



**PROVINCIAL GOVERNMENT OF  
SURIGAO DEL SUR  
(PGSDS)**

**CITIZEN'S CHARTER**

**2024 Edition**





Republic of the Philippines  
**PROVINCE OF SURIGAO DEL SUR**  
Tandag City

## **Office of the Provincial Governor**

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### **Message**

The adoption of the 2024 Citizen's Charter marks an important step in our collective journey towards a more transparent, accountable, and responsive government. It gives me great pleasure to announce the official institution of the Citizen's Charter in our province, a vital mechanism that underscores our commitment to combat red tape, improve efficiency, and ensure the highest standards of public service.

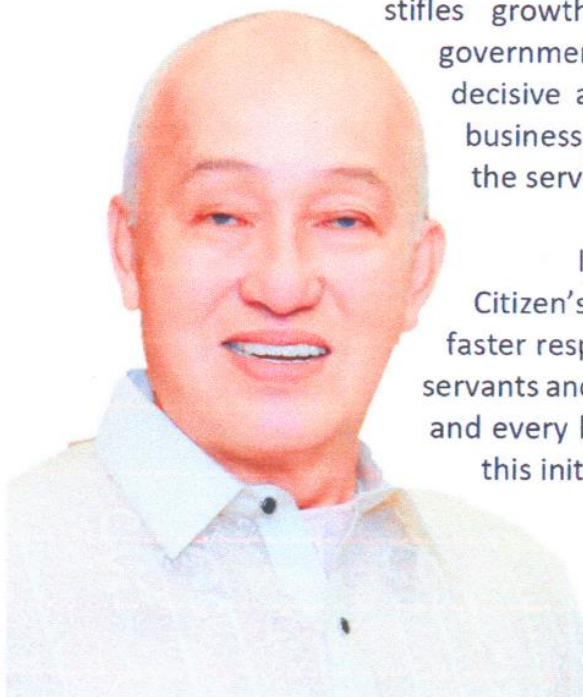
The Citizen's Charter serves as a beacon of hope for all who seek faster, more reliable, and transparent transactions with government offices. It is a testament to our administration's firm adherence to Republic Act No. 11032 or the Law on Ease of Doing Business and Efficient Government Service Delivery, a law designed to streamline processes, eliminate unnecessary delays, and foster a culture of integrity within our institutions.

This Charter is not just a document—it is a contract between the government and the people. It sets forth clear standards, timelines, and procedures for the delivery of essential services, ensuring that every citizen knows what to expect when engaging with our public offices. It is our promise that we will meet these standards with efficiency, integrity, and courtesy.

Red tape has long been a burden for our people and businesses. It stifles growth, discourages investment, and erodes trust in government. By instituting the Citizen's Charter, we are taking decisive action to break this cycle. Our province is open for business, and we are making it easier for everyone to access the services they need without unnecessary bureaucracy.

I am confident that with the implementation of the Citizen's Charter, we will see improved government processes, faster response times, and a renewed trust between our public servants and the people they serve. It is my hope that every citizen and every business, big or small, will feel the positive impact of this initiative.

As Governor, I pledge to lead this transformation with integrity and dedication. I encourage all government agencies, local offices, and public servants to uphold the standards set forth



in the Citizen's Charter and to be mindful of our shared goal: a government that truly serves the people with efficiency, transparency, and compassion.

Together, let us continue to build a province that fosters growth, encourages investment, and provides every citizen with the services they deserve.

Thank you, and may we all work together towards a brighter and more prosperous future for our province.



**HON. ALEXANDER T. PIMENTEL**  
Governor





Republic of the Philippines  
**PROVINCE OF SURIGAO DEL SUR**  
Tandag City

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**Certificate of Compliance**

**Year: 2024**

Pursuant to Republic Act No. 11032. An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

**I, ALEXANDER T. PIMENTEL**, Filipino, of legal age, duly elected **Governor of the Province of Surigao del Sur**, the person responsible and accountable in ensuring compliance with Section 6 of the R A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **Provincial Government of Surigao del Sur (PGSDS)** including its **28 Departments and 8 District/Community and Municipal Hospitals** has established its most current and updated Citizen's Charter pursuant to Section 6 or R A. 11032, its Implementing Rules and Regulations, and relevant ARTA Issuances.

