer Esperanza Medicare Community Hospital
	1.1. Scan required documents and sent to PhilHealth	None	20 Minutes	Records Officer Esperanza Medicare Community Hospital
2. Wait for the approval of PhilHealth	2. Comply additional requirements and sent to PhilHealth.	None	2 Days	Records Officer Esperanza Medicare Community Hospital
3. Signs PhilHealth Forms and submits to the hospital PhilHealth In-charge	3. Gives PhilHealth Forms to client such as: Claim Form 1 (CF1) and Claim Signature Form (CSF) for signature	None	2 Minutes	Records Officer Esperanza Medicare Community Hospital
	3.1. Reviews PhilHealth Forms if completely signed by client	None	5 Minutes	Records Officer Esperanza Medicare Community Hospital
TOTAL:		None	2 Days, 37 Minutes	

8. Issuance of Medico-Legal Certificate

The hospital issues Medico-Legal Certificate to all patients who were examined by the Resident Doctor and request it. It provides medical findings of the doctor of the injuries sustained as a result of an accident or a crime. Issuance of Medico Legal Certificate is done Monday To Friday 8am-5pm.

Office or Division:	Administrative Services			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	All patients who were examined by the Resident Doctor			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written Request			PNP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Presents request from the PNP Office and fill-up patient data slip	1. Interviews patient and encodes information and vital signs taken.	None	5 Minutes	<i>Nurse Nursing Attendant</i> Esperanza Medicare Community Hospital
	1.1. Performs thorough physical assessment and examination	None	10 Minutes	<i>Medical Specialist Medical Officer</i> Esperanza Medicare Community Hospital
	1.2. Forwards records to Records Officer for encoding	None	3 Minutes	<i>Nurse Nursing Attendant</i> Esperanza Medicare Community Hospital
	1.3. Issues charge slip and instruct the patient to pay to the cashier	None	2 Minutes	
2. Proceed to cashier for payment	2. Issues Official Receipt (OR)	PHP 200.00	3 Minutes	<i>Cashier</i> Esperanza Medicare Community Hospital
	2.1. Medico-Legal Certificate			
3. Wait for the issuance of Medico Legal Certificate	3. Encodes the findings	None	10 Minutes	<i>Records Officer</i> Esperanza Medicare Community Hospital
	3.1. Forwards to resident doctor for review and signature	None	5 Minutes	<i>Medical Specialist Medical Officer</i> Esperanza Medicare Community Hospital
4. Receives the Medico-Legal Certificate				
TOTAL:		PHP 200.00	38 Minutes	

9. Laboratory Services

The hospital Laboratory Services caters all patients who have a request for laboratory services. Laboratory results will be used by the medical doctor as basis of their medical examination and assessment conducted to patient. Laboratory is regularly open Daily 8am-4pm.



Office or Division:	Ancillary (Laboratory)			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	All patients who have laboratory request			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request		PNP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit routine laboratory request with Official Receipt if Outpatient and Non-PhilHealth	1. Performs laboratory tests; (Please see laboratory test below)	Please see fees below	Please see processing time below	<i>Medical Technologist</i> Esperanza Medicare Community Hospital
	1.1. Record results to the logbook	None	2 Minutes	
	1.2. Forward lab results to the OPD in charge	None	1 Minute	
2. Wait for the laboratory results	2. Attach laboratory result to patient's card and forward to the Resident Doctor	None	5 Minutes	<i>Nurse</i> <i>Nursing Attendant</i> Esperanza Medicare Community Hospital
3. Proceed to the Resident Doctor for consultation & prescription.	3. Conducts further proving on the illness of patient/client and issues prescription or orders for further laboratory test if necessary.	None	10 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Esperanza Medicare Community Hospital
TOTAL:		The amount depends on Laboratory test done	Time spent varies depends on Laboratory Services done	



Laboratory Test	Fees	Processing Time
Complete Blood Count with Platelet	Php 180.00	30 Minutes
Urinalysis	Php 60.00	30 Minutes
Fecalalysis	Php 60.00	30 Minutes
Blood Smear for Malaria	Php 120.00	1 Hour
Pregnancy test	Php 100.00	10 Minutes
Acid Fast bacilli	Php 70.00	2 Hours
Random Blood Sugar	Php 120.00	30 Minutes
Newborn Screening	Php 600.00	5 Minutes
Typhidot	Php 750.00	30 Minutes

10. Pharmacy Services (for out-patients)

The hospital Pharmacy services cater all in and out patient with medical prescription from the doctor. Pharmacy is open Daily Monday to Friday 8am-4pm

Office or Division:	Medical Division (Pharmacy)			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All patients with doctor's prescription			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Prescription		Resident Doctor		
Official Receipts		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents prescription to Pharmacist	1. Reflects the price per prescription slip	None	3 Minutes	Pharmacist Esperanza Medicare Community Hospital
	1.2. Instructs patients to proceed to cashier for issuance of Official Receipts	None	1 Minutes	Pharmacist Esperanza Medicare Community Hospital



2. Proceed to cashier for payment of prescribed medications	2. Issues Official Receipts and reflect OR No. in the prescription slip	Fees varies depends on the price of medicine and medical supplies reflected in the Price List	3 Minutes	<i>Cashier</i> Esperanza Medicare Community Hospital
3. Presents Prescription Slip with OR No. to Pharmacist	3. Dispenses Drugs and medicines as per prescription	None	3 Minutes	<i>Pharmacist</i> Esperanza Medicare Community Hospital
4. Receives prescribed medication				
TOTAL		Fees varies depends on the price of medicine and medical supplies reflected in the Price List	10 Minutes	

11. Process of Discharging Patient

The process of discharging patient will come after the Resident Doctor orders for the discharged of the patient and all charge slips from the different medical services has been submitted through the system. Such charge slips will become the basis for the Billing in-charge to compute the total hospital fees obligation of the patient. In cases wherein patient could not afford to pay his/her bills another hospital service will facilitate.

Office or Division:	Administrative Division
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Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	All admitted patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Discharge Clearance and Charge Slips			Nurse Station	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for Nurse to inform you that the patient can be discharged already.	1. Give Discharge Summary Form to patient or watcher and instructs to proceed to Billing Section	None	3 Minutes	<i>Nurse</i> Esperanza Medicare Community Hospital
2. Proceed to Billing and submits Discharge Summary Form	2. Prepares Statement of Accounts (SOA) based on the submitted charges reflected in the iHOMS	None	20 Minutes	<i>Cashier</i> Esperanza Medicare Community Hospital
	2.1. Releases Statement of Account, signs Discharge Clearance/Discharge Slip and instructs patient to pay at the cashier for private and excess if any for PhilHealth patient	None	1 Minutes	<i>Cashier</i> Esperanza Medicare Community Hospital
3. Presents the Statement of Account (SOA) and pay to the cashier	3. Issues Official Receipts	Amount varies depends on the charges reflected in the Billing	3 Minutes	<i>Cashier</i> Esperanza Medicare Community Hospital
	3.1. Signs Discharge Clearance/ Discharge Slip	None	1 Minutes	<i>Cashier</i> Esperanza Medicare Community Hospital
4. Presents the Discharge	4. Releases the summary of	None	3 Minutes	<i>Nursing</i>



Clearance/Discharge Slip to the Nursing Staff	discharge and take-home medicines with proper instructions then sign the Discharge Clearance/Discharge Slip			Esperanza Medicare Community Hospital
5. Submits the Discharge Slips to the Guard on Duty	5. Inspects the patient's baggage, receives the discharge slip, logbook and file	None	2 Minutes	<i>Guard/Watchman</i> Esperanza Medicare Community Hospital
6. Signs the logbook				
TOTAL:		Amount varies depends on the charges reflected in the Billing	33 minutes	

12. Process of Individual Medical Assistance Program (IMAP) from PCSO

The hospital will facilitate all indigent patients who cannot afford to pay their hospital obligations charged against IMAP from PCSO. For those PhilHealth active members who have an excess billing in the hospital they can also avail services from IMAP. It' services are limited only for medicines, laboratory and medical supplies, their amount of assistance varies on the final diagnosis of the patient's.

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2C - Government-to-Citizen
Who may avail:	All indigent patients
CHECKLIST OF REQUIREMENTS	
Final Hospital Bill/Statement of Account (SOA)	Hospital Billing Section
Birth Certificate if patient is minor	Local Municipal/City Registrar or Philippine Statistics Office
Valid ID of the patient and representative	None



Authorization Letter if representative is not an immediate family member of the patient		Pro format can be provided by the hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Statement of Account to Social Worker	1. Scans the Statement of Account and send to PCSO in charge through messenger application then wait for the PCSO reply through a guarantee letter if how much hospital benefits can the patient availed	None	10 Minutes	<i>Social Worker Officer</i> Esperanza Medicare Community Hospital
2. Signs the General Intake Sheet	2. Interviews client and fill-up the General Intake Sheet	None	10 Minutes	<i>Social Worker Officer</i> Esperanza Medicare Community Hospital
	2.1. Scans the PCSO requirements like the IMAP application, Medical Abstract, valid ID of patient and claimant, endorsement and Promissory Note	None	10 Minutes	<i>Social Worker Officer</i> Esperanza Medicare Community Hospital
	2.2. Signs the Discharge Clearance and forwards to cashier	None	2 Minutes	<i>Social Worker Officer</i> Esperanza Medicare Community Hospital
3. Waits for the cashier call and pays the remaining balance if any	4. Signs the Discharge Clearance/Slip, issues Official receipt if there's payment and instructs patient to proceed to nurse station	Amount varies depends upon the remaining balance reflected in the Billing	5 Minutes	<i>Cashier</i> Esperanza Medicare Community Hospital
TOTAL		Amount	37 Minutes	



	varies depends upon the remaining balance reflected in the Billing		
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13. Process of Medical Assistance to Indigent's Patients (MAIP) from DOH

The hospital will facilitate all indigent patients who cannot afford to pay their hospital obligations charged against MAIP from DOH. For those PhilHealth active members who have an excess billing in the hospital they can also avail services from MAIP. MAIP can also be availed by the OPD patients who cannot afford to pay the medical services they have availed from the hospital. But, MAIP does not cover Professional Fee charges. MAIP services are the last recourse of patient after all services for indigent has been exhausted.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	All indigent patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Final Hospital Bill/Statement of Account (SOA) Birth Certificate if patient is minor If Birth Certificate is not available picture of the patient is okay Valid ID of the patient and representative Authorization Letter- if processor is not an immediate family member of the patient		Hospital Billing Section Local Municipal/City Registrar or Philippine Statistics Office None None Pro format of authorization letter is available in the administrative office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Statement of Account to Social	1. Interviews client and fill-up the General Intake Sheet and	None	30 Minutes	<i>Social Worker Officer</i> Esperanza Medicare Community



Worker	compute if how much the patients can availed based on the downloaded amount by the DOH.			Hospital
2. Signs the General Intake Sheet	2. Signs the Discharge Clearance and forwards to cashier	None	1 Minutes	<i>Social Worker Officer</i> Esperanza Medicare Community Hospital
3. Waits for the cashier call and pays the remaining balance if any	4. Signs the Discharge Clearance/Slip, issues Official receipt if there's payment and instructs patients to proceed to nurse station	None	5 Minutes	<i>Cashier</i> Esperanza Medicare Community Hospital
TOTAL:		None	36 Minutes	

14. Process of PhilHealth Claims

The hospital recognizes all PhilHealth members to claim their PhilHealth insurance benefits. Upon admission all patients are advised to process immediately their PhilHealth Claim Form (CF1) in order to know if they are still an active member or not. They are advised to coordinate with the Administrative Office through the PhilHealth Claims and Benefits section.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	All PhilHealth active members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated Member Data Record (MDR) - for all type of PhilHealth member		PhilHealth Office		
Official Receipt (OR) of premiums paid (for self-employed or private employed)		PhilHealth Office or other accredited collecting agents of PhilHealth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits Member Data Record (MDR) and Official Receipt (OR) of premiums paid to PHIC (for self-employed or private employed)	1. Verifies the Member Data Record (MDR) or check through PhilHealth Portal system if member is active or not active	None	20 Minutes	Records Officer Esperanza Medicare Community Hospital
2. Signs PhilHealth Forms and submits to the hospital PhilHealth In-charge	2. Gives PhilHealth Forms to client such as: Claim Form 1 (CF1) and Claim Signature Form (CSF) for signature	None	2 Minutes	Records Officer Esperanza Medicare Community Hospital
	2.1. Reviews PhilHealth Forms if completely signed by client.	None	5 Minutes	Records Officer Esperanza Medicare Community Hospital
TOTAL:		None	25 Minutes	

15. Process of Point of Service (POS)

The hospital facilitates the availment of Point of Service to all indigent patients who have no PhilHealth. It is a program provided by GAA 2017 to register non PhilHealth members into NHIP thereby providing them immediate entitlement to PhilHealth benefits. Patients shall be enrolled to POS within 72 hours upon admission.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Indigent patients who have no PhilHealth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency Birth of Certificate		Barangay or Municipal Social Welfare Development Office (MSWDO) Local Registrar Office or Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Validate requirements and enroll	None	10 Minutes	Records Officer



	patient to POS system of PhilHealth			Esperanza Medicare Community Hospital
	1.1. Scan required documents and sent to PhilHealth	None	20 Minutes	<i>Records Officer</i> Esperanza Medicare Community Hospital
2. Wait for the approval of PhilHealth	2. Comply additional requirements and sent to PhilHealth.	None	2 Days	<i>Records Officer</i> Esperanza Medicare Community Hospital
3. Signs PhilHealth Forms and submits to the hospital PhilHealth In-charge	3. Gives PhilHealth Forms to client such as: Claim Form 1 (CF1) and Claim Signature Form (CSF) for signature	None	2 Minutes	<i>Records Officer</i> Esperanza Medicare Community Hospital
	3.1. Reviews PhilHealth Forms if completely signed by client	None	5 Minutes	<i>Records Officer</i> Esperanza Medicare Community Hospital
TOTAL:		None	2 Days, 37 Minutes	

16. TRIAGE Services

The hospital TRIAGE Area is where all patients were screened thoroughly by filling-up Health Declaration Form. If for admission and symptomatic, they have to be tested with Antigen before they can proceed to OPD and ER. The TRIAGE has a mini ER wherein emergency patient were given immediate emergency care before they can proceed to their area of concern.

Office or Division:	Medical Division			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	All in and out patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Facemask and Face Shield		None		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to TRIAGE and fill-up Health Declaration Form	1. Assists patients in the filling-up of Health Declaration Form	None	5 Minutes	<i>Nurse</i> Esperanza Medicare Community Hospital
	1.1. Interviews patient's data, takes vital signs and refer to Resident Doctor for further instruction	None	10 Minutes	<i>Nurse</i> Esperanza Medicare Community Hospital
	1.2. Assess patient's condition and instructs MedTechs on duty to take antigen test to patient with symptoms and for admission	None	10 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Esperanza Medicare Community Hospital
2. Proceed OPD/ER	2. If antigen test is negative, instructs patient to proceed to OPD/ER and forward record of vital signs and initial assessment to in charge	None	5 Minutes	<i>Nurse</i> Esperanza Medicare Community Hospital
3. Proceed to COVID Isolation	3. If antigen test is positive, instructs patient to proceed to COVID Isolation building	None	5 Minutes	<i>Nurse</i> Esperanza Medicare Community Hospital
	3.1. Assess patient's condition according to COVID classification and coordinate to proper authorities.	None	15 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Esperanza Medicare Community Hospital
	3.2 Prescribes appropriate medication and medical treatment.	None	10 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Esperanza Medicare Community Hospital
TOTAL:		None	35 Minutes	

17. X-ray Services

X-ray services cater all in an outpatient. It will help the doctor view the inside of the body without having an incision. This can help them diagnose, monitor and treat medical conditions. X-ray is regularly open Daily from 8am-4pm.



Office or Division:	Ancillary (X-ray)			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizen			
Who may avail:	All patients who needs radiologic care			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
X-ray request			Resident Doctor	
Official Receipt			Cashier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit X-ray request with Official Receipt for Out Patient and Non-PhilHealth	1. Performs x-ray request (Please see test below))	The amount depends on X-ray services performed	Time spent varies depends on X-ray services performed	<i>Radiologic Technologist</i> Esperanza Medicare Community Hospital
	1.1 Instruct patient to come back on agreed date for the release of the results	None	2 Minutes	<i>Radiologic Technologist</i> Esperanza Medicare Community Hospital
2. Wait for the x-ray results for 72 Hours (3 Days).	2. Email X-ray images to Radiologist for assessment	None	5 Minutes	<i>Radiologic Technologist</i> Esperanza Medicare Community Hospital
3. Sign release x-ray results in the logbook	3. Release X-ray result to patient and instruct to proceed to resident doctor for further assessment	None	3 Minutes	<i>Radiologic Technologist</i> Esperanza Medicare Community Hospital
4. Proceed to the Resident Doctor	4. Issue prescription based on the x-ray result and assessment of patient.	None	10 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Esperanza Medicare Community Hospital
TOTAL:		The amount depends on	Time spent	



	X-ray services performed	varies depends on X-ray services performed	
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X-Ray	Fees	Processing Time
Abdominal X-ray upright	PHP 190.00	10 Minutes
Abdominal X-ray Supine	PHP 200.00	10 Minutes
Ankle X-ray APL	PHP 190.00	10 Minutes
Clavicle X-ray APL	PHP 190.00	10 Minutes
Chest X-ray PA	PHP 220.00	5 Minutes
Chest X-ray AP	PHP 220.00	10 Minutes
Chest X-ray Lateral	PHP 250.00	10 Minutes
Chest X-ray Apicolordotic	PHP 250.00	10 Minutes
Cervical X-ray APL	PHP 400.00	10 Minutes
Elbow joint APO	PHP 190.00	5 Minutes
Facial Bone X-ray	PHP 450.00	10 Minutes
Femur X-ray AP-L	PHP 190.00	15 Minutes
Forearm AP-L	PHP 190.00	5 Minutes
Hand AP-L	PHP 190.00	5 Minutes
Humerus AP-L	PHP 190.00	10 Minutes
Knee Joints AP and Lateral	PHP 220.00	10 Minutes
Leg AP-L	PHP 190.00	10 Minutes
Lumbosacral AP-L	PHP 450.00	15 Minutes
Maxilla	PHP 190.00	10 Minutes
Nasal Bone	PHP 385.00	10 Minutes
Optic Forearm	PHP 385.00	10 Minutes
Orbit	PHP 400.00	10 Minutes
Paranasal Sinuses	PHP 560.00	10 Minutes



Pelvis AP-L	PHP 385.00	10 Minutes
Shoulder AP	PHP 190.00	10 Minutes
Shoulder in and Out	PHP 190.00	10 Minutes
Skull AP-L	PHP 385.00	10 Minutes
Skull Series	PHP 560.00	10 Minutes
TMJ APO	PHP 560.00	10 Minutes
Thoracic Bone Cage APL	PHP 440.00	15 Minutes
Water's View	PHP 190.00	15 Minutes
Towne's View	PHP 190.00	10 Minutes
Wrist Joint APL	PHP 190.00	10 Minutes
Patella APO	PHP 385.00	10 Minutes



Loreto District Hospital (LDH)

External Services



1. Admission

A service where patient is being admitted for medical care in the hospital for therapeutic intervention or other services that may benefit the patient.

Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip		Rural Health Unit		
Health Declaration Certificate		Rural Health Unit		
Patient Health Record		Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip	1. Read referral slip and instruct watcher to get health record from record section	None	5 Minutes	<i>Nurse I</i> <i>Nursing Attendant II</i> Nursing Service Loreto District Hospital
2. Give health record to nurse on duty	2. Interview patient for personal data and secure consent.	None	5 Minutes	<i>Nurse I</i> <i>Nursing Attendant II</i> Nursing Service Loreto District Hospital
	2.1 Take vital signs			
	2.2 Request for laboratory examination/x-ray if needed			
	2.3 Explain hospital guidelines and protocols			
	2.4 Refer patient to ROD		5 Minutes	<i>Nurse I</i> <i>Nursing Attendant II</i> Nursing Service Loreto District Hospital
2.5 Request for swab test				
3. Proceed to swabbing	3. Perform swab test and release		15 Minutes	<i>Medical Technologist</i> Ancillary Section (Laboratory)



area	result	None		Service) Loreto District Hospital
3.1. Proceed to communicable holding area	3.1. If positive result hold at communicable area and inform Rural Health Unit for contact tracing			
3.2. Proceed to non-communicable holding area	3.2. If negative precede top non-communicable area.			
4. Wait for physician on duty	4. Examine, make management and treatment	None	30 Minutes	<i>Medical Specialist Medical Officer Medical Service Loreto District Hospital</i>
5. Proceed to designated ward for:	5. Assist patient to ward		5 Minutes	
5.1. Negative Swab Test Result	5.1. Non-communicable ward	None	10 Minutes	<i>Utility Worker Loreto District Hospital</i>
5.2. Positive Swab Test Result	5.2. Communicable Ward/ISO			
Total:		None	1 Hour, 15 Minutes	

2. Consultation

Reviews a patient's medical history, examines the patient, and makes recommendations as to care and treatment.

Office or Division:	Loreto District Hospital
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Referral Slip	Rural Health Unit



Health Declaration Certificate		Rural Health Unit		
Patient Health Record		Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Referral slip and health declaration certificate	1. Read referral slip and instruct watcher to get health record from record section	None	5 Minutes	<i>Nurse I</i> <i>Nursing Attendant II</i> Nursing Service Loreto District Hospital
2. Give health record to nurse on duty	2. Accept the health record and interview patient's data	None	5 Minutes	<i>Nurse I</i> <i>Nursing Attendant II</i> Nursing Service Loreto District Hospital
	2.1. Identify the symptoms as to Covid-19 like or not			
	2.2. Take vital signs			
3. Wait for further instruction	2.3. Make request for laboratory examination/x-ray	None	15 Minutes	<i>Nurse I</i> <i>Nursing Attendant II</i> Nursing Service Loreto District Hospital
	3. Instruct patient to wait until her name is called			
4. Proceed to Physician on duty	3.1 Secure all laboratory examination result / x-ray result.	None	15 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Medical Service Loreto District Hospital
	4. Physician on duty will:			
	4.1. Examine the patient			
	4.2. Perform the minor surgical procedure for minor surgeries	None	1 Hour	<i>Medical Specialist</i> <i>Medical Officer</i> Medical Service Loreto District Hospital
	4.3. Prescribe medication	None	5 Minutes	<i>Medical Specialist</i> <i>Medical Officer</i> Medical Service Loreto District Hospital



	4.4. Provide health advice.	None	10 Minutes	<i>Medical Specialist Medical Officer Medical Service Loreto District Hospital</i>
Total:		None	1 Hour, 55 Minutes	

3. Emergency

The services of a hospital responsible for the provision of medical and surgical care to patients that in need of immediate medical and nursing care intervention.

Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient Health Record		Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area	1. Assess patient with no delay	None	5 Minutes	<i>Nurse I Nursing Attendant II Nursing Service-Loreto District Hospital</i>
	1.1. Give emergency measure			
	1.2. Get vital signs			
	1.3. Notify ROD about the patient health condition			
2. Wait for the physician on duty	2. ROD will examine & manage patients	None	15 Minutes	<i>Medical Specialist Medical Officer Medical Service- Loreto District Hospital</i>
	2.1 write doctors' order			
	2.1 prescribe medication			
	2.3 Perform certain procedure needed			



3. Watcher will proceed to Record Section to secure patient health record	3. Provide patient's health record	None	5 minutes	<i>Record Officer I</i> Records Section Loreto District Hospital
4. Return to nursing service and present the patient health record	4. Accept the patient health record	None	10 minutes	<i>Nurse I</i> <i>Nursing Attendant II</i> Nursing Service-Loreto District Hospital
	4.1. Write data on the OPD Card	None		
	4.2. Give OPD Card with chart to Physician for admission	None		
Total:		None	35 minutes	

4. Issuance of Birth Certificate

A Birth Certificate is a vital record that establishes the birth of a child. It is an official form that gives details on the time and place of a person's birth, and his or her name, sex, mother's name and (usually) father's name. The birth certificate is issued shortly after an individual's birth, after the informant files the required forms with the appropriate government agency, usually the local civil registrar's office. The birth certificate is used to authenticate one's identity and nationality, and assist with obtaining PhilHealth requirement in the hospital.

Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Patients Record Health Number			Records Office	
Medical Health Record Card			Records Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the birth certificate pre-form	1. Transcribe data into the Official Birth Certificate Form	None	15 Minutes	<i>Records Officer I</i> Medical Records Office Loreto District Hospital
2. Signed the Official Certificate of Live Birth	2. Check and signed the Official Certificate of Live Birth Form	None	20 Minutes	<i>Records Officer I</i> Medical Records Office



Form as informant	2.1. Forward the document to attending physician for signature	None		Loreto District Hospital
	2.2 Issue charge slip New Number Birth Certificate	PHP 50.00 PHP 100.00		
	2.3. Instruct patient to pay	None		
3. Proceed to cashier`s section for payment	3. Issue Official Receipts	None	2 Minutes	<i>Records Officer I</i> Medical Records Office Loreto District Hospital
4. Return to Records Section and present the Charge slip with Official Receipts number	4. Accept the charge slip w/ official receipts number	None	1 Minutes	<i>Records Officer I</i> Medical Records Office Loreto District Hospital
5. Receive the Certificate of Live Birth Form and signed in the logbook	5. Advise the informant to register the Certificate of Live Birth Form to Municipal Civil Registrar Office	None	3 Minutes	<i>Records Officer I</i> Medical Records Office Loreto District Hospital
Total:		PHP 150.00	41 Minutes	

5. Issuance of Death Certificate

Death Certificate is an official document setting forth particulars relating to a dead person, including the name of the individual, the date of birth and the date of death. When requesting for death certificate, the interested party shall provide the complete information stated at the preforms to facilitate verification and issuance of certification.

Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patients Record Health Number /Medical Health Record Card		Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present patient health record number	1. Retrieve and release patient medical health record	None	3 Minutes	<i>Records Officer I</i> Medical Records Office Loreto District Hospital
2. Fill up the pre form as informant	2. Transcribe the data into the Official Death Certificate Form	None	15 Minutes	<i>Records Officer I</i> Medical Records Office Loreto District Hospital
3. Affix signature in the Official Death Certificate Form as informant	3. Check and signed the Official Certificate of Live Birth Form	None	20 Minutes	<i>Records Officer I</i> Medical Records Office Loreto District Hospital
	3.1. Forward the document to attending physician for signature			
	3.2. Issue charge slip and instruct patient to pay New Number Old Number Death Certificate	PHP 50.00 PHP 20.00 PHP 100.00		<i>Records Officer I</i> Medical Records Office Loreto District Hospital
4. Proceed to cashier`s section for payment	4. Issue Official Receipts	None	2 Minutes	
5. Return to Records Section and present the Charge slip with Official Receipts number	5. Accept the charge slip w/ official receipts number	None	1 Minutes	<i>Records Officer I</i> Medical Records Office Loreto District Hospital
6. Receive the Death Certificate and signed in the logbook	6. Advise the informant to let the MHO in the reviewed by portion then proceed to the Municipal Civil Registrar Office for registration	None	3 Minutes	<i>Records Officer I</i> Medical Records Office Loreto District Hospital
Total:		PHP 170.00	44 Minutes	

6. Issuance of Medical Certificate

A document signed by a physician that attests to the result of a medical examination of a patient.



Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patients Record Health Number /Medical Health Record Card		Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure medical health record card	1. Release the patient medical health record.	None	3 Minutes	<i>Records Officer I</i> Medical Records Office- Loreto District Hospital
	1.1. Issued charge slip - New Record - Old Record - Medical Certificate	PHP 50.00 PHP 20.00 PHP 100.00	2 Minutes	<i>Records Officer I</i> Medical Records Office- Loreto District Hospital
	1.2. Instruct Patient to pay	None	1 Minute	<i>Records Officer I</i> Medical Records Office- Loreto District Hospital
2. Proceed to cashier's section for payment	2. Issue Official Receipts	None	2 Minutes	<i>Records Officer I</i> Medical Records Office- Loreto District Hospital
3. Return to Records Section and present the Charge slip with Official Receipts number	3. Accept the charge slip w/ official receipts number	None	1 Minute	<i>Records Officer I</i> Medical Records Office- Loreto District Hospital
4. Wait for the release of medical certificate	4. Prepare the medical certificate	None	1 Hour	<i>Records Officer I</i> Medical Records Office- Loreto District Hospital
	4.1 Forward to Attending Physician for signature	None		<i>Records Officer I</i> Medical Records Office- Loreto District Hospital
5. Signed the logbook for	5. Release the medical certificate	None	2 Minutes	<i>Records Officer I</i> Medical Records Office-



releasing the medical certificate				Loreto District Hospital
Total:		PHP 170.00	29 Minutes	

6. Issuance of Medico Legal Certificate

It is a certificate required for administrative and legal purposes, in cases where an unusual injury or medical condition is caused to the patient.

Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patients Record Health Number /Medical Health Record Card		Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure medical health record card	1. Release the patient medical health record.	None	3 Minutes	<i>Records Officer I</i> Medical Records Office- Loreto District Hospital
	1.1. Issued charge slip - New Record - Old Record - Medico Legal	PHP 50.00 PHP 20.00 PHP 100.00	2 Minutes	<i>Records Officer I</i> Medical Records Office- Loreto District Hospital
	1.2. Instruct Patient to pay	None	1 Minute	<i>Records Officer I</i> Medical Records Office- Loreto District Hospital
2. Proceed to cashier's section for payment	2. Issue Official Receipts	None	2 Minutes	<i>Records Officer I</i> Medical Records Office- Loreto District Hospital
3. Return to Records Section and present the Charge slip with Official	3. Accept the charge slip w/ official receipts number	None	1 Minute	<i>Records Officer I</i> Medical Records Office- Loreto District Hospital



Receipts number				
4. Wait for the release of medical certificate	4. Prepare the medico legal certificate	None	1 Hour	Records Officer I Medical Records Office- Loreto District Hospital
	4.1 Forward to Attending Physician for signature			
5. Signed the logbook for releasing the medico legal certificate	5. Release the medico legal certificate	None	2 Minutes	Records Officer I Medical Records Office- Loreto District Hospital
Total:		PHP 170.00	29 Minutes	

8. Laboratory Service (In-Patient) Non-PhilHealth

A medical laboratory or clinical laboratory is a laboratory where tests are done on clinical specimens in order to get information about the health of a patient as pertaining to the diagnosis, treatment, and prevention of disease.

Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory Request			Triage Area	
Official Receipts			Admin. Office- Cashier Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request	1. Receive the laboratory request	None	5 Minutes	Medical Technologist Ancillary Section (Laboratory Service)- Loreto District Hospital
	1.1. Evaluate the laboratory request as to complete details of the documents			
	1.2. Issue charge slip			
	1.3. Instruct patient to pay			
2. Proceed to cashier's section for payment	2. Issue Official Receipts	Amount in the Charge	2 Minutes	Cash Clerk Administrative Section



		slips		Loreto District Hospital
3. Return to Laboratory Section and present the Charge slip with Official Receipts number	3. Accept the charge slip w/ official receipts number	None	1 Minutes	<i>Medical Technologist</i> Ancillary Section Laboratory Service- Loreto District Hospital
4. Wait for further instruction by the MedTech.	4. Give instruction and provide a specimen bottle for urine and stool exam on how to collect the sample	None	3 Minutes	<i>Medical Technologist</i> Ancillary Section Laboratory Service- Loreto District Hospital
	4.1. For Blood Chemistry Examination-Instruct clients for schedule of specimen collection and the fasting requirements for the specific test			
5. Submit her/his self for the collection of blood sample	5.1. Extract Blood samples and process laboratory examination as requested	None	30 Minutes	<i>Medical Technologist</i> Ancillary Section Laboratory Service- Loreto District Hospital
	5.1.1. Hematology	None	3 Hours	
	5.1.2. Blood Chemistry	None	30 Minutes	
	5.1.3. Clinical Microscope	None	30 Minutes	
	5.1.4. Serology	None	30 Minutes	
	5.2. Release laboratory result to nurse station	None	2 Minutes	<i>Medical Technologist</i> Ancillary Section Laboratory Service- Loreto District Hospital
Total:		None	4 Hours, 46 Minutes	

9. Laboratory Service (OPD)

A medical laboratory or clinical laboratory is a laboratory where tests are done on clinical specimens in order to get information about the health of a patient as pertaining to the diagnosis, treatment, and prevention of disease.



Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Triage Area		
Official Receipts		Admin. Office- Cashier Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request	1. Receive the laboratory request	None	5 Minutes	<i>Medical Technologist II</i> Ancillary Section (Laboratory Service)- Loreto District Hospital
	1.1. Evaluate the laboratory request as to complete details of the documents			
	1.2. Issue charge slip			
	1.3. Instruct patient to pay			
2. Proceed to cashier's section for payment	2. Issue Official Receipts	Amount in the Charge slips	2 Minutes	<i>Cash Clerk II</i> Admin. Section Loreto District Hospital
3. Return to Laboratory Section and present the Charge slip with Official Receipts number	3. Accept the charge slip w/ official receipts number	None	1 Minute	<i>Medical Technologist II</i> Ancillary Section (Laboratory Service)- Loreto District Hospital
4. Wait for further instruction by the MedTech.	4. Give instruction and provide a specimen bottle for urine and stool exam on how to collect the sample	None	3 Minutes	<i>Medical Technologist II</i> Ancillary Section (Laboratory Service)- Loreto District Hospital
	4.1. For Blood Chemistry Examination-Instruct clients for schedule of specimen collection and the fasting requirements for the specific test	None	3 Minutes	<i>Medical Technologist II</i> Ancillary Section (Laboratory Service)- Loreto District Hospital



5. Submit her/his self for the collection of blood sample	5.1. Extract Blood samples and process laboratory examination as requested	None	30 Minutes	<i>Medical Technologist II</i> Ancillary Section (Laboratory Service)- Loreto District Hospital
	5.1.1 Hematology		3 Hours	
	5.1.2. Blood Chemistry		30 Minutes	
	5.1.3. Clinical Microscopy		30 Minutes	
	5.1.4. Serology		1 Minute	
	5.2. Release the result to the OPD Nurse			
Total:		None	4 Hours,15 Minutes	

10. Pharmacy Service (In-Patients) NON-PHIC

The Pharmacy Service is to provides, fills and dispenses drugs and medicines/supplies for patients in the hospital ensuring proper medication of patients.

Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Prescription Slips			Nursing Station	
Official Receipts			Admin. Office- Cashier Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription slips	1. Receive the prescription slips	None	1 Minute	<i>Pharmacist</i> Ancillary Section (Pharmacy Service) Loreto District Hospital
	1.1. Evaluate the prescription as to complete details of the documents			
	1.2. Issue charge slip			



	1.3. Instruct patient to pay			
2. Proceed to cashier`s section for payment	2. Issue Official Receipts	Amount in the Charge slips	2 Minutes	<i>Cash Clerk II</i> Admin. Section Loreto District Hospital
3. Return to Pharmacy and present the Charge slip with Official Receipts number	3. Accept the charge slip w/ official receipts number	None	1 Minute	<i>Pharmacist II</i> Ancillary Section (Pharmacy Service) Loreto District Hospital
4. Wait for the release of drugs and medicines/supplies	4. Prepare and dispense drugs and medicines/supplies	None	5 Minute	<i>Pharmacist II</i> Ancillary Section (Pharmacy Service) Loreto District Hospital
5. Proceed to nursing station to give the drugs and medicines/supplies	5. Nurse on duty receive the drugs and medicines/ supplies for patient medication	None	1 Minute	<i>Nurse I</i> Nursing Service Section Loreto District Hospital
Total:		None	10 Minutes	

11. Pharmacy Service (OPD)

The Pharmacy Service which deals with the preparation, distribution and dispensation of drugs and medicines/supplies for outpatient use with appropriate counselling.

Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription Slips		Nursing Station		
Official Receipts		Administrative Office- Cashier Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription	1. Receive the prescription slips			<i>Pharmacist</i>



slips	1.1. Evaluate the prescription as to complete details of the documents	None	1 Minute	Ancillary Section (Pharmacy Service) Loreto District Hospital
	1.2. Issue charge slip			
	1.3. Instruct patient to pay			
2. Proceed to cashier's section for payment	2. Issue Official Receipts	Amount in the Charge slips	2 Minutes	Cash Clerk Admin. Section Loreto District Hospital
3. Return to Pharmacy and present the Charge slip with Official Receipts number	3. Accept the charge slip w/ official receipts number	None	1 Minutes	Pharmacist Ancillary Section (Pharmacy Service) Loreto District Hospital
4. Wait for the release of drugs and medicines/supplies	4. Prepare and dispense drugs and medicines/supplies	None	5 Minutes	Pharmacist Ancillary Section (Pharmacy Service) Loreto District Hospital
Total:		None	9 Minutes	

12. Pharmacy Service (In-Patients) PhilHealth

The Pharmacy Service is to provides, fills and dispenses drugs and medicines/supplies for patients in the hospital ensuring proper medication of patients.

Office or Division:	Loreto District Hospital				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Prescription Slips			Nursing Station		
PHIC note as “ PhilHealth OK”			Admin. Office- PhilHealth Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1. Present prescription slips and PHIC note as "PhilHealth OK"	1. Receive the prescription slips and PhilHealth note	None	1 Minute	Pharmacist II Ancillary Section (Pharmacy Service) Loreto District Hospital
	1.1. Evaluate the prescription as to complete details of the documents			
2. Wait for the release of drugs and medicines/supplies	2. Prepare and dispense drugs and medicines/supplies	None	5 Minutes	Pharmacist II Ancillary Section (Pharmacy Service) Loreto District Hospital
3. Proceed to nursing station to give the drugs and medicines/supplies	3. Nurse on duty receive the drugs and medicines/supplies for patient medication	None	1 Minute	Nurse I Nursing Service Section Loreto District Hospital
Total:		None	7 Minutes	

13. PhilHealth Availment

To facilitate patients who request to avail PhilHealth benefits and updating of membership.

Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Member Data Record (MDR) or PhilHealth ID		PhilHealth Office		
CSF, CF1, CF2		Admin. Office- PhilHealth Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present MDR or any valid ID for verification	1. Receive and check member's status in portal or inquire directly to PHIC Office via email	None	20 Minutes	Clerk Administrative Unit Loreto District Hospital
	1.1. Ask necessary details (Full Name & Birthdate)	None		



2. Secure PhilHealth Forms (CSF,CF1 and CF2)	2. Provide forms and instruct to Fill up and sign the forms	None	2 Minutes	Clerk Administrative Unit Loreto District Hospital
3. Return the filled up and signed forms	3. Check and verify as to correctness of the filled up forms. 3.1 Release the PhilHealth note as OK	None	5 Minutes	Clerk Administrative Unit Loreto District Hospital
4. Accept the PhilHealth note	4. Instruct to give the note to the Pharmacy, Laboratory, X-ray and Nurse on Duty	None	2 Minutes	Clerk Administrative Unit Loreto District Hospital
Total:		None	29 Minutes	

14. Social Service

This service is responsible for providing assistance to patients with financial limitations for their diagnostic work up and treatment.

Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Accounts		Billing Section		
Certificate of Indigency		Barangay Office		
Referral Slip		Social Service Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient / Watcher request for medical assistance	1. Ask for statement of account and certificate of indigency	None	1 Hour	Social Welfare Officer Administrative Unit Loreto District Hospital
2. Present requirements	2. Interview the watcher/patient to gather data for assessment.	None	10 Minutes	Social Welfare Officer Administrative Unit
	2.1. Release referral slip			



	2.2. Instruct the watcher/ patient to proceed to cashier section			Loreto District Hospital
3. Proceed to cashier section and present the referral slip.	3. Receive the referral slip	None	1 Minute	<i>Social Welfare Officer</i> Administrative Unit Loreto District Hospital
Total:		None	1 Hour, 11 Minutes	

15. X-ray Services (OPD)

This service refers to radiation imaging examination to patients who seeks consultation in hospital. This will also help physician to ensure prompt diagnosis and treatment to patient`s condition.

Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
X-ray Examination Request	Nursing Station			
Official Receipts	Admin. Office- Cashier Section			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present X-ray examination request	1. Receive the x-ray examination request	None	1 Minute	<i>Radiologic Technologist</i> X-ray Department Loreto District Hospital
	1.1. Evaluate the request as to complete details of the documents	None		
	1.2. Issue charge slip	None		
	1.3. Instruct patient to pay	None		
2. Proceed to cashier`s	2. Issue Official Receipts	Amount in	2 Minutes	<i>Cash Clerk</i>



section for payment		the Charge slips		Admin. Section Loreto District Hospital
3. Return to X-ray Department and present the Charge slip with Official Receipts number	3. Accept the charge slip w/ official receipts number	None	1 Minutes	<i>Radiologic Technologist</i> X-ray Department Loreto District Hospital
4. Wait to perform the x-ray examination	4. Perform x-ray examination to patients	None	8 Minutes	<i>Radiologic Technologist</i> X-ray Department Loreto District Hospital
	4.1 Instruct the patient for the releasing schedule of official result			
5. Return as schedule for the release of official result	5. Release result and let the patient sign in the logbook	None	2 Days	<i>Radiologic Technologist</i> X-ray Department Loreto District Hospital
Total:		None	2 Days, 12 Minutes	

16. X-ray Services (In-Patient) PhilHealth

This service refers to radiation imaging examination to patients who are admitted in hospital. This will also help physician to ensure prompt diagnosis and treatment to patient`s condition.

Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Prescription Slips			Nursing Station	
PHIC note as “ PhilHealth OK”			Admin. Office- PhilHealth Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present x-ray examination	1. Receive the x-ray examination		1 Minutes	<i>Radiologic Technologist</i>



request and PHIC note as” PhilHealth OK”	request and PhilHealth note	None		X-ray Department Loreto District Hospital
	1.1. Evaluate the request as to complete details of the documents			
2. Wait to perform the x-ray examination	2. Perform x-ray examination to patients	None	8 Minutes	<i>Radiologic Technologist</i> X-ray Department Loreto District Hospital
	2.1. Release result to the nursing services			
Total:		None	9 Minutes	

17. X-ray Services (In-Patient) Non-PhilHealth

This service refers to radiation imaging examination to patients who are admitted in hospital. This will also help physician to ensure prompt diagnosis and treatment to patient`s condition.

Office or Division:	Loreto District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
X-ray Examination Request			Nursing Station	
Official Receipts			Admin. Office- Cashier Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present X-ray Examination Request	1. Receive the X-ray Examination Request	None	1 Minute	<i>Radiologic Technologist II</i> X-ray Department Loreto District Hospital
	1.1 Evaluate the prescription as to complete details of the documents			
	1.1. Issue charge slip			
	1.2. Instruct patient to pay			
2. Proceed to cashier`s	2. Issue Official Receipts	Amount in	2 Minutes	<i>Cash Clerk II</i>



section for payment		the Charge slips		Admin. Section Loreto District Hospital
3. Return to X-ray Department and present the Charge slip with Official Receipts number	3. Accept the charge slip w/ official receipts number	None	1 Minute	<i>Radiologic Technologist II</i> X-ray Department Loreto District Hospital
4. Wait to perform the x-ray examination	4. Perform x-ray examination to patients	None	8 Minutes	<i>Radiologic Technologist II</i> X-ray Department Loreto District Hospital
	4.1 Release result to the nursing services			
Total:		None	12 Minutes	



Talacogon District Hospital (TDH)

External Services



1. Issuance on Medical Records Data (Birth Certificate, Death Certificate, Medical Certificate)

Steps in acquiring birth certificate, death certificate, medical certificate and physician statement.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
Request (1 copy)		Physician on duty		
Official Receipt (1 original copy)		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For OPD patients, present Identification Card to the OPD section 1.2 Proceed to Step 2	1.1 Retrieve OPD Records form, interview the patient & give instructions	None	3 Minutes	<i>Nurse</i> OPD Section
2. Proceed to Medical Records Section; present request form for OPD patients	2.1 Interview the patient/client 2.2 Issue charge slip to be paid at the cashier For admitted patients: 2.3 Issue charge slip to be paid at the cashier and retrieve charts	See price list below. (PL-001)	5 Minutes	<i>Medical Records Officer</i> Medical Records Office
SUBTOTAL:		According to charge slip	8 Minutes	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the Certificate and	3.1 Release the certificate and let	None	2 Minutes	<i>Medical Records Officer</i>



sign on the logbook Birth certificate and death certificate authenticated/original: 3.1 Receive the copy of Certificate, sign on the logbook and present copy at LCR	the patient sign on the logbook 3.2 Submit original copy of death certificate and birth certificate at Local Civil Registry (LCR) Office every Friday 3.3 Instruct patient for the schedule of releasing of their certificates at LCR			Medical Records Office
TOTAL:		According to charge slip	10 Minutes	

ISSUANCES	FEE
1. Birth Certificate	Php. 100.00
2. Death Certificate	Php. 100.00
3. Medical Certificate	Php. 150.00
4. Physician Statement	Php. 150.00
5. Medical Abstract	Php. 150.00



2. Issuance Of Charge Slip

Steps in the payment process for availed hospital products and services in accordance to the Provincial Ordinance No. 04, Series of 2017.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip (1 original copy)		OPD, Laboratory, X-ray, Pharmacy, Dental Section		
For in-patients: Statement of Account (SOA) (1 original copy)		Billing Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For out- patients, Present Charge Slip from OPD, Laboratory, X-ray, Dental, Pharmacy, Emergency Room Service For in-patients/admitted: 1.2 Present Statement of Account from Billing Section	1.1 Receive Charge Slip 1.2 Receive Statement of Account	According to charge slip/SOA	3 Minutes	<i>Cashier I</i> Administrative Office
2. Pay Amount as stated in the Charge Slip or Statement of Account	2. Receive patient's payment and issue Official Receipt	According to charge slip/SOA	3 Minutes	<i>Cashier I</i> Administrative Office
3. Receive Official Receipt from the Cashier For in-patients/admitted: 3.1 Present Discharge Clearance form to the	3.1 Issue Official Receipts and reflect in the charge slip 3.2 Sign clearance	None	1 Minute	<i>Cashier I</i> Administrative Office



Cashier				
TOTAL:		According to charge slip	6 Minutes	

3. Issuance of Hospital Bill for Out-Patient Availing Animal Bite, Suturing and Rectal Biopsy Service.

Provide clear and consistent guidelines for conducting billing and collections functions

Office or Division:	Administrative Division (Billing Section)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Member Data Record (MDR) (1 original)		PhilHealth Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to billing section, process the necessary documents such as Member Data Record (MDR).	1.1 Assess if the patient is PhilHealth eligible. If eligible: 1.2 Sign CSF, SOA and Claims Summary report (for animal bite after the final dose) issue sign clearance and proceed to <i>Step 4</i> If not: 1.3 See Medical Social Welfare Services for assistance or pay for the necessary fee	None	7 Minutes	<i>Admitting Clerk Billing Clerk Billing Section</i>
2. Pay the necessary fee/s	2. Issue Official Receipts and reflect in the charge slip	None	1 Minute	<i>Cashier I Administrative Office</i>



3. Present Official Receipt	3. Issue and sign clearance	None	1 Minute	<i>Billing Clerk</i> Billing Section
4. Present clearance	3. Instruct patient to return to OPD or ER	None	1 Minute	<i>Billing Clerk</i> Billing Section
TOTAL:		None	10 minutes	

4. Issuance of Hospital Bill for Out-Patient Availing X-Ray Service and/ or Laboratory Services

Provide clear and consistent flow for conducting billing functions in laboratory and X-ray service in a manner that promotes compliance, patient satisfaction, and efficiency.