Citizen's Charter Handbook Edition: 2024 (1<sup>st</sup> Edition)

- 2) The following required forms of posting of the Citizen's Charter are present:

- Citizen's Charter Information  
(In the form of interactive kiosks, electronic billboards, posters, tarpaulins, standees, others)
- Citizen's Charter Handbook  
(Aligned with Reference B or ARTA Memorandum Circular No. 2019- 002)
- Official website/online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External Services
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.



4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
  - i. Comprehensive and uniform checklist of requirements for each type of application or request;
  - ii. Classification of service;
  - iii. Type of transaction;
  - iv. Who may avail;
  - v. Client steps and agency actions to obtain a particular service;
  - vi. Person responsible for each step;
  - vii. Processing time per step and total;
  - viii. Fee/s to be paid per step and total, if necessary
- c. Procedure for filing complaints and feedback;
- d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaint's mechanisms; and
- e. List of Offices

5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.

6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.

7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website of the online platform available.

8) The Citizen's Charter is written either in English, and published as an information material.

9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

  
**ALEXANDER T. PIMENTEL**  
Provincial Governor

**Republika ng Pilipinas**  
**LALAWIGAN NG SURIGAO DEL SUR**  
**TANDAG CITY**

**Tanggapan ng Sangguniang Panlalawigan**  
(Office of the Provincial Council)

**EXCERPT FROM THE MINUTES OF THE 108<sup>TH</sup> REGULAR SESSION OF THE 20<sup>TH</sup> SANGGUNIANG PANLALAWIGAN OF SURIGAO DEL SUR HELD AT THE SANGGUNIANG PANLALAWIGAN SESSION HALL, LEGISLATIVE BUILDING, CAPITOL HILLS, TELAJE, TANDAG CITY, PROVINCE OF SURIGAO DEL SUR ON SEPTEMBER 10, 2024**

**PRESENT:**

Hon. Manuel O. Alameda, Sr.	- Vice Governor (Presiding Officer)
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**Regular Sangguniang Panlalawigan Members:**

<b>District I</b>	<b>District II</b>
Hon. Ruel D. Momo	Hon. Conrad C. Cejoco
Hon. Antonio C. Azarcon	Hon. Margarita G. Garay
Hon. Valerio T. Montesclaros, Jr.	Hon. Gines Ricky J. Sayawan, Sr.
Hon. Jose Dumagan Jr.	Hon. Raul K. Salazar

**Ex – Officio Members:**

Hon. John Paul C. Pimentel	- President, Philippine Councilors' League, Surigao del Sur Chapter
Hon. Melanie Joy M. Guno	- President, Provincial Chapter of the Liga ng mga Barangay sa Pilipinas
Hon. Yuri Art Eufy R. Sanchez	- President, Panlalawigang Pederasyon ng mga Sangguniang Kabataan

**ABSENT:**

**On Vacation Leave:**

Hon. Amado M. Layno, Jr.	- Member, Sangguniang Panlalawigan
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**On Paternity Leave:**

Hon. Anthony Joseph P. Cañedo	- Member, Sangguniang Panlalawigan
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**On Special Privilege Leave:**

Hon. Jimmy I. Guinsod	- Indigenous Peoples Mandatory Representative, Surigao del Sur
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**RESOLUTION NO. 2349-24**  
(Series of 2024)

**ADOPTING AND APPROVING THE IMPLEMENTATION THE 2024 EDITION OF THE CITIZEN'S CHARTER OF THE PROVINCIAL GOVERNMENT OF SURIGAO DEL SUR (PGSDS)**



**SPONSORS:**

**HON. ANTONIO C. AZARCON, HON. GINES RICKY J. SAYAWAN, SR., HON. MARGARITA G. GARAY, HON. JOHN PAUL C. PIMENTEL, HON. AMADO M. LAYNO, JR., HON. RUEL D. MOMO, HON. CONRAD C. CEJOCO, HON. JOSE DUMAGAN, JR., HON. RAUL K. SALAZAR, HON. ANTHONY JOSEPH P. CAÑEDO, HON. MELANIE JOY M. GUNO AND HON. VALERIO T. MONTESCLAROS, JR.**