Office or Division:	Administrative Division (Billing Section)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip (1 copy)		Laboratory Section and/or X-ray Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to billing section, to entry in the iHOMS system the amount to be paid	1.1 Entry the amount to be paid for laboratory and X-ray service. For Senior Citizen: 1.2 Refer to the Medical Social Worker to avail free of charge.	See Laboratory Price List (PL-002) and X-ray services price list (PL-003)	7 Minutes	<i>Billing Clerk</i> Billing Section
2. Pay the necessary fee/s	2. Instruct the patient to proceed to the cashier for payment	According to charge slip	1 Minute	<i>Cashier I</i> Administrative Office
TOTAL:		According to charge slip	8 minutes	



PL-002

LABORATORY SERVICES	FEES/RATES/ CHARGES
HEMATOLOGY	
CT/BT	₱ 40.00
Blood Typing	₱ 100.00
CBC	₱ 200.00
Manual Platelet count	N/A
APTT	₱ 320.00
Prothrombine Time	₱ 350.00
Serum Electrolytes	₱ 850.00
-Sodium (Na+)	₱ 300.00
-Potassium (K+)	₱ 300.00
-Calcium (Ca++)	N/A
-Chloride (Cl-)	₱ 300.00
IMMUNOLOGY - SEROLOGY	
Dengue NS1 Ag	₱ 1,250.00
H. Pylori	₱ 450.00
HAV	₱ 380.00
S.typhi	₱ 700.00
Syphilis	₱ 250.00
HBsAg	₱ 180.00
MICROBIOLOGY/HISTOPATHOLOGY	
Gram Stain	₱ 75.00
Biopsy (small)	N/A
Biopsy (medium)	N/A



Biopsy (large)	N/A
Biopsy (X-Large)	N/A
KOH	₱ 50.00
AFB	₱ 85.00
CLINICAL MICROSCOPY	
BSMP	₱ 75.00
Urinalysis -routine	₱ 75.00
Fecalysis- Routine	₱ 50.00
Occult Blood test	₱ 85.00
Seminalysis	N/A
Pregnancy Test	₱ 120.00
BLOOD BANKING	
Blood typing	₱ 100.00
Crossmatching (per bag) Gel Tech	₱ 600.00
Coomb's Test	N/A
CLINICAL CHEMISTRY	
SGPT/ALT	₱ 300.00
SGOT/AST	₱ 300.00
BUN	₱ 300.00
BUA	₱ 250.00
Lipid Profile	₱ 1,200.00
-Triglyceride	₱ 200.00
- Total Cholesterol	₱ 250.00
- HDL-C	₱ 550.00
FBS	₱ 150.00



RBS	₱ 120.00
Total Bilirubin	₱ 350.00
Direct Bilirubin	₱ 350.00
Alp	₱ 350.00
Albumin	₱ 350.00
CREA	₱ 250.00
OGTT (75g)	₱ 750.00

PL-003

SERVICES	PRICE	DOCTOR'S PF	TOTAL
Abdomen Plain	₱ 220.00	₱ 60.00	₱ 280.00
Abdomen Routine	₱ 440.00	₱ 120.00	₱ 560.00
Ankle Joint AP,L	₱ 200.00	₱ 120.00	₱ 320.00
Ankle Mortise View	₱ 200.00	₱ 60.00	₱ 260.00
Apicolordotic View	₱ 200.00	₱ 60.00	₱ 260.00
Caldwell's View	₱ 200.00	₱ 60.00	₱ 260.00
Cervical Spine AP,L,O	₱ 440.00	₱ 180.00	₱ 620.00
Chest AP/PA	₱ 220.00	₱ 60.00	₱ 280.00
Chest AP/PA,L (Adult)	₱ 440.00	₱ 120.00	₱ 560.00
Chest AP,L (Pedia)	₱ 360.00	₱ 120.00	₱ 480.00
Clavicle AP	₱ 190.00	₱ 60.00	₱ 250.00
Coccyx AP,L	₱ 200.00	₱ 120.00	₱ 320.00
Elbow Joint AP,L	₱ 200.00	₱ 120.00	₱ 320.00
Facial Bones Routine	₱ 525.00	₱ 180.00	₱ 705.00
Femur/Thigh AP,L	₱ 240.00	₱ 120.00	₱ 360.00
Flat Plate & Uprt View	₱ 440.00	₱ 120.00	₱ 560.00



Foot AP,L	₱ 370.00	₱ 120.00	₱ 490.00
Foot AP,L,O	₱ 555.00	₱ 180.00	₱ 735.00
Forearm AP,L	₱ 185.00	₱ 120.00	₱ 305.00
Hand AP/PA,L	₱ 185.00	₱ 120.00	₱ 305.00
Hand AP/PA,L,O	₱ 370.00	₱ 180.00	₱ 550.00
Humerus AP,L	₱ 185.00	₱ 120.00	₱ 305.00
Knee Joint AP,L	₱ 370.00	₱ 120.00	₱ 490.00
Leg AP,L	₱ 440.00	₱ 120.00	₱ 560.00
Lumbar Spine AP,L	₱ 440.00	₱ 120.00	₱ 560.00
Lumbar Spine AP,L,O	₱ 660.00	₱ 180.00	₱ 840.00
Lumbo-Sacral Spine AP,L	₱ 440.00	₱ 120.00	₱ 560.00
Lumbo-Sacral Spine AP,L,O	₱ 880.00	₱ 180.00	₱ 1,060.00
Maxilla Ap View	₱ 185.00	₱ 60.00	₱ 245.00
Nasal Bone AP,L	₱ 370.00	₱ 120.00	₱ 490.00
Paranasal Routine	₱ 370.00	₱ 120.00	₱ 490.00
Paranasal Series	₱ 555.00	₱ 180.00	₱ 735.00
Pelvis AP,L	₱ 440.00	₱ 120.00	₱ 560.00
Shoulder Joint AP,L	₱ 370.00	₱ 120.00	₱ 490.00
Skull Routine	₱ 370.00	₱ 120.00	₱ 490.00
Skull Series	₱ 555.00	₱ 180.00	₱ 735.00
Thoracic Cage AP,L	₱ 440.00	₱ 120.00	₱ 560.00
Thoracic Spine AP,L	₱ 440.00	₱ 120.00	₱ 560.00
Thoracic Spine AP,L,O	₱ 660.00	₱ 180.00	₱ 840.00
Wrist Joint AP,L	₱ 185.00	₱ 120.00	₱ 305.00



5. Issuance of Hospital Bill for Admitted Patients upon Admission

All patients will be served with utmost courtesy and respect, assist them in availing PhilHealth benefits and provide them also with accurate information on PhilHealth policies and guidelines.

Office or Division:	Administrative Division (Billing Section)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Member Data Record (MDR) (1 original copy)		PhilHealth Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Member Data Record (MDR) if available. If no MDR: 1.2 Seek for any available assistance	1.1 Affirm if the patient is a PHIC member by checking on portal. If eligible: 1.2 Print copy of Philhealth Benefit Eligibility Form (PBEF) If not eligible: 1.3 Refer to the Medical Social Worker for assessment	None	7 Minutes	<i>Admitting Clerk</i> Administrative Division-Billing Section
2. Submit the required documents for PHIC/ Non-PHIC classification	3. Check and receive the requirements complied by the patient.	None	2 Minutes	<i>Billing Clerk</i> Billing Section
TOTAL:		None	9 Minutes	



6. Issuance of Hospital Bill for Admitted Patients upon Discharge

Assure capture charges and payments, calculate and post appropriate discounts and allowances, maintain patient balance owed and allow billing of charges to third party payer sources.

Office or Division:	Administrative Division (Billing Section)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TDH's in-patients only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Discharge Clearance (1 original copy)		Nurse Station – Nurse/Nursing Attendant on duty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Discharge Clearance Form to the billing section	1.1 Receive and check submitted documents 1.2 Computer and summarize all charges 1.3 Print and issue Statement of Account (SOA) and instruct to proceed to the cashier for payment, or to the Medical Social Worker for assistance	None	10 Minutes	<i>Billing Clerk</i> Billing Section
2. Submit Statement of Account along with the Official Receipt, or approved Promissory Note	2.1 Receive and verify SOA and Official Receipt, or Promissory Note 2.2 Issue clearance slip	None	2 Minutes	<i>Billing Clerk</i> Billing Section
TOTAL:		None	12 Minutes	



7. In-Patient Availment to DOH MAIP Assistance

It is a program of the Department of Health (DOH) intended to provide medical assistance to patients seeking consultation, rehabilitation, examination or otherwise confined in government hospitals.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TDH's in-patient only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account (SOA) (1 original copy)		Billing Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the medical social worker for MAIP assistance and present Statement of Account (SOA)	1.1 Interview and assess patient or patient's relative/watcher Classify patient according to financial status: 1.2 Class A - All patients admitted to the hospital suites, private rooms and those patients who are Health Care beneficiaries. 1.3 Class B - All patients admitted to the Pay Wards. 1.4 Class C1 - will pay 75% of hospital charges 1.5 Class C2 – will pay 50% of hospital charges 1.6 Class C3 – will pay 25% of hospital charges 1.7 Class D – totally can't pay 1.8 Explain the assistance	None	6 Minutes	<i>Medical Social Welfare Officer</i> Medical Social Welfare Office



	program and provide the patient with the requirements needed			
2 Comply and submit the requirements given and wait for further instructions	<p>2.1 Manage and check patient's requirements</p> <p>2.2 Allow the patient to pay his/her hospital bill counterpart depending on the assessment.</p> <p>If still can't pay on the time being:</p> <p>2.3 The patient shall execute a promissory note with the barangay captain or a person of reference as guarantor and proceed to <i>Step 4</i></p> <p>For full assistance eligible (Class D):</p> <p>2.4 Fill up the intake sheet or assessment tool and proceed to <i>Step 6</i>.</p>	Depends on the amount given as patient's counterpart	3 Minutes	<p><i>Medical Social Welfare Officer</i></p> <p>Medical Social Welfare Office</p>
3 Pay the amount given for patient's counterpart	3. Receive the payment	Depends on the amount given as patient's counterpart	1 Minute	<p><i>Cashier I</i></p> <p>Administrative Office</p>
4 Return to the medical social worker for notice of payment	4. Give the patient two (2) copies of promissory note with the receipt issued. (One copy of promissory note is to be submitted to the billing section)	None	1 Minute	<p><i>Medical Social Welfare Officer</i></p> <p>Medical Social Welfare Office</p>



5 Accept promissory note	5. Instruct patient to proceed to billing section	None	1 Minute	<i>Medical Social Welfare Officer</i> Medical Social Welfare Office
6. Present Statement of Account (SOA)	6. Sign discharge and clearance form.	None	1 Minute	<i>Billing In-charge</i> Billing Section
TOTAL :		Depends on the amount given as patient's counterpart	13 Minutes	

8. In-Patient Availment to PCSO Assistance

Philippine Charity Sweepstakes Office (PCSO) Endowment Fund Program provides funding support directly to government hospitals to augment the medical needs of patients who needs medical procedures that it is not available in the hospital facility such as CT-scan, ultrasound, medicines that are not available in hospital pharmacy and other more procedure.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TDH's in-patient only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form/prescription (1 original copy)		Physician on duty		
Government Issued ID or Cedula (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Barangay Office		
Medical Certificate		Medical Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the medical social worker for PCSO assistance and present request form and/or	1.1 Interview and assess patient or patient's relative/watcher 1.2 Explain the assistance program and provide the	None	6 Minutes	<i>Medical Social Welfare Officer</i> Medical Social Welfare Office



prescription	patient with the requirements needed			
2. Comply and submit the requirements given and wait for further instructions	<p>2.1 Manage and check patient's requirements, request form/and or prescription with price quotation</p> <p>If price quotation is not indicated:</p> <p>2.2 Coordinate with the health facility for the price list</p> <p>2.3 Submit request form and/or prescription along with the PCSO-EF Application Form to the Chief of Hospital for approval with price quotation</p> <p>If price quotation is not indicated:</p> <p>2.4 Coordinate with the health facility for the price list</p> <p>2.5 Submit request form and/or prescription along with the PCSO-EF Application Form to the Chief of Hospital for approval</p> <p>2.6 Once approved, give the exact amount to the patient/watcher to perform necessary procedures and/or to purchase medicines</p>	None	1 Minute	<p>Medical Social Welfare Officer</p> <p>Medical Social Welfare Office</p>
3. Accept given amount 3.1 Proceed to other facility for the procedure and/or	3.1 Accepts the Official Receipt	None	4 Hours	<p>Medical Social Welfare Officer</p> <p>Medical Social Welfare Office</p>



pharmacy store 3.2 Return to Medical Social Worker and give the Official Receipt on the procedure conducted and/or medicine/s procured				
TOTAL:		None	4 Hours, 7 Minutes	

9. In-Patient Availment to POS Assistance

Assist in-patients requesting POS PhilHealth process

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TDH's in-patients only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Contract/Birth Certificate (1 photocopy)		NSO/PSA		
Immunization card/Voter's Certification/School Record (1 photocopy)		Health Facility/COMELEC/School		
Barangay Certificate (Indigency) (1 original copy)		Respective Barangay Office		
Certificate of Indigency (1 original copy)		Municipal Social Welfare and Development Office		
Government Issued ID or Cedula (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Barangay Office		
Medical Certificate		Medical Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to the medical social worker for POS assistance	1.1 Attend to patient's assessment and explain the program and its benefit.	None	10 Minutes	Medical Social Welfare Officer Medical Social Welfare Office
2. Comply and submit the requirements given	2.1 Manage and check patient's requirements 2.2 Send a notice to the billing section in charge that the patient is for POS assistance	None	2 Minutes	Medical Social Welfare Officer Medical Social Welfare Office
3. Upon submission of the requirements, the patient will be immediately enrolled in POS and instruct patient to proceed at PhilHealth Office after discharge.				
TOTAL:		None	12 Minutes	

10. In-Patient and Out-Patient Availment to TALASAN Assistance

Patients residing in Talacogon, San Luis and Lapaz Agusan del Sur can only avail the said assistance in accordance to the conducted meeting of TALASAN Area Health Zone last December 18, 2018.

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Talacogon, Lapaz and San Luis residents only
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Marriage Contract/Birth Certificate (1 photocopy)	NSO/PSA
Immunization card/Voter's Certification/School Record (1 photocopy)	Health Facility/COMELEC/School
Barangay Certificate (Indigency) (1 original copy)	Respective Barangay Office



Certificate of Indigency (1 original copy)		Municipal Social Welfare and Development Office		
Government Issued ID or Cedula (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Barangay Office		
Medical Certificate		Medical Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Medical Social Worker to seek assistance For out-patient: 1.2 Present charge slip For in-patient: 1.3 Present SOA	1.1 Interview and assess patient or patient's relative/watcher 1.2 Explain the assistance program and provide the patient with the requirements needed	None	6 Minutes	<i>Medical Social Welfare Officer</i> Medical Social Welfare Office
2. Comply and submit the requirements given	2.1 Manage and check patient's requirements 2.2 Send a notice to the billing section in charge that the patient is for TALASAN assistance then proceed to <i>Step 6</i> If patients exceed to the allotted maximum amount of Php2,000.00/per patient: If patient can't pay the remaining balance: 2.4 The patient shall execute a promissory note with the barangay captain or a person of reference as guarantor and proceed to	None	2 Minutes	<i>Medical Social Welfare Officer</i> Medical Social Welfare Office



	<i>Step 4</i>			
3. Pay the amount given for patient's remaining balance	3. Instruct the patient to pay the necessary fee to the cashier	Depends on the remaining balance	1 Minute	<i>Cashier I</i> Administrative Office
4. Return to the medical social worker for notice of payment	For patients who paid the balance: 4.1 Signs charge slip and proceed to <i>Step 6</i> For patients with promissory note: 4.2 Give the patient two (2) copies of promissory note with the receipt issued. (One copy of promissory note is to be submitted to the billing section)	None	1 Minute	<i>Medical Social Welfare Officer</i> Medical Social Welfare Office
5. Accept promissory note	5. Instruct patient to proceed to billing section	None	1 Minute	<i>Medical Social Welfare Officer</i> Medical Social Welfare Office
6. Present charge slips	6. Instruct patient to return to ancillary services or OPD	None	1 Minute	<i>Billing In-charge</i> Billing Section
TOTAL for full Assistance:		None	12 Minutes	
TOTAL for discounted Payment:		Depends on the remaining balance		
TOTAL for promissory Note:		None		



11. Dispense/Issuance of Prescribed Drugs and Medicines For In-Patient and Out-Patient with No PhilHealth

Ensure the safe and optimal use of pharmaceuticals for all patients by having pharmacists provide a central and visible role in all aspects of medication management.

Office or Division:	Ancillary Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Prescription (1 copy duly signed by a physician on duty)		Physician on duty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to Pharmacist	1.1 Reflect price per prescription slip 1.2 Inform patient the total amount 1.3 Instruct patient's to proceed to cashier for issuance of Official Receipts	See price listed below.	5 Minutes	Pharmacist Pharmacy
2. Proceed to cashier for payment of prescribed medications	2. Issue Official Receipts and reflect OR No. in the prescription slip	According to charge slip	3 Minutes	Cashier / Administrative Office
3. Present Prescription Slip with OR No. to Pharmacist	3. Dispense Drugs and medicines as per prescription	None	3 Minutes	Pharmacist Pharmacy
4. Receive prescribed medication				
TOTAL:		According to charge slip	11 Minutes	



PRICE LIST ON DRUGS AND MEDICINES	
SERVICES	PRICE
Al/Mg Hydroxide 200 mg sus	Php30
Aluminum/Magnesium Hydroxide tab	Php1.95
Acetylcysteine 600mg sachet	Php29.23
ADENOSINE 6MG/2ML AMP	Php860
Allopurinol 100mg tab	Php6.92
Amikacin 100 mg vI (50MG/2ML)	Php609.62
Amino Acid 250ml (5% sorbitol+AA)	Php685
Aminophylline 25 mg/ml amp	Php45.38
Amiodarone 150mg/3ml amp	Php279.23
Amlodipine 10mg tab	Php4
Amlodipine 5mg tab	Php3
Amoxicillin 100mg drops	Php42.15
Amoxicillin 125mg/5ml susp	Php50
Amoxicillin 250mg/5ml susp	Php54.62
Amoxicillin 500mg cap	Php2.40
Ampicillin + sulbactam 1.5G vial	Php260
Ampicillin 1g vial	Php24
Ampicillin 250mg vial	Php20
Ampicillin 500 mg vial	Php18
Anti-venom 800 IU/4.8ML, 1ML	Php1300
Apirin 80mg tab	Php2.31
Ascorbic acid drops	Php79.23
Ascorbic acid syrup	Php44.73



Atenolol 50mg tab	Php8.08
Atorvastatin 20mg tab	Php15.38
Atorvastatin 40mg tab	Php19.33
Atracurium amp	Php273.28
Atropine amp	Php37.12
ATS 1500 ampule	Php54
ATS 3000 amp	Php239.50
ATS 5000 amp	Php314.50
Azithromycin 500mg tab	Php80.77
Azithromycin 200mg susp.	Php205
Betahistine 16mg tab	Php35
Betahistine 8mg tab	Php15.77
Bisacodyl 10mg supp	Php37.69
Bisacodyl 10mg tab	Php23
Bisacodyl 5mg supp	Php30.77
Bloodset	Php80
Blumea Balsamifera 500mg tab	Php11
Budesonide 250mcg/ml	Php69.23
Bupivacaine Heavy	Php457
Butamirate Citrate 50mg tab	Php14.22
Calcium Carbonate 500mg Tab	Php5.12
Calcium gluconate 10ml amp	Php76.96
Captopril 25mg tab	Php3.85
Atracurium amp	Php273.28
Carvedilol 25 mg tab	Php8.46
Cefalexin 125/5 susp	Php46.15
Cefalexin 250/5 susp	Php61.54
Cefalexin 500mg cap	Php3.00



Cefazolin 1g vial	Php110
Cefixime 200mg cap	Php31.23
Cefotaxime 1g vial (high-end)	Php224.23
Ceftriaxone 1g vial	Php110
Cefuroxime 500 tab	Php45.69
Cefuroxime 750mg vial	Php120
Celecoxib 200 mg cap	Php20
Celecoxib 400mg cap	Php34.46
Cetirizine 10mg tab	Php13
Cetirizine drops	Php113.85
Cetirizine syrup	Php188.63
Chlorphenamine maleate amp	Php55.2
Chlorphenamine maleate 4mg tab	Php12.55
Cinnarizine 25 mg tab	Php2.31
Ciprofloxacin 500mg tab	Php12.31
Citicoline 1g amp	Php348
Citicoline 500mg tab	Php280
Clarithromycin 125/5 susp	Php520.31
Clarithromycin 250/5 susp	Php750.46
Clarithromycin 500mg tab	Php43.08
Clindamycin 300mg cap	Php11.54
Clindamycin amp	Php350
Clonidine 75mcg tab	Php17.69
Clonidine amp	Php157.69
Clopidogrel 75mg tab	Php22.12
Cloxacillin 500mg cap	Php9
Co-amoxiclav 312.5/5 susp	Php190.58



Co-amoxiclav 457mg/5ml , 70ml	Php475
Co-amoxiclav 625mg tab	Php35
Colchicine 500mcg tab	Php3.08
D10 500ml	Php60
D5 0.3 NaCl 1L	Php65
D5 0.3 NaCl 500ml	Php60
D5 IMB 1L	Php65
D5 IMB 500ml	Php60
D5 LR 1L	Php65
D5 LR 500ml	Php60
D5 NM 1L	Php65
D5 Water 1L	Php60
D5 water 500ml	Php65
D5 Water 250ML	Php120
Dexamethasone amp	Php100
Dextrose 50% 50ml	Php61.27
Dextran	Php535.60
Dicycloverine 10mg tab	Php115
Dicycloverine syrup	Php50
Digoxin 250mcg tab	Php4.62
Digoxin 250 mcg/ml amp	Php194.59
Diloxanide 500mg tab	Php25.38
Diloxanide susp	Php195
Diphenhydramine 50mg cap	Php2.35
Diphenhydramine 50 mg amp	Php100
Diphenhydramine syrup	Php26.92
Dobutamine 250mg bot	Php848.81



Domperidone 10mg tab	Php7.69
Domperidone syrup	Php107.69
Dopamine 200mg/250ml bot	Php523.08
Doxycycline 100mg cap	Php17.88
Dydrogesterone 10mg tab	Php51.83
Epinephrine 0.1% amp	Php66
Erythromycin eye ointment	Php176.92
Fenofibrate 200mg cap	Php15.38
Ferrous Sulfate + Folic acid cap	Php3.85
Ferrous Sulfate cap	Php2
Furosemide 20mg tab	Php2.40
Furosemide 40mg tab	Php3
Furosemide amp	Php50
Gentamycin amp	Php38.27
Gliclazide 80mg tab	Php6.92
Glimepiride 2mg tab	Php9.95
Hepatitis B Immunoglobulin 10mcg/0.5ml	Php1200
Hepatitis B Vaccine	Php1200
Hydralazine 20mg/ml amp	Php219.93
Hydrocortisone 100mg vial	Php67
Hydrocortisone 250mg vial	Php85
Hydroxyzine 25mg	Php19.62
HyoscineN-BB 10mg tab	Php5.50
HyoscineN-BB amp	Php63
Ibuprofen 100/5 syrup	Php66.15
Ibuprofen 200mg tab	Php6.15
Ibuprofen 400mg tab	Php6.54



Irbesartan 150mg tab	Php16.33
Irbesartan 300mg tab	Php26.75
Isoflurane 100 ml, amp	Php3500
Isosorbide dinitrate 5mg	Php21.90
Isoxsuprine 10mg tab	Php16.92
Isoxsuprine amp	Php169.23
Insulin, isophane human ,10ml	Php600
Insulin regular human (recom)	Php736.54
IV CATH G 18	Php65
IV CATH G 20	Php65
IV CATH G 22	Php65
IV CATH G 24	Php65
IV CATH G 26	Php65
Ketorolac amp	Php92.31
Lactulose syrup	Php215.38
Lagundi Leaf 300mg/5ml SYRUP	Php85
Lagundi Leaf 600mg tab	Php10
LIDOCAINE 10% IN 50ML SPRAY	Php2100
Lidocaine + Epinephrine carp	Php66
Lidocaine 2% 50ml vial	Php65.38
Loperamide 2mg cap	Php12
Loratadine 10mg tab	Php16.62
Losartan + HCTZ 50+12.5mg tab	Php15.77
Losartan + HCTZ 100+25mg tab	Php29.12
Losartan 100mg tab	Php13.85
Losartan 50mg tab	Php10
Macroset (Intravenous set Adult)	Php19.20



Magnesium sulfate amp	Php56.77
Mannitol 500ml	Php192.31
Mebendazole 100mg tab	Php3.85
Mebendazole syrup	Php26.92
Mefenamic 500mg cap	Php2
Metformin 500mg tab	Php3.85
Methyldopa 250mcg tab	Php13.54
Methylergometrine amp	Php48
Methylprednisolone 4mg tab	Php12.50
Metoclopramide amp	Php39
Metoprolol 100mg tab	Php5.15
Metoprolol 50mg tab	Php3.08
Metronidazole 500mg tab	Php3.85
Metronidazole syrup	Php31.22
Metronidazole Vial	Php60.50
Microset (Intravenous set Child)	Php23
Montelukast 5mg tab	Php18.50
Montelukast 10mg tab	Php26.15
Multivitamins + Iron syrup	Php60
Multivitamins drops	Php35
Multivitamins syrup	Php40
Naproxen 500mg tab	Php16.73
Nicardipine 10ml amp	Php850.50
Nifedipine 10mg tab	Php5
Nifedipine 5mg tab	Php3.85
NITROGLYCERINE PATCH 10MG	Php158
Norepinephrine 1 mg/ml amp	Php385



Nystatin 100,000 units/ml, 30ml susp	Php192.31
Omeprazole 20mg cap	Php19.23
Omeprazole 40mg cap	Php34.58
Omeprazole 40mg vial	Php110
ORS sachet	Php7.69
Oxytocin amp	Php48
Paracetamol 125/5 syrup	Php11.54
Paracetamol 125mg supp	Php11.54
Paracetamol 250/5 syrup	Php21.81
Paracetamol 250mg supp	Php23.5
Paracetamol 500mg tab	Php0.75
Paracetamol amp	Php25
Paracetamol drops	Php18
PHENYTOIN 50mg/ml ,2ml AMP	Php831.54
Phytomenadione amp	Php50
PLR 1L	Php65
PLR 500ml	Php60
PNSS 1L	Php65
PNSS 500ml	Php60
PNSS Irrigation 1L	Php84
Piracetam 800mg tab	Php45
Potassium Citrate 10mEq tab	Php11.92
Potassium Cl amp	Php59.14
Povidone Iodine 1%, Oral Antiseptic, 120ml	Php100.50
Prednisone 10mg tab	Php4.23
Prednisone 5mg tab	Php2.12
Propofol amp	Php516.92



Ranitidine amp	Php58
Rocurium vial	Php574.62
Rosuvastatin 20mg tab	Php29.23
Salbutamol neb	Php12.75
Salbutamol + Ipra neb	Php27
Silver sulfadiazine cream	Php142.31
Simvastatin 20mg tab	Php7.69
Simvastatin 40mg tab	Php12.18
Sodium Bicarbonate vial	Php129.31
Sodium Bicarbonate 650mg tab	Php2
Spironolactone 50 mg tab	Php33.15
Sterile water 50ml bot	Php44.62
Tamsulosin 200mg cap	Php53.75
Tetanus Toxoid amp	Php68
Terbutaline 500 mg amp	Php96.73
Tobramycin + Dexamethasone, Eyedrops	Php201.15
Tramadol 50mg cap	Php7.69
Tramadol amp	Php55
Tranexamic 500mg cap	Php11
Tranexamic amp	Php50
Trimethazidine 35mg tab	Php27.50
Verapamil amp	Php207.69
Vitamin Bcomplex ampule	Php69.23
Vitamin Bcomplex tablet	Php3.50
Zinc drops	Php65.87



12. Dispense/Issuance of Prescribed Drugs and Medicines for In-Patient and Out-Patient With PhilHealth

Administer in dispensing drugs and ensure the safe and appropriate use of medications.

Office or Division:	Ancillary Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TDH's in-patients only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription (1 copy duly signed by a physician on duty)		Physician on duty		
Medicare Clearance (1 copy)		PhilHealth Section – Window 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clearance from hospital PhilHealth In-charge	1.1 Prepare Drug and Medicines for respective patients	None	8 Minutes	Pharmacist Pharmacy Unit
	1.2 Deliver the drugs and medicines to Nurse Stations	None		
	1.3 File prescription slip per patient	None		
2. Receive prescribed medication				
TOTAL:		None	8 Minutes	

13. Facilitation for Out-Patient Diagnostic Test and Laboratory Examination

Patient's steps on requesting for laboratory examinations as requested by the physician.

Office or Division:	Ancillary Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen



Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request (1 original copy)		Physician on duty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit routine laboratory request	1. Issue charge slips	See prices listed below (PL-005)	1 Minute	<i>Medical Technologist</i> Laboratory
2. Present charge slip and pay to the cashier 2.1 For patients who cannot pay the indicated amount, they may proceed to Medical Social Service for assistance	2. Receive payment then issues Official Receipt	According to charge slip/SOA	3 Minutes	<i>Cashier I</i> Administrative Office
3. Present Official Receipt and charge slip to the Laboratory Section 3.1 Submit specimen (urine, stool, etc.) 3.2 Undergo blood extraction 3.3 Will receive instructions regarding release of examination's official results	3.1 Instruct patient according to the requested examination 3.2 Perform laboratory tests	None	Depends on the procedure conducted	<i>Medical Technologist</i> Laboratory
4. Wait for the laboratory	4. Issue official examination	None	1 Minute	<i>Medical Technologist on duty</i> Laboratory



results	result			
5. Present official examination result to OPD section	5. Attach laboratory result to patient's card and forward to the physician.	None	5 Minutes	OPD Nurse Out-patient Department
6. Proceed to the physician on duty for consultation & prescription.	6. Conduct further proving on the illness of patient/client and issue prescription or order for further laboratory test if necessary.	None	10 Minutes	Medical Specialist Medical Officer Out-patient Department
TOTAL:		According to charge slip/SOA	Depends on the procedure conducted	

PL-005

SERVICES	FEES/RATES/ CHARGES
HEMATOLOGY	
CT/BT	₱ 40.00
Blood Typing	₱ 100.00
CBC	₱ 200.00
Manual Platelet count	N/A
APTT	₱ 320.00
Prothrombine Time	₱ 350.00
Serum Electrolytes	₱ 850.00
-Sodium (Na+)	₱ 300.00
-Potassium (K+)	₱ 300.00



-Calcium (Ca++)	N/A
-Chloride (Cl-)	₱ 300.00
IMMUNOLOGY - SEROLOGY	
Dengue NS1 Ag	₱ 1,250.00
H. Pylori	₱ 450.00
HAV	₱ 380.00
S.typhi	₱ 700.00
Syphilis	₱ 250.00
HBsAg	₱ 180.00
MICROBIOLOGY/HISTOPATHOLOGY	
Gram Stain	₱ 75.00
Biopsy (small)	N/A
Biopsy (medium)	N/A
Biopsy (large)	N/A
Biopsy (X-Large)	N/A
KOH	₱ 50.00
AFB	₱ 85.00
CLINICAL MICROSCOPY	
BSMP	₱ 75.00
Urinalysis -routine	₱ 75.00
Fecalysis- Routine	₱ 50.00
Occult Blood test	₱ 85.00
Seminalysis	N/A
Pregnancy Test	₱ 120.00
BLOOD BANKING	
Blood typing	₱ 100.00



Crossmatching (per bag) Gel Tech	₱ 600.00
Coomb's Test	N/A
CLINICAL CHEMISTRY	
SGPT/ALT	₱ 300.00
SGOT/AST	₱ 300.00
BUN	₱ 300.00
BUA	₱ 250.00
Lipid Profile	₱ 1,200.00
-Triglyceride	₱ 200.00
- Total Cholesterol	₱ 250.00
- HDL-C	₱ 550.00
FBS	₱ 150.00
RBS	₱ 120.00
Total Bilirubin	₱ 350.00
Direct Bilirubin	₱ 350.00
Alp	₱ 350.00
Albumin	₱ 350.00
CREA	₱ 250.00
OGTT (75g)	₱ 750.00



14. Facilitation for Out-Patient and In-Patient Radiology Examination

Steps for patients requiring radiological procedures as requested by the doctor.

Office or Division:	Ancillary Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
X-ray Request		Physician on duty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the X-ray Request Form to the radiologic technologist on duty	1.1 Check and verify the patient request, patient data, working diagnosis/clinical impression. For out-patient: 1.2 Issue Charge Slip for payment at the cashier For in-patient: 1.3 Issue Charge Slip for billing section confirmation/ social worker assessment	None	7 Minutes	<i>Radiologic Technologist</i> Radiology Section
2. Submit self to Radiology Section for Examination	2.1 Explain and perform radiographic procedure to the patient For in-patient: 4.1 Log and release signed result to the Nurse's Station	See price list below (PL-006)	3 Days 8 Minute	<i>Radiologic Technologist</i> Radiology Section
TOTAL:		According to charge slip	3 Days, 15 Minutes	



PL-006

SERVICES	PRICE	DOCTOR'S PF	TOTAL
Abdomen Plain	₱ 220.00	₱ 60.00	₱ 280.00
Abdomen Routine	₱ 440.00	₱ 120.00	₱ 560.00
Ankle Joint AP,L	₱ 200.00	₱ 120.00	₱ 320.00
Ankle Mortise View	₱ 200.00	₱ 60.00	₱ 260.00
Apicolordotic View	₱ 200.00	₱ 60.00	₱ 260.00
Caldwell's View	₱ 200.00	₱ 60.00	₱ 260.00
Cervical Spine AP,L,O	₱ 440.00	₱ 180.00	₱ 620.00
Chest AP/PA	₱ 220.00	₱ 60.00	₱ 280.00
Chest AP/PA,L (Adult)	₱ 440.00	₱ 120.00	₱ 560.00
Chest AP,L (Pedia)	₱ 360.00	₱ 120.00	₱ 480.00
Clavicle AP	₱ 190.00	₱ 60.00	₱ 250.00
Coccyx AP,L	₱ 200.00	₱ 120.00	₱ 320.00
Elbow Joint AP,L	₱ 200.00	₱ 120.00	₱ 320.00
Facial Bones Routine	₱ 525.00	₱ 180.00	₱ 705.00
Femur/Thigh AP,L	₱ 240.00	₱ 120.00	₱ 360.00
Flat Plate & Uprt View	₱ 440.00	₱ 120.00	₱ 560.00
Foot AP,L	₱ 370.00	₱ 120.00	₱ 490.00
Foot AP,L,O	₱ 555.00	₱ 180.00	₱ 735.00
Forearm AP,L	₱ 185.00	₱ 120.00	₱ 305.00
Hand AP/PA,L	₱ 185.00	₱ 120.00	₱ 305.00
Hand AP/PA,L,O	₱ 370.00	₱ 180.00	₱ 550.00
Humerus AP,L	₱ 185.00	₱ 120.00	₱ 305.00
Knee Joint AP,L	₱ 370.00	₱ 120.00	₱ 490.00



Leg AP,L	₱ 440.00	₱ 120.00	₱ 560.00
Lumbar Spine AP,L	₱ 440.00	₱ 120.00	₱ 560.00
Lumbar Spine AP,L,O	₱ 660.00	₱ 180.00	₱ 840.00
Lumbo-Sacral Spine AP,L	₱ 440.00	₱ 120.00	₱ 560.00
Lumbo-Sacral Spine AP,L,O	₱ 880.00	₱ 180.00	₱ 1,060.00
Maxilla Ap View	₱ 185.00	₱ 60.00	₱ 245.00
Nasal Bone AP,L	₱ 370.00	₱ 120.00	₱ 490.00
Paranasal Routine	₱ 370.00	₱ 120.00	₱ 490.00
Paranasal Series	₱ 555.00	₱ 180.00	₱ 735.00
Pelvis AP,L	₱ 440.00	₱ 120.00	₱ 560.00
Shoulder Joint AP,L	₱ 370.00	₱ 120.00	₱ 490.00
Skull Routine	₱ 370.00	₱ 120.00	₱ 490.00
Skull Series	₱ 555.00	₱ 180.00	₱ 735.00
Thoracic Cage AP,L	₱ 440.00	₱ 120.00	₱ 560.00
Thoracic Spine AP,L	₱ 440.00	₱ 120.00	₱ 560.00
Thoracic Spine AP,L,O	₱ 660.00	₱ 180.00	₱ 840.00
Wrist Joint AP,L	₱ 185.00	₱ 120.00	₱ 305.00



15. Consultation of Patients

Steps for consultation for old and new patients

Office or Division:	Medical Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip from RHU (1 original copy)		Rural Health Unit		
OPD card		Out-patient Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queue at Out-patient reception table	1.1 Assign priority number to patients	None	2 Minutes	<i>Guard</i> Guard Office
2. Present priority number, referral slip and OPD card	2.1 Retrieve patient's medical records file and sign OPD card and proceed to <i>Step 4.1</i>	None	5 Minute	<i>OPD Nurse</i> OPD Area
<i>If OPD card is lost/left:</i> 2.2 Instruct patient to pay for the lost/left OPD card <i>For new patient:</i> 2.3 Instruct patient to pay for the OPD card	<i>For new patient & lost/left OPD card:</i> 2.2 Issues charge slip	PHP 20.00		<i>OPD Nurse</i> OPD Area
3. Proceed to cashier for payment	3.1 Issues Official Receipts and reflect to the charge slip	See price list below	3 Minutes	<i>Cashier I</i> Administrative Office
4. Submit self for interview and vital sign taking	4.1 Interview client, take vital signs and record patients information iHOMS and OPD form	None	5 Minutes	<i>OPD Nurse</i> OPD Area
<i>For new patient and</i>				



lost/left OPD card:				
4.2 Present charge slip with OR to OPD in-charge	4.2 Forward OPD form to physician on duty			
5. Proceed to consultation room and submit self for Physical Examination	5.1 Assess, examine patient and issue request for ancillary procedures if needed 5.2 Record assessment in the OPD form and forward to the patient/client	None	10 Minutes	<i>Medical Specialist Medical Officer OPD Area</i>
6. Accept and return OPD form to OPD in-charge	6. Check on ancillary request and instruct patient to pay to the cashier	None	2 Minutes	<i>OPD Nurse OPD Area</i>
7. Present ancillary request and pay the corresponding charges	7. Issue Official Receipt, notes the ancillary requests with OR Number and instruct patient to proceed to ancillary division	None	3 Minutes	<i>Cashier I Administrative Office</i>
8. Submit noted ancillary requests to ancillary division (Pharmacy, Laboratory, Radiology)	8. Do the procedure based on the ancillary requests	None	Depending On The Procedure Done	<i>Pharmacy Laboratory Radiologist Medical Laboratory Unit</i>
9. Presents the results to the physician on duty	9. Checks ancillary results and prescribes necessary medication	None	5 Minutes	<i>Medical Specialist Medical Officer OPD Area</i>
TOTAL:		According to charge slip	Depending on the procedure done	



PL-007

SERVICES	PRICE
Nebulization	Php50
Foley Bag Insertion/Removal	Php100
ECG	Php200
Dressing/Removal of Sutures (< 3 Sutures)	Php50
Dressing/Removal of Sutures (< 3 Sutures)	Php100
Aspiration of Tissue/Fluid	Php250
Minor Debridement	Php200
Removal of Skin tag	Php200
Removal of Foreign Body (Surgery)	Php300
Removal of Foreign Body (EENT)	Php200
I & D	Php150
Excision of Cyst (Small)	Php200
Excision of Cest (Big)	Php250
Medicine Injection (I.M,Subcutaneous,IV)	Php50
Heplock Insertion	Php50
Distarculation of Toe/Fingers	Php250
Animal Bite (Non-PHIC) 3-4 doses	Php750

16. Emergency Room Services

Facilitate prompt response and delivers accurate procedures in a timely, effective and efficient manner.

Office or Division:	Medical Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Emergency Room for immediate medical attention	1.1 Take patient data and vital signs & prepare instrument and medical supplies needed for the procedure 1.2 Perform minor surgery 1.3 Prescribe appropriate medicine 1.4 Prepare charge slip for surgery and instruct the client to pay to the cashier	According to charge slip/SOA See price list below (PL-009)	Depends to the procedure conducted	<i>Nurse</i> <i>Medical Specialist</i> <i>Medical Officer</i> Emergency Room
2. Present charge slip and pay to the cashier	2. Receive payment then issues Official Receipt and reflect in the prescription slip/charge slip	According to charge slip/SOA	3 Minutes	<i>Cashier I</i> Administrative Office
3. Receive Official Receipt				
TOTAL:		According to charge slip/SOA	Depends to the procedure conducted	



PL-009

PACKAGE PRICE OF HEALTH SERVICES (PHILHEALTH)

SERVICES	Case Rate	Professional Fee	HCI
Urinary Tract Infection	7,500.00	2,250.00	5,250.00
Acute Gastroenterites with Moderate Dehydration	6,000.00	1,800.00	4,200.00
Pneumonia	15,000.000	4,500.00	10,500.00
Bronchial Asthma in Acute Exacerbation	9,000.00	2,700.00	6,300.00
Hypertension	9,000.00	2,700.00	4,270.00
Acute Gastritis	6,100.00	1,830.00	4,270.00
Non-Insulin Dependent Diabetes Mellitus	15,800.00	4,740.00	11,060.00
Dengue without warning signs	10,000.00	3,000.00	7,000.00
Dengue with warning signs	10,000.00	3,000.00	7,000.00
Acute Lower Respiratory Infection	4,000.00	1,200.00	2,800.00
Exporatory Laparatomy	23,300.00	12,600.00	10,700.00
Cesarian Section	19,000.00	7,600.00	11,400.00
Appendectomy	24,000.00	9,600.00	14,400.00
Salpingectomy	20,980.00	10,080.00	10,900.00
Salpengo- Ophorectomy	23,300.00	12,600.00	10,700.0

PRICE LIST ON ER SERVICE	
SERVICES	PRICE
IVF Insertion/Reinsertion	Php50
Heplock Insertion	Php50
NGT Insertion	Php300
Intubation	Php1000



Extubation	Php100
CPR (CARDIOPULMONARY RESUSCITATION)	Php500
Suctioning	Php100.00/shift
Ambu bagging	Php200
Defibrillation	Php800/use
ECG	Php200
Doppler Monitoring	Php100/ day
Pulse Oximeter	Php100/day
Application of Splint	Php50
Nebulization	Php50
Catheterization	Php100
Oxygen Consumption	Php0.75/psi
Wound Dressing	Php50
Medicine Injection (IM, SQ, IV, Heplock)	Php50
Umbilical Cord Dressing	Php50
Application of Cast	
. Posterior Mold	Php200
. Short Arm/Leg Cast	Php250
. Long Arm/Leg Cast	Php300
. Hip Spica	Php500
Removal of Cast	
. Short Arm/Leg Cast	Php100
. Long Arm/ Leg Cast	Php200
. Hip Spica	Php300
Figure of Eight	Php100
Suturing 1 and 2 Superficial Wounds	Php100



Suturing of Multiple Superficial Wound	Php300
Suturing of Deep Lacerated Wound (Tendons, Torso, Extremities)	Php400
Suturing of Deep Lacerated Wound (Muscle/Tendons) Facial Area	Php500
Removal of Sutures (Single Wound)	Php50
Removal of Sutures (Multiple Wounds)	Php100
Excision of Cyst (Small)	Php200
Excision of Cyst (Big)	Php250
I and D(Incision and Drainage)	Php150
Removal of Foreign Body (Surgery)	Php300
Removal of Foreign Body (EENT)	Php150
Circumcision	Php400
Debridement of Burns	Php400
Aspiration of Tissue/Fluid	Php250
Thoracentesis	Php1000
Lumbar Puncture	Php1000
Disarticulation of Toe/Fingers	Php250
Removal of Skin Tag	Php200
Observation Room Fee	Php50/shift
Note: Excluding Supplies/ Materials	



Provincial Human Resource Management Office (PHRMO)

Internal Services



1. Issuance of Certifications (Employment, Leave Credits, Scholarship, etc.)

The Provincial Human Resource Management Office issues certification like employment, leave credits, scholarship and the like, to any government official or employee of the Provincial Government of Agusan del Sur, existing or retired/separated as long as it pertains to his/her record.

Office or Division:	Provincial Human Resource Management Office- SAWBD			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Any elected official, existing or retired/separated employee in the Provincial Government of Agusan del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Office of the Provincial Treasurer-Cashier, Main Capitol Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the request form in the PHRMO receiving area	1. Provide the form for customer to fill-out	None	1 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
* Fill-out the request form -Make sure to include the purpose of securing service record	1.1 Validate the request for approval and signature of Acting PHRMO	None	2 Minutes	<i>Provincial Human Resource Management Officer</i> Provincial Human Resource Management Office
	1.2 Give the approved form to client	None	1 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
2. Pay the required fees at PTO-Cashier showing the signed filled-out form	None	Local PHP 20.00 For Abroad PHP 200.00	3 Minutes	<i>PTO-Cashier</i> Provincial Treasury Office



3. Present the Official Receipt at PHRMO receiving clerk with the filled-out form	3. Record the O.R. and routes the same with the attached filled-out form to in-charge	None	1 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
	3.1 Print the Certification	None	2 Minutes	<i>Human Resource Management Officer II</i> Provincial Human Resource Management Office
	3.2 Sign the Certification	None	1 Minute	<i>Provincial Human Resource Management Officer</i> Provincial Human Resource Management Office
4. Claim the Service Record	4. Release the Service Record to Client	None	1 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
TOTAL for Local:		PHP 20.00	9 Minutes	
Total for Abroad:		PHP 200.00		

2. Issuance of Service Record

The Provincial Human Resource Management Office issues Service Record to any official/ employee, existing or retired/separated in the Provincial Government of Agusan del Sur. This document reflects the name of the employee, his/her position, date of employment and monthly salary.