**WHEREAS**, Republic Act No. 9485, also known as the “Anti Red Tape Act of 2007”, mandated all government agencies and instrumentalities, including Local Government Units (LGUs), to set up their respective Citizens’ Charters to promote transparency, accountability, and accessibility in public service delivery;

**WHEREAS**, the Provincial Government of Surigao del Sur (PGSDS), is committed to provide transparent, efficient, and effective services to its citizens in accordance with the principles of good governance;

**WHEREAS**, in view of the foregoing, and in order to achieve higher productivity, better coordination, and improved job satisfaction among its employees and on motion of Hon. Antonio C. Azarcon and duly seconded by Hon. Jose Dumagan, Jr.;

**NOW THEREFORE**

**BE IT RESOLVED** by the Sangguniang Panlalawigan of Surigao del Sur to adopt and approve the implementation the 2024 Edition of the Citizen’s Charter of the Provincial Government of Surigao del Sur (PGSDS).



**RESOLVED FINALLY:** To furnish copies of this Resolution to Hon. Alexander T. Pimentel and to Mr. Ace R. Orcullo, Provincial Human Resource Management Officer, all of this Province, for their information, guidance and appropriate action.

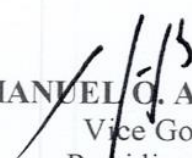
**ADOPTED** this 10<sup>th</sup> day of September, 2024 at the City of Tandag, Province of Surigao del Sur by unanimous votes of all Sangguniang Panlalawigan Members present.

X ----- X

**I HEREBY CERTIFY** to the correctness of the foregoing Resolution.

**ATTESTED AND CERTIFIED  
TO BE DULY ADOPTED:**

  
**MARITES COMA ARREZA**  
Acting Secretary to the Sangguniang Panlalawigan  


  
**MANUEL O. ALAMEDA, SR.**  
Vice Governor  
Presiding Officer



**PROVINCIAL GOVERNMENT OF  
SURIGAO DEL SUR  
(PGSDS)**

**CITIZEN'S CHARTER**

**2024 Edition**



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## **I. Mandate**

As mandated by the Local Government Code of 1991, the Provincial Government of Surigao del Sur will exercise its powers necessary for efficient and effective governance that will promote the general welfare of Surigaonons. Ensure the preservation and enhancement of culture, promotion of health and safety, right of people to a balanced ecology, development of scientific and technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order, and the preservation of comfort and convenience of its people.





## **II.Vision**

“Surigao del Sur: A Globally Competitive Agri-Eco Tourism and Industrial Hub Propelled by Empowered, God-Centered, Peaceful, Just and Resilient Communities in a Balanced Ecology with Responsive and Transparent Governance by 2030.”



### **III.MISSION**

“To transform Surigao del Sur into a progressive province within the framework of an Eco-Tourism, Mineral, and Agri-Industrial based economy towards attaining a well-balanced ecology, social equity, and improved quality of life for every Surigaonon.”



## IV. Development Goals

- Develop, promote, and sustain agri-ecotourism destinations and industries in partnership with local and international civil society organizations.
- Establish mechanisms and capacitate the implementing units to ensure efficient and effective governance.
- Institutionalize spiritual development and moral recovery program.
- Strictly enforce environmental laws and intensify environmental programs.
- Ensure public safety.
- Facilitate and provide adequate and resilient infrastructure support facilities and utilization.



## **V. Service Pledge**

We, the officials and employees of the Provincial Government of Surigao del Sur hereby pledge to commit ourselves, our skills, talents, time and abilities to render public service that are responsive to the needs of Surigaonons. We will be prompt, facilitative and coordinative in serving every constituent of the province and serve them with outmost care, give our finest skills and talents in upholding the principles of commitment to public interest, professionalism, justness, integrity, accountability, and transparency in the delivery of public service and ensure courtesy, promptness, and sufficiency, as well as demonstrate efficiency and wisdom in the conduct and management of public affairs. So, we pledge.