Office or Division:	Provincial Human Resource Management Office- SAWBD
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Any elected official, existing or retired/separated employee in the Provincial Government of Agusan del Sur
	Any requesting individual as it pertains to his record
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Official Receipt	Office of the Provincial Treasurer-Cashier, Main Capitol Building



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the request form in the PHRMO receiving area	1. Provide the form for customer to fill-out	None	1 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
* Fill-out the request form- Make sure to include the purpose of securing service record	1.1 Validate the request for approval and signature of Acting PHRMO	None	2 Minutes	<i>Provincial Government Department Head/ Authorized Representative</i> Provincial Human Resource Management Office
	1.2 Give the approved form to client	None	1 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
2. Pay the required fees at PTO-Cashier showing the signed filled-out form		PHP 20.00	3 Minutes	<i>Cashier</i> Provincial Treasury Office
3. Present the Official Receipt at PHRMO receiving clerk with the filled-out form.	3. Record the O.R. and routes the same with the attached filled-out form to in-charge	None	1 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
	3.1 Print the Service Record	None	2 Minutes	<i>Human Resource Management Officer II</i> Provincial Human Resource Management Office
	3.2 Sign the Service Record	None	1 Minute	<i>Provincial Government Department Head/ Authorized Representative</i> Provincial Human Resource Management Office
4. Claim the Service Record	4. Release the Service Record to Client	None	1 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
TOTAL:		PHP 20.00	12 Minutes	



3. Leave Processing (Maternity Leave)

The Provincial Human Resource Management Office is responsible for the processing of leave application of any government employee in the provincial government.

Office or Division:	Provincial Human Resource Management Office-SAWBD			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All government employees of the Provincial Government of Agusan del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Leave application form		Office concern		
Approved General Clearance Form		Office concern/PGAS e-portal downloadable forms		
Medical certificate		Hospital/Health Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out leave application form with required supporting documents to PHRMO (see instruction below the leave form)	1. Receive and check the completeness of application and routes to leave in-charge	None	2 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
	1.1 Review and process the leave application and routes to PHRMO	None	5 Minute	<i>Human Resource Management Assistant</i> Provincial Human Resource Management Office
	1.2 Approve the leave application	None	1 Minute	<i>Provincial Government Department Head/ Authorized Representative</i> Provincial Human Resource Management Office
2. Claim the approved leave	2. Release the approved leave	None	1 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
TOTAL:		None	9 Minutes	



4. Leave Processing (Paternity Leave)

The Provincial Human Resource Management Office is responsible for the processing of leave application of any government employee in the provincial government.

Office or Division:	Provincial Human Resource Management Office-SAWBD			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All government employees of the Provincial Government of Agusan del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Leave application form		Office concern		
Copy of marriage certificate		PSA		
Copy of birth certificate		Hospital/Health Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out leave application form with required supporting documents to PHRMO (see instruction below the leave form)	1. Receive and check the completeness of application and routes to leave in-charge	None	2 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
	1.1 Review and process the leave application and routes to PHRMO	None	5 Minute	<i>Human Resource Management Assistant</i> Provincial Human Resource Management Office
	1.2 Approve the leave application	None	1 Minute	<i>Provincial Government Department Head/ Authorized Representative</i> Provincial Human Resource Management Office
2. Claim the approved leave	2. Release the approved leave	None	1 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
TOTAL:		None	9 Minutes	



5. Leave Processing (Forced Leave, Special Leave, Vacation Leave, Sick Leave less than 5 days)

The Provincial Human Resource Management Office is responsible for the processing of leave application of any government employee in the Provincial Government.

Office or Division:	Provincial Human Resource Management Office-SAWBD			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All government employees of the Provincial Government of Agusan del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Leave application form		Office concern		
Medical Certificate		Hospital/Health Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out leave application form with required supporting documents to PHRMO (see instruction below the leave form)	1. Receive and check the completeness of application and routes to leave in-charge	None	2 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
	1.1 Review and process the leave application and routes to PHRMO	None	5 Minute	<i>Human Resource Management Assistant</i> Provincial Human Resource Management Office
	1.2 Approve the leave application	None	1 Minute	<i>Provincial Government Department Head/ Authorized Representative</i> Provincial Human Resource Management Office
2. Claim the approved leave	2. Release the approved leave	None	1 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
TOTAL:		None	9 Minutes	



6. Leave Processing (Solo-parent leave)

The Provincial Human Resource Management Office is responsible for the processing of leave application of any government employee in the provincial government.

Office or Division:	Provincial Human Resource Management Office-SAWBD			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All government employees of the Provincial Government of Agusan del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Leave application form		Office concern		
Copy of solo-parent ID		Hospital/Health Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out leave application form with required supporting documents to PHRMO (see instruction below the leave form)	1. Receive and check the completeness of application and routes to leave in-charge	None	2 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
	1.1 Review and process the leave application and routes to PHRMO	None	5 Minute	<i>Human Resource Management Assistant</i> Provincial Human Resource Management Office
	1.2 Approve the leave application	None	1 Minute	<i>Provincial Government Department Head/ Authorized Representative</i> Provincial Human Resource Management Office
2. Claim the approved leave	2. Release the approved leave	None	1 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
TOTAL:		None	9 Minutes	



7. Leave Processing (Terminal Leave)

The Provincial Human Resource Management Office is responsible for the processing of leave application of any government employee in the provincial government.

Office or Division:	Provincial Human Resource Management Office-SAWBD			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All government employees of the Provincial Government of Agusan del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four (4) copies of Filled-out Leave Application Form		Office concern		
Approved General Clearance Form duly signed by the concerned offices with attached office clearances		Office concern/PGAS e-portal downloadable forms		
Copy of approved Resignation letter		Personal or office concern		
SALN		Personal or office concern		
One (1) copy of NOSA		Personal or office concern		
Service Record		PHRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out leave application form with required supporting documents to PHRMO (see instruction below the leave form)	1. Receive and check the completeness of application and routes to leave in-charge	None	2 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
	1.1 Review and process the leave application and routes to PHRMO	None	5 Minute	<i>Human Resource Management Assistant</i> Provincial Human Resource Management Office
	1.2 Approve the leave application	None	1 Minute	<i>Provincial Government Department Head/ Authorized Representative</i> Provincial Human Resource Management Office



2. Claim the approved leave	2. Release the approved leave	None	1 Minute	<i>Clerk I</i> Provincial Human Resource Management Office
TOTAL:		None	9 Minutes	

8. Receiving of Application for Employment

The Provincial Human Resource Management Office receives application letter to any individual who seeks job in the provincial government. Application letters will be registered in the database showing the applicant's qualification/expertise. Such application will be further assess during processing of job vacancies.

Office or Division:	Provincial Human Resource Management Office- Recruitment, Selection and Placement			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter				
Resume				
Certificate of Training		Training Provider		
1 copy of TOR/Diploma		School or University enrolled/ graduated		
1copy of Certificate of Eligibility (if any)		Civil Service Commission		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application letter	1. Receive, record, review the application and , routes to recruitment in-charge	None	3 Minutes	<i>Clerk I</i> Provincial Human Resource Management Office
	1.1 Instruct the applicant on the process of recruitment	None	5 Minutes	<i>Human Resource Management Assistant</i>



				Provincial Human Resource Management Office
2. Wait for the notice	2. Send the notice (acknowledgement and or interview)	None	3 Minutes	<i>Clerk I</i> Provincial Human Resource Management Office
TOTAL:		None	11 Minutes	

9. Technical Assistance for HR Planning and HR Development Training

The Provincial Human Resource Management Office gives technical assistance to government employee of Provincial Government of Agusan del Sur purposely to help every employee's skills/talent develop and be more efficient in achieving the mandate of his/her office assigned.

Office or Division:	Provincial Human Resource Management Office- HR Planning and HR Training			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All government employees of the Provincial Government of Agusan del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter stating the need	1. Receive the request and route to PHRMO	None	2 Minutes	<i>Clerk I</i> Provincial Human Resource Management Office
	1.1 Calls/invites requesting agency/person for discussion	None	5 Minutes	<i>Human Resource Management Officer II</i> Provincial Human Resource Management Office
2. Discuss with PHRMO on specific concern	2. Make arrangements	None	3 Minutes	<i>Clerk I</i> Provincial Human Resource Management Office



3. Prepare for the activity	3. Assist HR Planning/ Conduct HR development training workshop	None	1 Day	<i>Provincial Government Department Head/ Authorized Representative Provincial Human Resource Management Office</i>
TOTAL:		None	1 Day, 10 Minutes	



Provincial Information Management Office (PIMO)

External Services



1. Information System Enhancement and Development

One of the functions of the office is to design, develop, implement and modify information or application systems in accordance with approved analysis and structural system flow that will aid in the e-governance of the province of Agusan del Sur.

Office or Division:	Business Process Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens			
Who may avail:	Concern PGAS offices & other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from the concern office		Office concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The office concern will prepare letter request, specifying what process/es they want to be automated/ IS to be enhanced	1. System programmer will meet the focal person of the concern office and conduct system analysis	None	3 Months	<i>Computer Programmer II</i> Provincial Information Management Office
	1.2 Enhance/develop the system	PGAS Office None Other agencies: Software Development PHP 80,000 per module SQL Management PHP 50,000 per module	Enhancement 1 Month Development 6 Months	<i>Computer Programmer II</i> Provincial Information Management Office



2. Join IS analysis and design	2. Present the IS to the office concern	None	1 Day	<i>Computer Programmer II</i> Provincial Information Management Office
3. Test the IS and give recommendations and/or comments if there are any	3. Enhance the IS as recommended	None	10 Days	<i>Computer Programmer II</i> Provincial Information Management Office
	3.1 Document the changes and update the revision history	None	30 Minutes	<i>Computer Programmer II</i> Provincial Information Management Office
	3.2 Upload the IS to the server	None	10 Minutes	<i>Computer Programmer II</i> Provincial Information Management Office
4. Sign the IS development /enhancement document				<i>Computer Programmer II</i> Provincial Information Management Office
TOTAL Enhancement for	Software Development per Module:	PHP 80,000.00	4 Months, 11 Days, 40 Minutes	
	SQL Management Module:	PHP 50,000.00		
	Website Development per page:	PHP 2,500.00		
TOTAL Development for:	Software Development per Module:	PHP 80,000.00	9 Months, 11 Days, 40 Minutes	
	SQL Management Module:	PHP 50,000.00		
	Website Development per page:	PHP 2,500.00		



2. Generation of Basic and Customized Reports

Customization of reports is the creation of report according to the desired data to be displayed. This needs knowledge in database query and Microsoft Access.

Office or Division:	Business Intelligence Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices and national offices in PGAS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Approval from the Office of Provincial Administrator		Requesting Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request indicating the report needed and letter approval from the Office of the Provincial Administrator.	1.1 Receive the documents and prepare the report	None	4 Hours	<i>Information Technology Officer II</i> Provincial Information Management Office
	1.2 Email the result/report to the client	None		
2. Wait for the result via email.				
TOTAL:		None	4 Hours	



Provincial Information Management Office (PIMO)

Internal Services



1. Issuances of PGAS Identification Card (pocket and ARTA size)

ID is being use to verify that the person wearing/holding is part of the provincial government. This can also help our clients identify PGAS government employees whom they can ask assistance. To have uniformity in the size and quality print out of IDs, the office is the sole office authorized to release PGAS IDs.

Office or Division:	Web and Multimedia Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All PGAS employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out "ID Request Form"		HRIS or at PIMO front desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the ID Request Form	1. Encode ID information / check ID information in HRIS	None	30 Minutes	<i>Administrative Aide III</i> Provincial Information Management Office
2. Go to PHRMO if there are corrections in name, position and office	2. Edit and upload photo and signature	None		<i>Administrative Aide III</i> Provincial Information Management Office
3. Give photo and signature to the ID in-charge / submit self for photo taking and signature	3. Print and release the ID	None		<i>Administrative Aide III</i> Provincial Information Management Office
4. Get ID at PIMO				
TOTAL:		None	30 Minutes	



2. Training Management and Copyright Fees (Transfer of IT systems)

The Provincial Government of Agusan del Sur imposed a standardized fee for training management for all capacity development programs availed by any organization and/or individuals.

Office or Division:	Business Process Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Other government offices or agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from the concern office/agency/organization		Office/agency concern/ organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The office/ agency/ organization concern will prepare letter request and draft Memorandum of Agreement (MOA), specifying the systems they want to adopt	1. Forward letter request to PADMO for approval of the Governor	None	Refer to PADMO's Citizen's Charter Refer to PGO & SPO's Citizen's Charter	<i>Process Server</i> Provincial Information Management Office
2. Sign the MOA	2. Facilitate/follow-up the approval of the letter request and processing of MOA for SP Resolution and Governor's approval	None		<i>Process Server</i> Provincial Information Management Office
3. Attend users' training	3. Conduct users' & technical training	None	5 Days	<i>Computer Programmer II</i> Provincial Information Management Office



4. Recommend system enhancement/s	4. Enhance the IS as recommended	PHP 285,000.00 per Information System (IS)	Enhancement 1 Month	<i>Computer Programmer II</i> Provincial Information Management Office
	4.1 Document the changes and update the revision history	None	30 Minutes	<i>Computer Programmer II</i> Provincial Information Management Office
	4.2 Upload the IS to the server	None	10 Minutes	<i>Computer Programmer II</i> Provincial Information Management Office
5. Sign the IS development /enhancement document				
TOTAL for Training:		PHP 285,000.00	1 Month, 5 Days, 40 Minutes	

3. ICT Technical Support

ICT Technical support technicians provide technical support and assistance for users of computer infrastructure and web technologies. They also undertake diagnosis and resolution of technical problems. Led wall setup, zoom meeting booking, network installation and other ICT Services.

Office or Division:	ICT Network and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All PGAS employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out "ICT Technical Request Form"		front desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill out the ICT Technical Request Form	1. Check calendar of events for booking of request - Approval Head of Office and Division Head - Assign Personnel	None	15 Minutes	<i>Computer Technician</i> Provincial Information Management Office
2. View the email reply in Zimbra	2. Book for (Led wall setup, LGUs support, Zoom, TV Setup, Network Installation & CCTV) & log date for technical request.	None		<i>Computer Technician</i> Provincial Information Management Office
	2.1. Send zoom link to requesting office and call office for scheduled technical support.	None		<i>Computer Technician</i> Provincial Information Management Office
TOTAL:		None	15 Minutes	

4. CCTV Review (DTR purposes only)

CCTV within PGAS premises were installed not only for security purposes but for DTR verification also. CCTV review for DTR purposes is requested for employees if they forgot to use the biometric/face recognition machine. The captured CCTV will be the basis for the "Manual Entry" application.

Office or Division:	ICT Network and Maintenance Division	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	All PGAS employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
CCTV Request Form		PIMO front desk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the CCTV Request Form	1.1 Sign the CCTV Request Form	None	3 hours	Computer Operator II Provincial Information Management Office
	1.2 Review the CCTV footage based on the date and time requested	None		Computer Operator II Provincial Information Management Office
	1.3 Let the client view the footage / email screenshot/s if requested	None		Computer Operator II Provincial Information Management Office
2. View the CCTV/request email of the screenshot/s				Computer Operator II Provincial Information Management Office
TOTAL:		None	3 Hours	

5. ICT Repairs

ICT repairs encompass many tools, techniques and procedures to repair hardware, software or network/internet problems. In the provincial government, PIMO has in-house ICT repair which is convenient and cost efficient in the part of the organization as a whole.

Office or Division:	ICT Network and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices and national offices in PGAS, LGUs in Agusan del Sur			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Job Order Form			PIMO front desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Job Order	1. Diagnose ICT equipment	None	20 Minutes	<i>Electronics and Communication</i>



Form				<i>Equipment Technician I</i> Provincial Information Management Office
2. Call PIMO for follow-up	2.1 Repair the item	None	Minor: 1 Hour Major: 2 Days	<i>Electronics and Communication Equipment Technician I</i> Provincial Information Management Office
	2.2. Inform the office concern/employee if the item/s needs spare part replacement or if it is unserviceable or ready for pick-up	None	15 Minutes	<i>Electronics and Communication Equipment Technician I</i> Provincial Information Management Office
3. Get the repaired equipment				
	TOTAL for Minor:	None	1 Hour, 35 Minutes	
	TOTAL for Major:	None	2 Days, 35 Minutes	

6. Raw Data Reconstruction and Retrieval

The provincial government uses biometric and face recognition machines to capture the daily time records of its employees in real time. Hence, there are instances where the raw data were not forwarded to the server because of power interruption or network in connectivity. This is the time where manual raw data retrieval is done and deconstruct it for posting to DTR.

Office or Division:	Business Intelligence Division		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	All PGAS employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
None		None	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email, chat, call or talk personally the in-charge regarding the un-reflected time	1.1 Prepare the report	None	4 hours	<i>Information Technology Officer II</i> Provincial Information Management Office
	1.2 Email the result to the client	None		
2. Wait for the result via Zimbra mail				
TOTAL:		None	4 Hours	

7. Generation of Basic and Customized Reports (PGAS Clients)

Customization of reports is the creation of report according to the desired data to be displayed. This needs knowledge in database query and Microsoft Access.

Office or Division:	Business Intelligence Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All PGAS employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email, chat, call or talk personally the in-charge regarding the un-reflected time	1.1 Ask name of the client employee, date of the incomplete entry/entries	None	4 hours	<i>Information Technology Officer II</i> Provincial Information Management Office
	1.2 Retrieves the data/ check authorization slip	None		
	1.3 Process or reconstruct the data	None		
	1.4 Checks the DTR			



2. Check the DTR				
TOTAL:		None	4 Hours	

8. Biometric Fingerprint and Face Recognition Registration

Biometric and face recognition machines in the provincial government is being use to capture Daily Time Records (DTR) and considered as the most effective way to records employees individual DTRs automatically. New employees regardless of the appointment status are obliged to submit themselves to PIMO for the registration to the said machines.

Office or Division:	Web and Multimedia Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All PGAS employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow the instruction of the PIMO staff during the registration	1.1 Write the name of the employee in the logbook	None	3 Minutes	<i>Computer Technician</i> Provincial Information Management Office
	1.2 Check the biometric ID of the employee			
	1.3 Register the employees in the biometric fingerprint / face recognition machine			
2. Tap the machine / face the machine for testing				
TOTAL:		None	3 Minutes	



9. Graphic Layout Designs

A graphics layout design includes designing of different PGAS activities, T-shirt, tarpaulins, plaques and the like.

Office or Division:	Web and Multimedia Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All PGAS employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook	1. Prepare the desired design of the client	None	3 Hours	Computer Technician Provincial Information Management Office
2. Give instructions to the responsible staff as to the desired design	2.1 Revise the design as request	None		
	2.2 Email and/or print the layout			
3. Get the softcopy and/or printed copy of the layout				
TOTAL:		None	3 Hours	

10. Information System Enhancement and Development (PGAS Offices)

One of the functions of the office is to design, develop, implement and modify information or application systems in accordance with approved analysis and structural system flow that will aid in the e-governance of the province of Agusan del Sur.

Office or Division:	Business Process Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Concern PGAS offices & other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Request letter from the concern office		Office concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The office concern will prepare letter request, specifying what process/es they want to be automated/ IS to be enhanced	1. System programmer will meet the focal person of the concern office and conduct system analysis	None	3 Months	<i>Computer Programmer II</i> Provincial Information Management Office
	1.2 Enhance/develop the system; - Software Development per Module - Website Development per page - SQL Management Module	None	Enhancement 1 Month Development 6 Months	<i>Computer Programmer II</i> Provincial Information Management Office
2. Join IS analysis and design	2. Present the IS to the office concern	None	1 Day	<i>Computer Programmer II</i> Provincial Information Management Office
3. Test the IS and give recommendations and/or comments if there are any	3. Enhance the IS as recommended	None	10 Days	<i>Computer Programmer II</i> Provincial Information Management Office
	3.1 Document the changes and update the revision history		30 Minutes	
	3.2 Upload the IS to the server		10 Minutes	
4. Sign the IS development /enhancement document				<i>Computer Programmer II</i> Provincial Information Management Office
TOTAL for Enhancement:		None	4 Months, 11 Days, 40 Minutes	
TOTAL for Development:		None	9 Months, 11 Days, 40 Minutes	



11. Information System Errors/Bugs Repair

System debugging is the process of removing existing and potential errors in a software code. All PGAS information system is in-house which means system debugging is performed by its IT department.

Office or Division:	Business Process Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices and national offices in PGAS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to PIMO office/call PIMO hotline and give the details of the IS problem encountered	1.1 Document the details of the reported bug/s	None	Minor: 1 Day Major: 5 Days	Computer Programmer II Provincial Information Management Office
	1.2 Trace the bug/s on which module or function it occurred			
	1.3 Update all affected modules, functions or database functions and views			
	1.4 Document the affected modules, function and database			
	1.5 Inform the user/office concern about the update			
2. Check the IS after debugging		None		
TOTAL for Minor:		None	1 Day	
TOTAL for Major:		None	5 Days	



Provincial Internal Audit Office (PIAO)

Internal Services



1. Conduct of Technical Assistance (Workshop/Orientation)

The office provides technical assistance to support capacity development in the field of internal auditing and promote networking and collaboration among Internal Auditors in the Local Government Units.

Office or Division:	Provincial Internal Audit Office (PIAO)			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly approved request letter by the Local Chief Executive (LCE)		Provincial Governor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request letter	1.1 Receive, log and route approved request letter to Provincial Internal Auditor (PIA)	None	5 Minutes	<i>Process Server</i> Administrative Support Unit
	1.2 Verify request and revisit planned schedule of the audit team		15 Minutes	<i>Provincial Government Department Head</i> Administrative Support Unit
	1.3 Give instruction to the assigned audit team		30 Minutes	
2. Receive activity/process design and templates for the activity	2.1 Coordinate the client to discuss on the matter (timelines, topic & approaches)	None	1 Day	<i>Internal Auditor IV</i> <i>Internal Auditor II</i> <i>Internal Auditing Assistant</i> Management Audit Division/ Operations Audit Operation
	2.2 Prepare activity or process design		3 Days	
	2.3 Prepare presentation materials & templates		3 Days	
	2.4 Provide activity/process design and templates		15 Minutes	



3. Attend the activity requested and agreed and receive the presentation materials	3.2 Facilitate the conduct of the activity	None	3 Days	
	3.3 Provide the presentation materials of the activity		15 Minutes	
Total:		None	10 days, 1 hour and 20 mins.	



Provincial Legal Office (PLO)

External Services



1. Rendering of Free Legal Counseling/Advise

The Provincial Legal Office renders free legal advice to AgSurnons in its effort to provide them relief in their legal problems. To avail this service, the client shall personally visit the office and inform the personnel in the reception desk of their purpose of the visit. The personnel will then conduct and initial interview and then endorse the client to the available lawyer for legal counseling.

Office or Division:	Provincial Legal Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Completely filled-out PLO Forms 1 & 2		PLO receiving area/r reception desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel in the reception desk and inform him/her of the purpose of the visit.	1. Conduct initial interview to the client.	None	5 Minutes.	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
	1.1. Provide the client PLO forms 1 & 2 and instruct them on how to fill-out the forms.	None	1 Minute	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
2. Fill-out PLO Forms 1& 2 provided	2. Ensure PLO Forms 1 & 2 are properly filled out.	None	1 Minute	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
	2.1. Endorse the client to the available lawyer and inform the latter of the legal concern.	None	2 Minutes	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>



	2.2. Render legal advice.	None	2 Hours	<i>Executive Legal Adviser Legal Officer Provincial Legal Officer Provincial Legal Office</i>
TOTAL:		None	2 Hours, 9 Minutes	

2. Preparation of Legal Documents as per request of constituents

The Provincial Legal Office offers a free preparation/drafting of legal documents as per request by constituents. The client shall proceed to the reception desk for an interview for the purpose of gathering information needed for the requested document. The PLO staff will then prepare the document; have it reviewed by the legal officer and release the same to the requesting client informing the latter to have the document notarized by a Public Attorney's Office lawyer or a private lawyer.

Office or Division:	Provincial Legal Office (PLO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Citizen			
Who may avail:	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Completely filled-out PLO Form 2 2. Any government issued ID 3. Relevant information of needed for the drafting of legal document. 4. Appearance of the contracting parties/affiant/ declarant 		<ol style="list-style-type: none"> 1. PLO receiving area/ reception desk 2. Provided by the client 3. Provided by the client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel in the reception desk	1. Conduct initial interview to the client.	None	5 Minutes.	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>



and inform him/her of the purpose of the visit.	1.1 Provide the client PLO form 2 and instruct them on how to fill-out the forms.	None	1 Minute	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
	1.2 Prepare/draft legal document requested by client	None	7 Days	<i>Administrative Aide III Process Server Legal Researcher Administrative Officer III (RO II) Provincial Legal Office</i>
	1.3 Forward the drafted legal document to the Legal Officer or Legal Adviser for review.	None	1 Minute	<i>Administrative Aide III Process Server Legal Researcher Administrative Officer III (RO II) Provincial Legal Office</i>
	1.4 Review or approve the drafted legal document.	None	15 Minutes	<i>Executive Legal Adviser Legal Officer Provincial Legal Officer Provincial Legal Office</i>
2. Receive the drafted legal document and fill-out PLO Form 2.	2. Release the legal document to the client; keep a copy; log the document in the document tracking system and ensure that PLO Form 2 is properly filled out.	None	1 Minute	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
TOTAL:		None	7 Days, 23 Minutes	



Provincial Legal Office (PLO) Internal Services



1. Preparation of Legal Documents as per request of other government offices

The Provincial Legal Office offers a free preparation/drafting of legal documents as per request by other government offices. The client shall proceed to the reception desk for an interview for the purpose of gathering information needed for the requested document. The PLO staff will then prepare the document; have the same reviewed by the Legal Officer; and release the same to the requesting client.

Office or Division:	Provincial Legal Office (PLO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Completely filled-out PLO Forms 1 & 2 2. Letter request.		1. PLO receiving area/ reception desk 2. Provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request to the PLO reception desk.	1. Receive the letter request; log the document in the document tracking system and forward the same to the Administrative Officer for proper routing.	None	2 Minutes	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
	1.1. Route the document to the concerned PLO staff for preparation of draft.	None	1 Minute	<i>Administrative Officer III (RO II) Provincial Legal Officer Provincial Legal Office</i>
	1.2. Prepare draft of legal document requested.	None	19 Days	<i>Administrative Aide III Legal Researcher Legal Officer Executive Legal Adviser</i>



				Provincial Legal Officer Provincial Legal Office
	1.3. Forward the drafted legal document to the Legal Officer or Legal Adviser for review.	None	1 Minute	Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office
	1.4. Review or approve the drafted legal document,	None	15 Minutes	Provincial Legal Officer Provincial Legal Office
2. Receive the drafted legal document and completely fill-out PLO Form 2.	2. Release the legal document to the client; keep a copy; log the document in the document tracking system and ensure that PLO Form 2 is completely filled out.	None	1 Minute	Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office
TOTAL:		None	19 Days, 20 Minutes	

2. Assistance to Meetings, Committee Hearings and/or Public Hearings

It is the mandate of the Provincial Legal Office to assist the Governor, Mayor or the Sangguniang Panlalawigan as the case may be, in carrying out the delivery of basic services, ensuring such measures are in consonance with the Constitution and other existing laws. The requesting party/office shall submit a written request or invitation of the meeting, committee hearing and/ or public hearing. The PLO staff shall then forward the invitation to the Administrative Officer for proper routing or action. The Administrative Officer shall then route the invitation to the concerned lawyer for his or her confirmation of attendance.

Office or Division:	Provincial Legal Office (PLO)
Classification:	Simple
Type of Transaction:	G2G - Government to Government



Who may avail:		Provincial Governor's Office, Sangguniang Panlalawigan and other government offices.		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Invitation Letter from the requesting office.		1. Provided by the requesting office.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the invitation letter to the Provincial Legal Office either through DTS, hand-carry or through the PLO official email plo.agsur@gmail.com	1. Acknowledge receipt of the document.	None	1 Minute	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
	1.1. Log the document in the log book at the reception desk	None	2 Minutes	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
	1.2. Forward the invitation to the Administrative Officer for proper routing.	None	1 Minute	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
	1.3. Confirm Attendance of the meeting, committee hearing and/or public hearing	None	2 Minutes	<i>Administrative Aide III Legal Researcher Executive Legal Adviser Legal Officer Provincial Legal Officer Provincial Legal Office</i>
2. Be informed of the confirmation of attendance.	2. Inform the client of the confirmation of attendance.	None	1 Minute	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
	2.1. Attend the meeting, committee hearing and/or public hearing as per schedule.	None	1 Day	<i>Administrative Aide III Legal Researcher Executive Legal Adviser Legal Officer Provincial Legal Officer Provincial Legal Office</i>
TOTAL:		None	1 Day, 8	



		Minutes	
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3. Assistance in the Drafting of Ordinance/s, Resolution/s, and/or Executive Order/s

The Provincial Legal Office has a mandate to provide assistance in the drafting of legal documents such as Ordinance/s, Resolution/s and/or Executive Order/s. The requesting office shall submit a written request to the Provincial Legal Office. PLO Staff shall prepare a draft of the document requested to be reviewed by the Legal Officer and then released to the requesting office.

Office or Division:	Provincial Legal Office (PLO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Provincial Governor's Office, Provincial Administrator's Office, Sangguniang Panlalawigan Office and other government offices.			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Completely filled out PLO Form 2 2. Letter request from the requesting office.		1. PLO receiving/ reception desk 2. Provided by the requesting office.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request to the PLO reception desk.	1. Receive the letter request and input the same to the document tracking system.	None	2 Minutes	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
	1.1. Forward the letter request to the Administrative Officer for proper routing.	None	1 Minute	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
	1.2. Assign the drafting of document to concerned PLO	None	1 Minute	<i>Administrative Officer III (RO II) Provincial Legal Officer Provincial Legal Office</i>



	staff			
	1.3. Draft the requested document and have it reviewed by the Legal Officer.	None	19 Days	<i>Administrative Aide III Legal Researcher Executive Legal Adviser Legal Officer Provincial Legal Officer Provincial Legal Office</i>
2. Receive the requested draft of document and completely fill-out PLO Form 2.	2. Release the document to the requesting office; keep a copy; log the document in the document tracking system and ensure that PLO Form 2 is completely filled-out.	None	2 Minutes	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
TOTAL:		None	19 Days, 6 Minutes	

4. Drafting and rendering of Legal Opinion/s on legal documents as per request by other government offices/agencies

The Provincial Legal Office has the mandate to review and provide legal opinion on legal documents submitted to the office by requesting government offices. The requesting office shall submit a letter or endorsement attached with the legal document for review or rendering of legal opinion. This shall be routed to the lawyers assigned for proper action and then released to the requesting party.

Office or Division:	Provincial Legal Office (PLO)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	All government offices.



CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Completely Filled-out PLO Form 2. 2. Letter request for legal opinion attached with legal document to be reviewed.		1. Provided by the requesting office.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request to the PLO reception desk.	1. Receive the request letter along the documents attached; log in the document in the document tracking system; and forward the same to the Administrative Officer for proper routing.	None	2 Minutes	<i>Administrative Aide III Administrative Officer III (RO II) Provincial Legal Office</i>
	1.1. Route the document to the concerned PLO lawyers or Legal Researchers for review/ drafting of legal opinion	None	1 Minute	<i>Administrative Officer III (RO II) Provincial Legal Officer Provincial Legal Office</i>
	1.2. Review or draft a legal opinion on the legal document.	None	19 Days	<i>Legal Researcher Executive Legal Adviser Legal Officer Provincial Legal Officer Provincial Legal Office</i>
	1.3. Forward the reviewed document/ draft of legal opinion to the Provincial Legal Officer for review and approval.	None	1 Minute	



	1.4. Review/Approve legal opinion drafted.	None	15 Minutes	<i>Provincial Legal Officer</i> Provincial Legal Office
2. Receive the reviewed document/legal opinion and completely fill-out PLO Form 2.	2. Release the reviewed document/ legal opinion; keep a copy of the document; log the same in the document tracking system and ensure that PLO Form 2 is completely filled-out.	None	2 Minutes	<i>Administrative Aide III</i> <i>Administrative Officer III (RO II)</i> Provincial Legal Office
TOTAL:		None	19 Days, 21 Minutes	



Provincial Planning and Development Office (PPDO)

External Services



1. Provision of Primary and Secondary Data, Development Maps and other Documents/ Information Services

The office will provide the primary and secondary data on core and non-core poverty indicators; provincial demography maps and spatial maps; Development Plans and Investment Program documents; Resolutions (PDC, PIATF, PLUC); and Civil Society Organization (CSO) Profile; in accordance to the request of the stakeholders at the National Government Agencies (NGAs), Provincial Government Offices, City/Municipal/Barangay Local Government Units (C/MLGUs), Civil Society Organizations (CSOs) and the Academe. The primary data are the generated statistics results from the Community Based-Monitoring System (CBMS) tool, while the secondary data are the consolidated data matrixes gathered from the local and national government agencies.

Office or Division:	Provincial Planning and Development Office- Research and Statistics Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B), Government to Citizen (G2C), and Government to Government (G2G)			
Who may avail:	National Government Agencies (NGA), Provincial Government Offices, Municipal/City/Barangay Local Government Units (CMLGU), Non-Government Organizations (NGO) and Academe.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Walk-in Clients:				
Request letter specifying the data needed and its purpose or fill-in a Data Request Form (DRF).		PPDO Administrative Section		
Official email address.		Requesting agency/office		
For Online Clients:				
Request letter specifying the data needed and its purpose send via official email address.		Requesting agency/office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-in Clients:				
1. Sign in the client's logbook in the office front desk and press the bell to notify the administering	1. Acknowledge and give the client stakeholders Satisfaction Survey Form (SRF).	None	15 Minutes	<i>Project Development Specialist Administrative Assistant II Provincial Planning and Development Office</i>



personnel.				
2. Submit the request letter to the PPDO-Administrative Unit with the specified data required (example: Demography Maps, Poverty Level Statistics, Development Plans and other documents), and its purposes.	2. Receive and record in the incoming logbook the request letter and provide a specific instruction to the client while routing the request letter to the Division In-charge.	None	15 Minutes	<i>Project Development Specialist Administrative Assistant II Provincial Planning and Development Office</i>
2.1. If there is no prepared request letter, secure a Data Request Form (DRF) from the administering personnel.	2.1 Provide and orient the client on how to fill-in the DRF.	None	25 Minutes	<i>Project Development Specialist Administrative Assistant II Provincial Planning and Development Office</i>
2.2. Filled-in the DRF completely, sign and return the form to the Customers Desk Assistance Staff.	2.2 Receive the signed DRF and provide a specific instruction to the client while waiting for the Division In-charge feedback.	None		
3. Wait for the response while the Customers Desk Assistance Staff will route the request letter or DRF to the Division In-charge.	3. Provide the specific instructions to the clients as per advice from the Division In-charge concerning to the status of the requested data/documents.	None	25 Minutes	<i>Project Development Specialist Administrative Assistant II Provincial Planning and Development Office</i>
	3.1 Process the primary and secondary special query data of the CBMS core and non-core indicators; demography and	None	Simple Data- 1 Day	<i>Planning Officer IV Planning Officer II Statistician III or Statistician II Administrative Assistant III</i>



	spatial maps; and other data from the computer database.		Complex Data- 5 Days Highly Technical- 10 Days	Provincial Planning and Development Office
	3.2 Photocopy/scanned the requested data/documents from the compiled pertinent printed papers.	None	20 Minutes	<i>Planning Officer IV Planning Officer II Statistician III or Statistician II Administrative Assistant III Provincial Planning and Development Office</i>
	3.3 Print the primary and secondary data on CBMS core and non-core indicator; demography maps; and other processed data/ documents filed in the computer databank.	None	20 Minutes	<i>Planning Officer IV Planning Officer II Statistician III or Statistician II Administrative Assistant III Provincial Planning and Development Office</i>
4. Receive the requested data.	4. Require the client to submit the filled-in Stakeholders Satisfaction Form (SRF).	None	10 Minutes	<i>Project Development Specialist Administrative Assistant II Provincial Planning and Development Office</i>
	4.1 Record the requested data on the outgoing logbook and require the client to sign-in the receive portion.	None		
Total for Simple Data:		None	1 Day, 2 Hours, 10 Minutes	
Total for Complex Data:		None	5 Days, 2 Hours, 10 Minutes	
Total Process Maps (Highly Technical)		None	10 Days, 2	



			Hours, 10 Minutes	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Online Clients:				
1. Send the signed request letter specifying the data needed on primary and secondary data of the CBMS core and non-core indicators; demography and spatial maps; and other pertinent data/documents with its stated purposes, via official email addressed to: ppdo.agusansur@gmail.com	1. Receive and acknowledge the request letter through email and print a copy.	None	5 Minutes	<i>Project Development Specialist Administrative Assistant III Provincial Planning and Development Office</i>
	1.1. Record and route the emailed letter to the Division In-charge and note the replied information on the status of the requested data.	None	15 Minutes	<i>Project Development Specialist Administrative Assistant III Provincial Planning and Development Office</i>
2. Wait for the acknowledgement respond of the PPDO-Administrative Unit send thru email pertaining to the status of the requested data/documents	2. Email a respond letter to the requesting client, concerning on the status of their request with the attached Data Request Form (DRF)	None		<i>Project Development Specialist Administrative Assistant III Provincial Planning and Development Office</i>
	2.1 Process the primary and secondary special query data of the CBMS core and non-core indicators; demography and spatial maps; and other requested data/ documents from	None	Simple Data- 1 Day Complex Data-	<i>Planning Officer IV Planning Officer II Statistician II Administrative Assistant III Provincial Planning and Development Office</i>



	the computer database.		5 Days Highly Technical- 10 Days	
	2.2 Scanned and convert a soft copy of the requested data/documents from the compiled printed pertinent papers.	None	20 Minutes	<i>Planning Officer IV Planning Officer II Statistician II Administrative Assistant III Provincial Planning and Development Office</i>
	2.3 Provide a softcopy of maps, development plans, resolutions and other requested data/documents to the requesting agency. Send the requested data to client via email in PDF or WinRAR file attached with the Stakeholders Satisfaction Form (SRF) for acknowledgement and client's feedback.	None	10 Minutes	<i>Planning Officer IV Planning Officer II Statistician II Administrative Assistant III Provincial Planning and Development Office</i>
3. Receive and acknowledge the requested data in PDF or WinRAR file attached via email and send back the filled-in Data Request Form (DRF) and Stakeholders Satisfaction Form (SRF) to ppdo.agusansur@gma	3. Receive, acknowledge, print and record the Data Request Form (DRF) and Stakeholders Satisfaction Form (SRF) sent by the clients.	None	10 Minutes	<i>Project Development Specialist Administrative Assistant II Provincial Planning and Development Office</i>



il.com.			
Total for Simple Data:		None	1 Day, 1 Hour
Total for Complex Data:		None	5 Days, 1 Hour
Total Process Maps (Highly Technical)		None	10 Days, 1 Hour

2. Provision of Project Development and Technical Support Services

The Office will conduct a review on the Fund Transfer Projects documentary requirements based on the Commission On Audit (COA) Rules and Guidelines submitted by the City/Municipal/Barangay Local Government Units (C/M/BLGUs) and the Civil Society Organization (CSO); in support to the extended financial assistance of the Provincial Government of Agusan del Sur (PGAS) as counterpart for the implementation of the stakeholders' prioritized programs and projects.

Office or Division:	Provincial Planning and Development Office	
Classification:	Highly Technical Transaction	
Type of Transaction:	Government to Business (G2B), Government to Citizen (G2C), and Government to Government (G2G)	
Who may avail:	National Government Agencies (NGA), Provincial Government Offices, Municipal/City/Barangay Local Government Units (CMLGU), Civil Society Organizations (CSO) and the Academe.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For M/C/BLGUs;		
Project Proposal approved by the Municipal Local Chief Executive (4 original copies)	Municipal Planning & Development Office	
Program of Works (POW) & Cost Estimates approved by the Municipal LCE (4 original)	Municipal Engineering Office	
Work & Financial Plan for livelihood project (4 original)	Municipal Planning & Development Office	
Detailed Engineering Design (1 original copy)	Municipal Engineering Office	
Sketch map indicating the specific location of the project (4 copies)	Municipal Planning & Development Office	



Picture of the proposed project and its location/site prior to its implementation (4 copies original)	Municipal Planning & Development Office
Certification of the Provincial Accountant certifying that previous funds released were liquidated (1 copy original)	Provincial Accounting Office
SP Resolution for fund allocation (1 copy)	Provincial Planning & Development Office
SP Resolution authorizing the governor to enter into MOA (1 copy)	Provincial Planning & Development Office
Sangguniang Barangay Res./Sangguniang Bayan Res. Authorizing the Barangay Captain/Municipal Mayor to enter to MOA (4 original copies)	Sangguniang Barangay or Sangguniang Bayan
Memorandum of Agreement (MOA) between the Provincial Government and the C/M/BLGUs (5 copies)	Provincial Planning & Development Office
For Civil Society Organization (NGOs, POs, etc.)	
Approved Summary of Budgetary Requirements detailing the items of expenditure/disbursement to be incurred in the program/project (4 copies)	Requesting NGO's
NGO/PO proposal application accompanied by:	Requesting NGO's
a. Certificate of Registration from SEC /CDA/DOLE (2 copies)	Requesting NGOs
b. Authenticated copy of the latest Articles of Incorporation & By Laws (2 copies)	Requesting NGOs
c. Audited financial reports for the past 3 years (2 copies)	Requesting NGOs
d. Disclosure by the NGO/PO of other related business, if any, and extent of ownership therein (4 copies)	Requesting NGOs
e. Work & Financial Plan & sources of details of proponent's equity participation in the project (4 copies)	Requesting NGOs
f. Complete project proposal approved/signed by officers (4 copies)	Requesting NGOs
g. List & photographs of similar projects previously completed (2 copies)	Requesting NGOs
h. Sworn affidavit of the secretary of the PO that none of its	Requesting NGOs



incorporators, organizers, directors, or officers is an agent of or related by consanguinity or affinity up to the fourth civil degree to the official of the agency authorized to process and or approved proposed MOA, and release of funds (2 copies)				
Document showing that PO has equity equivalent to 20% of the total project cost, which shall be in the form of labor, land for the project site, facilities, equipment and the like. (4 copies)		Requesting NGOs		
Sketch map indicating the specific location of the project. (2 copies)		Requesting NGOs		
Picture of the proposed project prior to its implementation (for rehab., improvement & installation) (4 copies)		Requesting NGOs		
POs Board Resolution authorizing the Chairman of PO to enter a MOA (4 copies)		Requesting NGOs		
Memorandum of Agreement (5 copies)		Provincial Planning & Development Office		
Certification of the Provincial Accountant certifying that previous funds released were liquidated (4 copies)		Provincial Accounting Office		
SP Resolution authorizing the governor to enter into MOA		Provincial Planning & Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The C/M/BLGUs and CSOs authorized representative will sign in the client's logbook in the office front desk and press the bell to notify the administering personnel.	1. Acknowledge and give the client a Stakeholder Satisfaction Survey Form (SRF).	None	15 Minutes	<i>Administrative Assistant II</i> Provincial Planning and Development Office
2. The C/M/BLGUs and CSOs authorized representative will submit the required project	2. Check the submitted documents as to the completeness of the requirements.	None	45 Minutes	<i>Project Development Officer II</i> <i>Project Development Analyst</i> <i>Project Development Specialist</i> Provincial Planning and



documents.	2.1 Received and record, if the document is complete.			Development Office
	2.2 Return the documents if not complete.			
3. The C/M/BLGUs and CSOs authorized representative will relinquish the documents and shall wait for the advice and instructions from the PPDO office thru call or text.	3. The project documents shall be thoroughly reviewed by the technical staff of the Special Project Division.	None		<i>Project Development Officer II Project Development Analyst Provincial Planning and Development Office</i>
	3.1 Review the Infrastructure Project Proposal.	None	3 Days	<i>Project Development Officer II Project Development Analyst Provincial Planning and Development Office</i>
	3.2 Review the Livelihood Project Proposal.	None	3 Days	<i>Project Development Officer II Project Development Analyst Provincial Planning and Development Office</i>
	3.3 Review the Program of Work & Detailed Engineering Design (POW & DED)	None	2 Days	<i>Project Development Officer II Provincial Planning and Development Office</i>
	3.4 Review the Work & Financial Plan for livelihood project	None	1 Day	<i>Project Development Officer II Project Development Analyst Provincial Planning and Development Office</i>
	3.5 Review the project profile/ procurement plan	None	2 Hours	<i>Project Development Officer II Project Development Analyst Provincial Planning and Development Office</i>
	3.6 Review the Memorandum of Agreement (MOA) technical aspect	None	4 Hours	<i>Project Development Officer II Project Development Analyst Provincial Planning and Development Office</i>
	3.7 Endorse the reviewed MOA to the Provincial Legal	None	10 minutes	<i>Project Development Officer II Project Development Analyst</i>



	Officer for review & initial, if there is no correction, the office shall secure the initialed MOA.			<i>Project Development Specialist</i> Provincial Planning and Development Office
4. In case of MOA correction, the C/M/BLGUs and CSOs authorized representative will retrieve the returned MOA at the PPDO Customers' Desk Assistance.	4. The Special Project Division Staff will call or text to inform the proponent pertaining to the issues and concerns of the returned MOA.	None	25 Minutes	<i>Project Development Officer II</i> <i>Project Development Analyst</i> Provincial Planning and Development Office
5. The C/M/BLGUs and CSOs authorized representative will return the corrected MOA and wait for the advice/instruction of the office thru call or text.	5. The PPDO will indorse the MOA to the Provincial Legal Office (PLO) for review and initial signature prior to the Provincial Governor's approval.	None	15 Minutes	<i>Project Development Officer II</i> <i>Project Development Analyst</i> Provincial Planning and Development Office
	5.1 The PPDO will prepare a letter of request to PADMO, requesting their office to inform the Sangguniang Panlalawigan Members to pass a resolution authorizing the Provincial Governor to enter into MOA by amongst the Local Chief Executives of the C/M/BLGUs and CSOs.	None	4 Hours	<i>Project Development Officer II</i> <i>Project Development Analyst</i> Provincial Planning and Development Office
	5.2 Upon the receipt of the approved SP Resolution authorizing the Provincial Governor to enter into MOA,	None	1 Day	<i>Project Development Officer II</i> <i>Project Development Analyst</i> Provincial Planning and Development Office



	the SPD Technical Staff will facilitate the final review of the project documents and after which the same will be endorsed to PADMO.			
	5.3 The SPD Technical Staff will receive the approved project documents from the Provincial Governor's Office (PGO) and inform the proponent to Notarized the approved MOA.	None	20 Minutes	<i>Project Development Officer II Project Development Analyst Project Development Specialist Provincial Planning and Development Office</i>
6. The C/M/BLGUs and CSOs authorized representative will retrieve the MOA for Notarization.	6. Return the approved MOA to the proponent representative for notarization.	None	25 Minutes	<i>Project Development Officer II Project Development Analyst Project Development Specialist Provincial Planning and Development Office</i>
7. The C/M/BLGUs and CSOs authorized representative will return the Notarized MOA to the PPDO and wait for the advice thru text or call.	7. The approved project documents funded under the 20% Provincial Development Plan (PDF) will be controlled at the PPDO and the approved projects under the General Fund will be controlled at the PGO.	None	1 Hour	<i>Project Evaluation Officer II Provincial Planning & Development Office</i>
	7.1 The SPD Technical Staff will prepare the Financial Documents of the approved project indicating the amount to be transferred in the C/M/BLGUs and CSOs for the Municipal/ Barangay Coordination Division (MBCD)	None	3 Hours	<i>Project Development Officer II Project Development Analyst Project Development Specialist Provincial Planning and Development Office</i>



	for processing and releasing of the approved project.			
8. The C/M/BLGUs and CSOs will receive the advice thru text or call from the PPDOs Technical Staff.	8. Record the document in the outgoing logbook and require the authorized party from the M/BCD to sign the receive portion of the outgoing logbook.	None	25 Minutes	<i>Project Development Specialist</i> Provincial Planning and Development Office
TOTAL:		None	12 Days, 1 Hour	



Provincial Public Information Office (PPIO)

External Services



1. Audio Video Production

Enhancing of Audio Video materials for final airing and viewing

Office or Division:	Provincial Public Information Office			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request			Administrative Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receive, record and route to department head	None	3 Minutes	<i>Administrative Aide III</i> Provincial Public Information office
2. Coordinate with the AVP team	2.1 Assign the task to AVP team	None	5 Minutes	<i>Administrative Officer IV</i> <i>Information Officer IV</i> Provincial Government Dept Head Provincial Public Information office
	2.2 Tape or shoot video footages	None	7 Days	<i>Administrative Aide VI (Audio-Visual Aide Technician)</i> Provincial Public Information office
	2.3 Edit and produce the audio video production	None		
TOTAL:		None	7 Days, 8 Minutes	

2. Internet Surfing

Government privilege to walk-in clients in the library.

Office or Division:	Provincial Public Information Office - Library Services
Classification:	Simple



Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Logbook		Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the logbook	1.1 Inform the clients on the availability of the computers and internet connection	None	15 Minutes	<i>Computer File Librarian III</i> Provincial Public Information Office
	1.2 Make sure that the computers are in good working condition.	None	10 Minutes	<i>Computer File Librarian III</i> Provincial Public Information Office
2. Proceed to the available computer				
TOTAL:		None	25 Minutes	

3. Issuance of Certificate to Broadcast

Compliance of requirements for action taken as legal requirement

Office or Division:	Provincial Public Information Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Broadcast Request		Administrative Unit		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the client's logbook	1. Forward to traffic in-charge for details	None	1 Minute	<i>Administrative Aide III</i> Provincial Public Information Office
2. Provide details of broadcast request with signature	2. Review and receive the request	None	15 Minutes	<i>Administrative Aide III</i> Provincial Public Information Office
3. After three (3) working days, clients will return for issuance of certificate.	3.1 Endorse to announcer on Board (AOB)	None	1 Minute	<i>Administrative Aide III</i> Provincial Public Information Office
	3.2 Air the public service	None	3 Days	<i>Information Officer</i> Provincial Public Information Office
	3.3 Prepare the certification to broadcast	None	10 Minutes	<i>Administrative Aide III</i> Provincial Public Information Office
	3.4 Forward printed certification to broadcast station manager for signature.	None	5 Minutes	<i>Provincial Government Department Head</i> Provincial Public Information Office
4. Claim certificate of broadcast	5 Release certificate to broadcast.	None	1 Minute	<i>Administrative Aide III</i> Provincial Public Information Office
TOTAL:		None	3 Days, 33 Minutes	

4. Issuance of Library Clearance

Safeguarding books and other properties in the library.

Office or Division:	Provincial Public Information Office	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



Clearance form		Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the logbook	1. Verify his/her name to the borrower's card if he/she is cleared of books and other properties of the library	None	5 Minutes	<i>Computer File Librarian III</i> Provincial Public Information Office
2. Fill up forms with correct information	2.1 If cleared; the office will issue office clearance with librarian's initial forwarded to the department head for his/her signature.	None	5 Minutes	<i>Computer File Librarian III</i> Provincial Public Information Office
	2.2 If not cleared; advice the client to return the book or replace the lost book	None	15 Minutes	<i>Provincial Gov't Department Head</i> Provincial Public Information Office
3. Claim Library clearance	3. Record the clearance in the logbook before releasing.	None	5 Minutes	<i>Computer File Librarian III</i> Provincial Public Information Office
TOTAL:		None	30 Minutes	

5. Loaning of books and other reading materials

Library's responsibility to lend books and other reading materials.

Office or Division:	Provincial Public Information Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Library Card		Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the logbook	1. Browse and locate the availability of the book	None	15 Minutes	<i>Computer File Librarian III</i> Provincial Public Information Office
2. Fill-up the card attached in the book or reading materials	2.1. Check the materials	None	5 Minutes	<i>Computer File Librarian III</i> Provincial Public Information Office
	2.2 Record the materials in the borrower's card			
3. Return the books borrowed	3.1 Receive and mark "Returned" to the book card and to the borrower's card.	None	10 Minutes	<i>Computer File Librarian III</i> Provincial Public Information Office
	3.2 Return the materials in the open shelves.	None	5 Minutes	<i>Computer File Librarian III</i> Provincial Public Information Office
TOTAL:		None	35 Minutes	

6. Panawagan

Personal/official call of walk-in clients to the recipient.

Office or Division:	Provincial Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Panawagan details		Administrative Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the client's	1. Forward to Traffic in-charge	None	3 Minutes	<i>Administrative Aide III</i> Provincial Public Information Office



logbook	for details			
2. Provide details of Panawagan by writing in a paper.	2.1 Review, encode and prints for client's signature	None	15 Minutes	<i>Administrative Aide III</i> Provincial Public Information Office
	2.2 Endorse to Announcer on Board (AOB)	None	1 Minute	
	2.3. Air the Panawagan	None	5 Minutes	<i>Information Officer</i> Provincial Public Information Office
TOTAL:		None	24 Minutes	

7. Photo Documentation

Official documentation on the government or private activities/programs held in the Province.

Office or Division:	Provincial Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Administrative Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive, record and endorse to PAMRE Division for appropriate action.	None	3 Minutes	<i>Administrative Aide III</i> Provincial Public Information Office
	2. Assign personnel to take photos.	None	5 Minutes	<i>Information Officer II</i> Provincial Public Information Office
	3. Coordinate with the requesting office/party on documentation to be done.	None	1 Hour	<i>Administrative Aide III (Photographer)</i> Provincial Public Information Office
	3. Conduct photo	None	1 Hour	



	documentation			
	4. Provide requesting party with soft copy	None	1 Hour	
TOTAL:		None	3 Hours, 8 Minutes	

8. Placement of Radio/TV Advertisement

Proper scheduling & payment of radio advertisement

Office or Division:	Provincial Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens, G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Administrative Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide details of the advertisement	1. Prepare contract	None	5 Minutes	<i>Administrative Aide III</i> Provincial Public Information Office
	2. Prepare script	None	15 Minutes	<i>Administrative Aide III</i> Provincial Public Information Office
	3. Record and edit broadcast advertisement	None	30 Minutes	<i>Administrative Aide III</i> Provincial Public Information Office
TOTAL:		None	50 Minutes	



9. Public Assistance to Social Problems or complaints

Office or Division:	Provincial Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Administrative Unit		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide details of the problem through letter.	1. Send a report to the area.	None	15 Minutes	<i>Broadcast Station Manager</i> Provincial Public Information Office
	2. Interview with the concern.	None	1 Hour	<i>Information Officer</i> <i>Administrative Aide III</i> <i>(Cameraman)</i> Provincial Public Information Office
	3. Prepare report of the findings conduct.	None	30 Minutes	<i>Information Officer</i> Provincial Public Information Office
	4. Air the materials	None	1 Hour	<i>Information Officer</i> Provincial Public Information Office
TOTAL:		None	2 Hours, 45 Minutes	

10. Video Coverage/Documentation

Gathering of materials for Radio and TV production

Office or Division:	Provincial Public Information Office
Classification:	Simple



Type of Transaction:	G2G - Government to Government G2C - Government to Citizens G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Administrative Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receive, record and route to department head	None	5 Minutes	<i>Administrative Officer IV</i> Provincial Public Information Office
	2. Assign staff to cover	None	10 Minutes	<i>Administrative Officer IV</i> <i>Information Officer IV</i> Provincial Gov't Department Head Provincial Public Information Office
	3. Conduct documentation	None	1 Day	<i>Information Officer</i> <i>Administrative Aide III</i> Provincial Public Information Office
TOTAL:		None	1 Day, 15 Minutes	



Sangguniang Panlalawigan Office (SPO)

External Services



1. Receiving of Budget Appropriations for Review of the Sanggunian

All requests for legislation centrally goes thru the Office of the Secretary to the Sanggunian, however, Annual and Supplemental Budget Appropriations have different checklist requirements, hence the processes are broken down into two categories: the Annual Budget and the Supplemental Budget.

Office or Division:	Office of the Secretary to the Sanggunian	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	Any interested Party/ies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For the Supplemental Budget in the Budget Operations Manual 2016 Edition 1. Transmittal letter (2 copies) 2. Appropriation Ordinance 3. Statement of Funding Sources (LBP Form 8) 4. Statement of Supplemental Appropriation (LBP Form 9) 5. Statement of Funds Available for Reversion 6. LBP Form 13 - A, If any 7. Statement of Salary Saving, If any		Administrative Unit
For the Annual Budget in the Budget Operations Manual 2016 Edition and Local Budget Memorandum No. 82-2021 1. Transmittal Letter (2 copies) 2. Budget Message 3. Local Expenditure Program 4. Appropriation Ordinance 5. Plantilla of LGU Personnel (LBP Form No. 3) 6. Statement of Indebtedness (LBP Form No. 5) 7. Annual Operating Budget for Economic Enterprise(s), if any 8. AIP (Complete Set) A. CDC/MDC Resolution Approving AIP		



- B. Investment Program
- C. Annexes:
- C.1 DILG - Endorse Gender and Development Plan and Budget (GAD Plan and Budget)
 - C.2 Local Disaster Risk Reduction Management Plan (LDRRMP) as reviewed by the appropriate
 - C.3 Local Climate Change Action Plan (LCAAP)
 - C.4 Peace and Order Plan
 - C.5 Local Youth Development Plan
 - C.6 Local Nutrition Action Plan
 - C.7 Annual Cultural Development Plan approved by the Local Culture and Arts Council
 - C.8 Indicative Annual Procurement Plan
 - C.9 List of PPAs for the Local Council for the Protection of Children
 - C.10 List of PPAs for Senior Citizens and Person with Disabilities
 - C.11 List of PPAs to Combat Acquired Immune Deficiency Syndrome (AIDS)
 - C.12 List of PPAs to Address the Problem of Illegal Drugs
 - C.13 LGU Devolution Transition Plan (DTP)
 - C.14 LGU Capacity Development Agenda
 - C.15 Other documents/plans as maybe require and/or deemed necessary in line with

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out visitor's logbook	1. Retrieve the filled-up logbook	None	1 Minute	<i>Administrative Aide III</i> Office of the Secretary to the Sanggunian
2. Hand-in the communication / request	2. Evaluate submitted documents and check the following:	None	15 minutes	<i>Administrative Aide III</i> Office of the Secretary to the



	<p>2.1 If documents are addressed to the Secretary to the Sanggunian or to the Sangguniang Panlalawigan members</p> <p>2.2 If documents are signed</p> <p>2.3 If supporting documents are complete</p>			Sanggunian
3. Get/obtain received copy of the documents	<p>3.1 If in order, receive submitted documents and encode data in the Legislative Tracking System</p> <p>3.2 If NOT in order, inform the client of the deficiency and return submitted documents</p>	None	20 minutes	<p><i>Administrative Aide III</i> Office of the Secretary to the Sanggunian</p>
4. Get a certificate of appearance (if necessary)	<p>4.1 Fill-up the Certificate of Appearance and have it signed by the Secretary to the Sanggunian or Officer In-Charge</p> <p>4.2 Provide client with a duly signed Certificate of Appearance</p> <p>4.3 Forward received documents to:</p> <p>4.3.1 the Secretary to the Sanggunian for action (if NO need for legislation)</p> <p>4.3.2 The person in-charge of the Agenda Preparation (if Legislation is need)</p>	None	5 Minutes	<p><i>Administrative Aide III</i> Office of the Secretary to the Sanggunian</p>
TOTAL:		None	41 minutes	



2. Receiving of Requests for Legislation and other Communications

The Office of the Secretary to the Sanggunian is the administrative and technical arm of the Sangguniang Panlalawigan, hence all communications, transmittal, endorsements and other related documents, centrally goes thru the office for recording and proper disposal.

Office or Division:	Office of the Secretary to the Sanggunian			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Any interested Party/ies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 Original Copies of Transmittal or Endorsement (1 Original for Office File and 1 Copy for Sender/Source) 2. 2 Copies of the Main document (1 Original for Office File and 1 Copy for Sender/Source)		Concerned client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out visitor's logbook	1. Retrieve the filled-up logbook	None	1 Minute	<i>Administrative Aide III</i> Office of the Secretary to the Sanggunian
2. Hand-in the communication	2. Evaluate submitted documents and check the following: 2.1 If documents are addressed to the Secretary to the Sanggunian or to the Sangguniang Panlalawigan members 2.2 If documents are signed 2.3 If supporting documents are complete	None	15 minutes	<i>Administrative Aide III</i> Office of the Secretary to the Sanggunian
3. Get/obtain received	3.1 If in order, receive submitted	None	20 minutes	<i>Administrative Aide III</i> Office of the Secretary to the



copy of the documents	documents and encode data in the Legislative Tracking System 3.2 If NOT in order, inform the client of the deficiency and return submitted documents			Sanggunian
4. Get a certificate of appearance (if necessary)	4.1 Fill-up the Certificate of Appearance and have it signed by the Secretary to the Sanggunian or Officer In-Charge 4.2 Provide client with a duly signed Certificate of Appearance 4.3 Forward received documents to: 4.3.1 The Secretary to the Sanggunian for action (if NO need for legislation) 4.3.2 The person in-charge of the Agenda Preparation (if Legislation is need)	None	5 Minutes	<i>Administrative Aide III</i> Office of the Secretary to the Sanggunian
5. Wait until acted out in the Session of the Sanggunian and be furnished a copy of the resolution	5 Enter in the Agenda for deliberation in the SP Session (Regular Sessions are scheduled Tuesdays, Cut off for agenda preparation is Friday 5:00 PM, all requests after the cut off will be calendared for the next session)	None	5 minutes	LLSO II Office of the Secretary to the Sanggunian
	Deliberation of the request at the SP Session		With 10-15 days	Sangguniang Panlalawigan



	5.1 If sponsored and acted thru a resolution: 5.1.1 Preparation/review of draft resolution 5.1.2 Attestation of the resolution/ordinances 5.1.3 Approval of the resolution			
	5.2 If referred to a committee: 5.2.1 Preparation of referral 5.2.2 Committee deliberation 5.2.3 Committee reporting 5.2.4 Preparation/review of draft resolution/ordinance 5.2.5 Attestation of the resolution 5.2.6 Approval of the resolution		Within 30 days	Sangguniang Panlalawigan Committee
Requests sponsored and acted immediately TOTAL:		None	10-15 days and 46 minutes	
Requests referred to Committee TOTAL:		None	30 days and 46 minutes	

3. Releasing of Approved Resolutions/Ordinances

The Office of the Secretary to the Sanggunian regularly transmits approved ordinances and resolutions to concerned agencies/personalities for information and appropriate action

Office or Division:	Office of the Secretary to the Sanggunian
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Any interested Party/ies
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



None		Concerned client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Upload the resolutions/ ordinances and other data in the SP Website and Legislative Tracking System	None	5 Minutes	<i>Local Legislative Staff Asst. III</i> Office of the Secretary to the Sanggunian
	2. Prepares transmittal letters of resolutions/ordinances to concerned department/agencies and facilitate its approval	None	5 minutes	<i>Administrative Assistant I</i> Office of the Secretary to the Sanggunian
	3. Approved the transmittal letter	None	1 minute	<i>Secretary to the Sanggunian</i> Office of the Secretary to the Sanggunian
	4. Records and route to Admin Unit for delivery/dissemination	None	5 Minutes	<i>Local Legislative Staff Employee II</i> Office of the Secretary to the Sanggunian
1. Receive the document	5. Deliver and file received copy of the document 5.1 for PGAS departments and nearby agencies: hand delivered by an Admin unit personnel 5.2 For LGUs and distant agencies/personalities: delivered thru registered mail and/or other couriers	None	15 minutes Please see Philippine Postal Service Citizen Charter	<i>Process Server</i> Office of the Secretary to the Sanggunian
TOTAL:		None	31 minutes	



4. Issuance of Certified True Copy of Approved Resolutions, Ordinances and Other Documents

The Office of the Secretary to the Sanggunian has been in-charge as the keeper of the Legislative Department, Hence, requests for a certified of any record from interested party/ies, the Secretary furnishes certified true copy pf documents upon approval of the Vice-Governor.

Office or Division:	Office of the Secretary to the Sanggunian			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Any interested Party/ies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 copies of Letter Request (1 copy for Office File and 1 copy for sender/source)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out visitor's logbook	1. Retrieve the filled-up logbook	None	1 Minute	<i>Administrative Aide III</i> Office of the Secretary to the Sanggunian
2. Hand-in the letter request	2.1 Receive the request and routs to the Records Section	None	5 minutes	<i>Administrative Aide III</i> Office of the Secretary to the Sanggunian
	2.2 Evaluate the appropriateness of request and route to the Secretary for endorsement and/or approval of the Vice Governor	None	3 minutes	<i>Records Officer II</i> Office of the Secretary to the Sanggunian
3. Receive and Acknowledge the requested documents	3.1 If request is granted, retrieve and reproduce filed copy of the requested documents and certify	None	13 Minutes	<i>Records Officer II</i> Office of the Secretary to the Sanggunian



	3.2 If request is NOT granted, advise client about the reason of denial of request	None	2 Minutes	<i>Records Officer II</i> Office of the Secretary to the Sanggunian
	3.3 Issued Certified True Copy of the requested Resolutions/ Ordinances/Other Documents	None	2 Minutes	<i>Records Officer II</i> Office of the Secretary to the Sanggunian
4. Obtain a Certificate of Appearance (If necessary)	4.1 Fill-up the Certificate of Appearance and have it signed by the Secretary to the Sanggunian	None	2 Minutes	<i>Administrative Aide III</i> Office of the Secretary to the Sanggunian
	4.2 Provide client with a duly signed Certificate of Appearance		2 Minutes	
TOTAL:		None	30 Minutes	



Provincial Social Welfare and Development Office (PSWDO)

External Services



1. Burial Assistance to Senior Citizen

A service where the nearest surviving relative of the deceased Senior Citizen (SC) will be provided burial assistance within thirty days (30) from death.

Office or Division:	Provincial Social Welfare and Development Office / Social Welfare Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Family of the deceased bonafide member of Senior Citizen Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 Photocopy of Death Certificate		Local Civil Registrar		
1 Original Copy of Barangay Certification		Barangay where the SC resides		
1 Original Copy of C/MSWDO Certification		City/Municipal Social Welfare and Development Office		
1 Photocopy of valid ID of client/claimant		SSS, Company/Government ID, UMID Card, LTO License, COMELEC Voters ID, Community Tax (Cedula), School ID		
1 Photocopy of Senior Citizen ID		Office of the Senior Citizen Affairs (OSCA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required document for the burial assistance	1. Receive the documents	None	5 Minutes	<i>Social Welfare Aide</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	1.1. Disinfect documents at the disinfection box			
	1.2 Review the documents to check the qualification of the senior citizens and its completeness			
	1.3 If qualified proceed with the interview, if lacking return the documents to client for completion	None	2 Minutes	<i>Social Welfare Aide</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
				<i>Social Welfare Aide</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
2. Provide basic information needed for	2.1. Assess the client and prepare documents for the assistance.	None	30 Minutes	<i>Social Welfare Aide</i> Provincial Social Welfare and



the General Intake Sheet (GIS)	2.1.1 Conduct interview and prepare/ fill up the General Intake Sheet			Development Office / Social Welfare Services Division
	2.1.2 Forward the signed GIS with attached death certificate, SC ID, client/ claimant ID, and C/MSWDO and Barangay Certification to Budget-In-Charge	None	1 Minute	<i>Social Welfare Aide</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	2.1.3 Prepare control (budget appropriation), CAFOA, voucher, and Financial Monitoring Tracking System (FTMS) slip then forward to PSWDO for approval.	None	10 Minutes	<i>Administrative Assistant/ Budget Officer</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	2.2. Review and approve control, CAFOA, voucher, and GIS with all attached documents. Return the approved documents to Admin Unit for processing of claim.	None	3 Minutes	<i>Provincial Government Department Head</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
3. Wait for the approval of cheque at home	3.1. Process documents thru Budget, Accounting, Provincial Administrator/ Provincial Governors Office and Treasury Office. Follow-up issuance of cheque.	None	2 days	<i>Process Server</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	3.2. Inform client that cheque is already available through phone call.	None	3 Minutes	<i>Administrative Aide</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	3.3. Release cheque to the client	None	3 Minutes	<i>Utility Worker</i>



	once voucher is signed			Social Welfare Aide Provincial Social Welfare and Development Office / Social Welfare Services Division
4. Present proper identification card, affix signature in the voucher and receive cheque /assistance.				
Total:		None	2 Days, 57 Minutes	

2. Assistance to Individual in Crisis Situation (Guarantee Letter)

One of the Provincial Government's services to the poor, vulnerable, and individuals/families in difficult circumstance due to death of loved ones, family member under hospitalization or medical treatment, family with child/woman victim of abuse/trafficking. A Guarantee Letter indicating the amount of assistance will be given to the Hospitals/Health Care Facilities and Funeral Homes thru the client whom the Provincial Government entered into with a Memorandum of Agreement.

Office or Division:	Provincial Social Welfare and Development Office / Social Welfare Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individual in Crisis Situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Copy of Letter of Intent addressed to the Governor		Personal letter		
1 Original Copy of Barangay Certification		Barangay where the client resides		
1 Photocopy of Doctors Prescription/ Hospital Bill/Funeral Bill		Hospital/Clinic/Funeral Home		
1 Photocopy of Client's ID		SSS, Company/Government ID, UMID Card, LTO License, COMELEC Voters ID, Community Tax (Cedula), School ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required	1. Receive the documents	None	5 Minutes	Utility Worker



document for assistance	1.1. Disinfect documents at the disinfection box			<i>Social Welfare Aide</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	1.2. Review the documents and check as to the qualification and completeness of documents	None	2 Minutes	<i>Social Welfare Aide</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	1.3. If qualified proceed with the interview, if lacking return the documents to client for completion			
2. Provide basic information needed for the General Intake Sheet (GIS)	1. Assess the client and prepare documents for assistance	None	30 Minutes	<i>Social Welfare Aide</i> <i>Social Welfare Officer II</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	2.1 Conduct interview and prepare/fill up the General Intake Sheet			
2. Wait for the approved Guarantee Letter at the waiting area	3.1. Assign control number, enter data to Hospital/Funeral Logbook and fill up guarantee letter addressed to Funeral Home/ Hospital	None	2 Minutes	<i>Social Welfare Aide</i> <i>Social Welfare Officer II</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	3.2. Forward the Guarantee Letter with attached GIS, Barangay Certification, Funeral Bill (burial) and Hospital Bill (medical) to PSWDO or Authorized Representative for signature of General Intake Sheet	None	1 Minute	<i>Social Welfare Aide</i> <i>Social Welfare Officer II</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	3.3. Forward the Guarantee Letter with signed GIS and all	None	30 Minutes	<i>Process Server</i> Provincial Social Welfare and



	the attachment to PGO for approval by the Provincial Governor or Authorized Representative			Development Office / Social Welfare Services Division
	3.4. Sign the Guarantee Letter	None	3 Minutes	<i>Provincial Governor or Authorized Signatory</i> Office of the Provincial Governor
3. Receive the Guarantee Letter and present it to the Hospital/ Funeral Homes	4.1. Furnish the client with 1 copy of the Guarantee Letter for him/her to present it to the concerned Hospital/Funeral Homes to deduct the amount of assistance from the bill.	None	1 Minute	<i>Utility Worker</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	4.2. Keep 1 copy of Guarantee Letter including all the attachment for submission to PGO for the payment.	None	3 Minutes	<i>Social Welfare Officer II</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
Total:		None	1 Hour, 17 Minutes	

3. Assistance to Individual in Crisis Situation (Cheque)

One of the Provincial Government's services to the poor, vulnerable, and individuals/families in difficult circumstance due to death of loved ones, family member under hospitalization or medical treatment, family with child/woman victim of abuse/trafficking. A Guarantee Letter indicating the amount of assistance will be given to the Hospitals/Health Care Facilities and Funeral Homes thru the client whom the Provincial Government entered into with a Memorandum of Agreement.

Office or Division:	Provincial Social Welfare and Development Office / Social Welfare Services Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Individual in Crisis Situation
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1 Original Copy of Letter of Intent addressed to the Governor	Personal letter			
1 Original Copy of Barangay Certification	Barangay Office where the client resides			
1 Photocopy of Doctors Prescription/ Hospital Bill/ Funeral Bill	Hospital/Clinic			
1 Photocopy of Client's ID	SSS, Company/Government ID, UMID Card, LTO License, COMELEC Voters ID, Community Tax (Cedula), School ID			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required document for assistance	1. Receive the documents	None	5 Minutes	<i>Utility Worker</i> <i>Social Welfare Aide</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	1.1. Disinfect documents at the disinfection box			
	1.2 Review documents and check as to the qualification and completeness.			
	1.3 If qualified proceed with the interview, if lacking return the documents to the client for completion	None	2 Minutes	<i>Social Welfare Aide</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
2. Provide basic information needed for the General Intake Sheet (GIS)	2. Assess the client and prepare documents for assistance	None	30 Minutes	<i>Social Welfare Aide</i> <i>Social Welfare Officer II</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	2.1 Conduct interview and prepare/fill up the General Intake Sheet			
	2.2 Forward the signed GIS with attached Barangay Certificate, death certificate (burial), Medical Abstract or Hospital Bill/Quotation (medical) and to Budget-In-Charge			
	2.3 Prepare control (budget appropriation), CAFOA,			



	voucher, and Financial Monitoring Tracking System (FTMS) slip then forward to PSWDO for approval			Provincial Social Welfare and Development Office / Social Welfare Services Division
	2.4 Review and approve control, CAFOA, voucher, and GIS with all attached documents. Return the approved documents to Admin Unit for processing of claim.	None	3 Minutes	<i>Provincial Govt Department Head</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
3. Wait for the approval of cheque at home	3.1. Process documents thru Budget, Accounting, Provincial Administrator/ Provincial Governors Office and Treasury Office. Follow-up issuance of cheque.	None	2 days	<i>Process Server</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	3.2. Inform client cheque is already available through phone call	None	3 Minutes	<i>Administrative Aide</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
	3.3. Release cheque to the client once voucher is signed.	None	3 Minutes	<i>Utility Worker</i> <i>Social Welfare Aide</i> Provincial Social Welfare and Development Office / Social Welfare Services Division
4. Present proper identification card, affix signature in the voucher and receive cheque /assistance.				
Total:		None	2 Days, 57 Minutes	



Provincial Tourism Office (PTO)

External Services



1. Museum Educational Visitation Services

The Provincial Museum of Agusan del Sur, “Sugwak Tu Agusan” is a facility promoting the culture and history of the province showcasing archaeological, ethnological materials, photographs of old Agusan del Sur and its progress to the recent time, cultural resource and unique identity as well as history of the province.

The service aims to educate and provide students, professionals, local and foreign tourists with experiences connecting them to the AgSurnons’ way of life, beauty, and value to preserve the culture, heritage, and history of Agusan del Sur.

Office or Division:	Provincial Tourism Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	Academic Institutions, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter, Visitor’s Log, Filled Out Satisfaction and Feedback Form		Provincial Tourism Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For Group Visit</u>				
1. Send the request letter to Provincial Tourism Office 1.1 Client to wear mask, sanitize, self-temperature check and prepare Agusan del Sur QR Code 1.2 Sign Visitor’s Logbook	1. Receive and record the submitted request letter 1.1 Admin Aide to scan Agusan del Sur QR Code 1.2 Receiving Clerk to forward request letter to Admin Officer for initial actions to be routed to Officer-In-Charge (OIC) 1.3 OIC to check with Museum-In-Charge for availability of	None	15 Minutes	<i>Administrative Aide III (Clerk I)</i> <i>Administrative Officer</i> <i>Tourism Operations Officer II</i> <i>Provincial Tourism Officer</i> <i>Provincial Tourism Office</i>



	<p>schedule</p> <p>1.4 Museum-In-Charge to calendar the request</p>			
2. Wait for confirmation/status of request	2. Museum-In-Charge to confirm and coordinate with requesting academic institution	None	1 Day	<i>Tourism Operations Officer II</i> Provincial Tourism Office
3. Attendance to the Museum Tour Activity and Orientation on the agreed date of visit	3. Museum-In-Charge to orient and tour the visitors 3.1 Admin Clerk to scan Agusan del Sur QR Code		3 Hours	<i>Tourism Operations Officer II</i> Provincial Tourism Office
4. Fill out satisfaction or feedback form provided by the Office	4. Admin Aide to provide and collect the filled-out satisfaction or feedback form		2 Minutes	<i>Administrative Aide III (Clerk I)</i> Provincial Tourism Office
<u>For Walk-In Visitors</u>				
1. Visitor to wear mask, sanitize, self-temperature check and prepare Agusan del Sur QR Code	1. Admin Aide to scan Agusan del Sur QR Code	None	3 Minutes	<i>Administrative Aide III (Clerk I)</i> Provincial Tourism Office
2. Fill-out visitors' logbook	2. Admin Aide to facilitate attendance		1 Minute	<i>Administrative Aide III (Clerk I)</i> Provincial Tourism Office
3. Participate in the Orientation and Museum Tour	3. Museum-In-Charge to conduct orientation and facilitate tour afterwards		3 Hours	<i>Tourism Operations Officer II</i> Provincial Tourism Office
4. Fill out satisfaction or feedback form provided by the Office	4. Admin Aide to provide and collect the filled-out satisfaction or feedback form		2 Minutes	<i>Administrative Aide III (Clerk I)</i> Provincial Tourism Office



Total Requested Visit:	None	1 Day, 3 Hours, 17 Minutes	
Total Walk-In Visitor:	None	3 Hours, 6 Minutes	

2. Tour Guiding Services

The Provincial Tourism Office aims to fortify facilitation for the development, promotion and marketing of tourism zones with tourism sites as priority project for tourism and to a proactive strategic direction and actions both in the provincial and municipal level. The service provides exploration and assessment of tourism sites requested by municipalities within the province for profiling and to assess the site for identification and classification for tourism development interventions and project prioritization.

Office or Division:	Provincial Tourism Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	Government Agencies, Business Groups, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter, Visitor's Log, Filled Out Satisfaction and Feedback Form		Provincial Tourism Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter to Provincial Tourism Office 1.1 Client to wear mask, sanitize, self-temperature check and prepare Agusan del Sur QR Code	1. Receive and record the submitted request letter 1.1 Receiving clerk to scan Agusan del Sur QR Code 1.2 Receiving Clerk to forward request letter to Admin Officer for initial actions to	None	15 Minutes	<i>Administrative Aide III (Clerk I)</i> <i>Administrative Officer</i> <i>Provincial Tourism Officer</i> <i>Tour Guide/Tourism Operations Officer II</i> Provincial Tourism Office



1.2 Sign Visitor's Logbook	<p>be routed to Officer-In-Charge (OIC)</p> <p>1.3 OIC to check with DOT-Accredited Tour Guide of the office for availability of schedule</p> <p>1.4 Tour Guide to check schedule and prepare itinerary</p>			
2. Wait for confirmation/status of request	2. Tour Guide assigned to confirm and coordinate with requesting agency or business entity with approved itinerary	None	1 Day	Tour Guide/Tourism Operations Officer II Provincial Tourism Office
3. Attendance to tour based on agreed schedule	3. Tour guide to conduct briefing and tour proper	None	1 Day	Tour Guide/Tourism Operations Officer II Provincial Tourism Office
4. Fill out satisfaction or feedback form provided by the Office	4. Support staff to provide and collect the filled-out satisfaction or feedback form	None	2 Minutes	Administrative Aide III (Clerk I) Provincial Tourism Office
Total:		None	2 Days, 15 Minutes	



Provincial Tourism Office (PTourismO)

Internal Services



1. Site Exploration/Assessment Services

The Provincial Tourism Office aims to fortify facilitation for the development, promotion and marketing of tourism zones with tourism sites as priority project for tourism and to a proactive strategic direction and actions both in the provincial and municipal level. The service provides exploration and assessment of tourism sites requested by municipalities within the province for profiling and to assess the site for identification and classification for tourism development interventions and project prioritization.

Office or Division:	Provincial Tourism Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Municipal, City and Barangay Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter signed by Local Chief Executive or Barangay Chairperson, Visitor's Log, Filled Out Satisfaction and Feedback Form		Provincial Tourism Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter to Provincial Tourism Office 1.1 Client to wear mask, sanitize, self-temperature check and prepare Agusan del Sur QR Code 1.2 Sign Visitor's Logbook	1. Receive and record the submitted request letter 1.1 Receiving clerk to scan Agusan del Sur QR Code 1.2 Receiving Clerk to forward request letter to Admin Officer for initial actions to be routed to Officer-In-Charge (OIC) 1.3 OIC to check with technical staff for availability of schedule 1.4 Technical staff to check schedule and prepare	None	15 Minutes	<i>Administrative Aide III (Clerk I)</i> <i>Administrative Officer</i> <i>Provincial Tourism Officer</i> <i>Tourism Operations Officer II</i> <i>Provincial Tourism Office</i>



	necessary documents for the activity			
2. Wait for confirmation/status of request	2. Technical staff assigned to confirm and coordinate with requesting agency or LGU	None	1 Day	<i>Tourism Operations Officer II</i> Provincial Tourism Office
3. Follow-up the status of Site Exploration and Assessment Report 10 days after the conduct of the activity.	3. Technical staff to prepare the Site Exploration and Assessment Report, update the client of the status of the report and send the approved report	None	10 Days	<i>Administrative Officer</i> <i>Tourism Operations Officer II</i> Provincial Tourism Office
Total:		None	11 days, 15 minutes	

2. Resource Information Services

The Resource Information is a service provided by the Provincial Tourism Office for stakeholders in the Municipal Level and some partner agencies. This allows them to check and view information about the selected resource and the resource's availability in the locality.

Resources Information will be used as basis in the identification of any developmental interventions in order to promote and market a tourism product.

Office or Division:	Provincial Tourism Office	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Government Department/Agencies, Municipal/City Local Government Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter, Visitor's Log, Filled Out Satisfaction and Feedback Form		Provincial Tourism Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter to Provincial Tourism Office 1.1 Client to wear mask, sanitize, self-temperature check and prepare Agusan del Sur QR Code 1.2 Sign Visitor's Logbook	1. Receive and record the submitted request letter 1.1 Receiving clerk to scan Agusan del Sur QR Code 1.2 Receiving Clerk to forward request letter to Admin Officer for initial actions to be routed to Officer-In-Charge (OIC) 1.3 OIC to approve request with remarks for action to be routed to the concerned personnel for coordination on the particulars of the resource information request 1.4 Concerned personnel to prepare the requested resource information and endorses the document to the OIC for review and approval	None	15 Minutes	<i>Administrative Aide III (Clerk I)</i> <i>Administrative Officer</i> <i>Provincial Tourism Officer</i> <i>Tourism Operations Officer II</i> <i>Provincial Tourism Office</i>
2. Wait for the approval of the request/requested document	2. Concerned personnel to forward the requested document/information to the Admin Officer for transmittal to the	None	2 Days	<i>Administrative Aide III (Clerk I)</i> <i>Administrative Officer</i> <i>Provincial Tourism Officer</i>



	requesting office/agency			
	Total:	None	2 Days, 15 Minutes	

3. Technical Assistance Services

Technical assistance includes partnership with stakeholders and partner agencies in order to assess tourism resources and other tourism related activities with regards to project prioritization and development interventions intended to market and promote tourism products that will support the community and strengthen economic growth.

Technical assistance is provided upon request from stakeholders and partner agencies to provide technical assistance to tourism related programs and activities.

Office or Division:	Provincial Tourism Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Department/Agencies, Municipal/City Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter, Visitor's Log, Filled Out Satisfaction and Feedback Form		Provincial Tourism Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter to Provincial Tourism Office 1.1 Client to wear mask, sanitize, self-temperature check and prepare Agusan del Sur QR Code 1.2 Sign Visitor's Logbook	1. Receive and record the submitted request letter 1.1 Receiving clerk to scan Agusan del Sur QR Code 1.2 Receiving Clerk to forward request letter to Admin Officer for initial actions to be routed to Officer-In-Charge (OIC)	None	15 Minutes	<i>Administrative Aide III (Clerk I)</i> <i>Administrative Officer</i> <i>Provincial Tourism Officer</i> <i>Tourism Operations Officer II</i> <i>Provincial Tourism Office</i>



	1.3 OIC to approve request with remarks for action to be routed to the technical staff for coordination on the particulars of the technical assistance request			
2. Wait for the confirmation/approval of the request	2. Technical staff to confirm and coordinate with the requesting office or agency 2.1 Technical staff to prepares the necessary documents and logistic needs	None	1 Day	<i>Administrative Aide III (Clerk I)</i> <i>Administrative Officer</i> <i>Provincial Tourism Office</i>
3. Attendance to the activity based on the agreed schedule	3. Technical staff to facilitate the requested activity	None	3 Days	<i>Tourism Operations Officer II</i> <i>Provincial Tourism Office</i>
4. Fill out satisfaction or feedback form provided by the Office	4. Support staff to provide and collect the filled-out satisfaction or feedback form	None	2 Minutes	<i>Administrative Aide III (Clerk I)</i> <i>Provincial Tourism Office</i>
Total:		None	4 Days, 17 Minutes	



V. FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK and COMPLAINTS MECHANISM	
How to send a feedback?	<ol style="list-style-type: none"> 1. Get a copy of the Customer Feedback Form (CFF) 2. Fill out the feedback form at the office transacted. Check the Feedback and/or Commendation portion of the CFF. 3. Drop it in the designated drop box in front of the Public Assistance and Complaints Desk <p>Contact info : 085-242-1064 (local 362) Email add : pgas.complaintsdesk@gmail.com</p>
How feedback is processed?	<p>Every Friday, the Public Assistance Officer opens the drop box, and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned division/employee and where they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the concern division/employee is then relayed to the client.</p> <p>Consolidated customer feedback report shall be submitted to PHRMO including results of action taken on the feedback, if any.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number and email address:</p> <p>Contact info : 085-242-1064 (local 362) Email add : pgas.complaintsdesk@gmail.com</p>



<p>How to file complaints?</p>	<p>To file a complaint against the office concerned, fill up the Customer Feedback Form (CFF) which is available at PACD of the concerned office and drop filled-up complaint it at the designated drop box in front off the Public Assistance and Complaints Desk you have transacted.</p> <p>Complaints can also be filed via telephone and online. Make sure to provide the following information:</p> <ul style="list-style-type: none">● Full Name and contact information of the complainant● Name of person being complained● Narrative of the complain or incident● Evidences <p>Send all complaints against the Agency to: pgas_complaintdesk@yahoo.com</p> <p>For inquiries and follow-ups, clients may contact the hotline nos. (085) 242 1064 (local 362)</p>
<p>How complaints are processed?</p>	<p>The designated complaints officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the complaints officer shall start the investigation and forward the complaint to the relevant division for their explanation and appropriate action.</p> <p>The Designated Complaints Officer create a report after the investigation and shall submit it to the PHRMO or Head of the Agency for further investigation and appropriate action, if any.</p> <p>The Complaints Officer will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the hotline nos. (085) 242 1064 (local 362)</p>



Contact Information of ARTA, PCC and CCB

Anti-Red Tape Authority (ARTA):

complaints@arta.gov.ph

8-478-5093

Presidential Complaint Center (PCC):

pcc@malacanang.gov.ph

8888

Contact Center ng Bayan (CCB):

email@contactcenterngbayan.gov.ph

0908-881-6565

Provincial Government of Agusan del Sur

pgas_complaintdesk@yahoo.com

(085) 242 1064 (local 362)



Customer Feedback Form
2016 Revision

CUSTOMER FEEDBACK FORM

Please let us know how we have served you. This form may be used for compliment, suggestion and/or complaint.

Date: _____ Time: _____

Name (optional): _____ Age: _____ Sex: _____

Address: _____

Office visited : _____

Employee transacted with : _____

Purpose of Visit : _____

Part I. Customer Satisfaction Rating

- 5 - Outstanding
- 4 - Very Satisfactory
- 3 - Satisfactory
- 2 - Unsatisfactory
- 1 - Poor

	1	2	3	4	5
1. How would you rate your OVERALL SATISFACTION with regard to the quality of service delivery?					
2. How satisfied were you in terms of the response time to your transaction given by the office?					
3. How satisfied were you with the service provider's competence or the skill in delivering the service?					
4. How satisfied were you with the service provider's friendliness, courteousness/politeness, fair treatment					

Part II. CUSTOMER FEEDBACK

1. Please check if you are providing a compliment, suggestion or complaint:

<input type="checkbox"/>	Compliment
<input type="checkbox"/>	Suggestion
<input type="checkbox"/>	Complaint

2. Facts or details of the incident/Recommendation

3. Recommendation/ Suggestion/ Desired Action from Office

BAWAL AND FIXER

KAPARUSAHAN SA MGA MAPAPATUNAYANG NAGKASALA:

- Kulongnahindilampasaanim (6) nataon
- Pagbabayad ng multanamaaringumabotsa P200,000.00

Ireport and pangalan ng fixer, pangalan at lokasyon ngahensya ng pamahalaan, petsa at oras ng transaction saPGAS Hotline



VI. LIST OF PGAS OFFICES

DEPARTMENT/OFFICE/SERVICES	ADDRESS	CONTACT INFORMATION
Provincial Accounting Office (ACCNT)	1 st Floor, Capitol Main Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 323, 325-326
Provincial Administrator's Office (PADMO)	2 nd Floor, Capitol Main Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 364, 366
Moral Recovery and Values Formation Services (MRVFS)	2 nd Floor, Capitol Main Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 369-370
Provincial Sports and Youth Development Services (PSYDS)	Multi-Purpose Bldg., Agusan del Sur Heritage Center, Government Center, Patin-ay Prosperidad, Agusan del Sur	(085) 242-1064 Local 411
Public Employment Services Office (PESO)	Gov. D. O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 428,430
Provincial Agriculture Office (PAO)	Gov. D. O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 422, 424
Provincial Veterinary Office (PVO)	Gov. D. O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 406-407
Provincial Assessment Office (PASSO)	Libarnes Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 396-397
Provincial Treasury Office (PTO)	1 st Floor, Capitol Main Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 330, 332-334
Provincial Budget Office (PBO)	1 st Floor, Capitol Main Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 327, 329



Provincial Correctional and Security Management Office (PCSMO)	Gov. D. O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 425, 427
Provincial Disaster and Risk Reduction Management Office (PDRRMO)	Gov. D. O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 435, 437
Provincial Economic and Enterprise Management Office (PDRRMO)	Gov. D. O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 431, 433
Provincial Engineering Office (PEO)	Gov. D. O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 384
Provincial Environment and Natural Resources Office -Local Government Unit (PENRO-LGU)	Libarnes Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 402, 404
Provincial General Service Office (PGSO)	Gov. D. O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 438, 447
Provincial Governor's Office (PGO)	2 nd Floor, Capitol Main Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 355-357
Municipal and Barangay Coordination Division (MBCD)	Libarnes Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 394
Bids and Awards Committee (BAC)	Libarnes Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 389
Education Development Services (EDS)	Libarnes Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 363
Substance Use Recovery and Enlightenment Program (SUREP)	Gov. D. O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 391-392
Upland Sustainable Agri-Forestry Development (USAD)	Libarnes Building, Gov. Democrito O. Plaza Government Center Patin-ay,	(085) 242-1064 Local 395



	Prosperidad, Agusan del Sur	
Provincial Health Office (PHO)	Gov. D. O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 417
D.O.P. Memorial Hospital (DOPMH)	Purok 2 Patin-ay, Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 418, 450
Esperanza Medicare Community Hospital (EMCH)	Purok 11 Poblacion, Esperanza, Agusan del Sur	0951-821-6095 0945-339-1998
Loreto District Hospital (LDH)	Casal St. Purok 4 Poblacion Loreto, Agusan del Sur	0917-625-0976 0951-688-0004
Talacogon District Hospital (TDH)L	Purol Bayabas, San Isidro, Talacogon, Agusan del Sur	0910-322-5998
Valentina Galido Plaza Memorial Hospital (VGPMH)	Purok 2 San Teodoro, Bunawan, Agusan del Sur	0949-999-1234
Provincial Human Resource Management Office (PHRMO)	Libarnes Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 360-362
Provincial Information Management Office (PIMO)	3 rd Floor, Capitol Main Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242 1064 Local 304, 311, 314
Provincial Internal Audit Office (PIAO)	Libarnes Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 399, 401
Provincial Legal Office (PLO)	2 nd Floor, Capitol Main Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 367
Provincial Planning and Development Office (PPDO)	3 rd Floor, Capitol Main Building, Gov. Democrito O. Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 342, 374
Provincial Public Information Office (PPIO)	Gov. D. O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 408, 410
Sangguniang Panlalawigan Office (SPO)	Legislative Building, Gov. Democrito O.	(085) 242-1064 Local 336, 338-



	Plaza Government Center Patin-ay, Prosperidad, Agusan del Sur	339
Provincial Social Welfare and Development Office (PSWDO)	Gov. D. O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur	(085) 242-1064 Local 414, 416
Provincial Tourism Office	2 nd Floor Provincial Tourism Office, Agusan del Sur Heritage Center, Government Center, Patin-ay Prosperidad, Agusan del Sur	(085) 242-1064 Local 380