# **PROVINCIAL GOVERNOR'S OFFICE (PGO)**

## **CITIZEN'S CHARTER**

# **Provincial Governor's Office (PGO)**

## **I. Mandate**

Exercise general supervision and control over all programs, projects, services and activities of the province, enforce all laws and ordinances relative to the governance of the province and the exercise of appropriate corporate powers, and ensure the effective and efficient delivery of quality basic services and the provision of adequate facilities to the people of the Province of Surigao del Sur.

## **II. Vision**

An empowered, service-oriented office providing an efficient and effective management of resources through good governance focusing on the general mandate to improve the quality of life of Surigaonons.

## **III. Mission**

The Province shall serve as a dynamic institution to develop, promote and sustain agri-eco tourism destinations and industries in partnership with business sector, local and international civil society organizations; establish mechanisms and capacitate the implementing units to ensure efficient and effective governance; institutionalize spiritual development and moral recovery; and strictly enforces environmental laws and enhances biodiversity.

## **IV. Service Pledge**

We, the men and women of the Provincial Governor's Office, hereunto set our hands, declare our commitment to abide by the provisions of the Provincial Governor's Office Citizen's Charter and give our finest skills and talents in upholding the principles of commitment to public interest, professionalism, justness, integrity, accountability, and transparency in the delivery of public service and ensure courtesy, promptness, and sufficiency, as well as demonstrate efficiency and wisdom in the conduct and management of public affairs. So, we pledge.



**PROVINCIAL GOVERNOR'S OFFICE  
(PGO)**

**EXTERNAL SERVICES**



# 1. APPROVAL OF VARIOUS REQUEST FROM LOCAL GOVERNMENT UNITS, NATIONAL GOVERNMENT AGENCIES, AND OTHER GOVERNMENT INSTRUMENTALITIES

The Provincial Governor's Office approves various requests from Local Government units, National Government Agencies, and other Government Instrumentalities in support to their Programs, Projects, and Activities.

<b>Office/Division:</b>		<b>Provincial Governor's Office</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G, G2C		
<b>Who may avail:</b>		All offices of the Provincial Government of Surigao del Sur.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		Requisitioning Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPON-SIBLE</b>
Submit the Requests to the Provincial Governor's Office for assessment/verification/approval	Receive requests from LGUs, NGAs and Other Instrumentalities and submit to LCE/Provincial Administrator for review	None	5 mins	Assigned Staff/ Personnel
	Review request(s) for approval/proper endorsement to appropriate office(s) for a timely address of requests	None	15 mins	Provincial Governor/ Provincial Administrator
	Endorse to the LCE/Concerned PLGU offices for appropriate action	None	20 mins	Assigned Staff/ Personnel
<b>TOTAL</b>		<b>None</b>	<b>40 mins</b>	



**PROVINCIAL GOVERNOR'S OFFICE  
(PGO)**

**INTERNAL SERVICES**

## 1. APPROVAL OF ADMINISTRATIVE DOCUMENTS

The Provincial Governor's office facilitates in the approval of Administrative Documents of PLGU Offices such as Travels Orders, Program of Works, Appointment/Contract, Oath of Office, Certificate of Assumption, Daily Time Record, Memorandum Order, Memorandum of Agreement, Memorandum of Understanding, Administrative Order, Executive Order, Special Order, Office Order, Travel Order, Learning and Development Nomination Form, Office Performance Commitment and Rating/Individual Performance Commitment and Rating, Over-time Request, Leave, Project Design, Memorandum Invitation letters, Justification, Authority to Travel Abroad, Statement of Works Accomplishment, Memorandum Receipt, Notice of Award, Notice to Proceed, Notice of Eligibility and Bids and Awards Committee Resolution by the Local Chief Executive as authorized by law.

<b>Office/Division:</b>	<b>Provincial Governor's Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, G2C			
<b>Who may avail:</b>	All offices of the Provincial Government of Surigao del Sur.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Administrative Documents		Barangay Council		
		Requisitioning Party		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the Documents to the Provincial Governor's Office for assessment and verification	Review and verify completeness of the documents.	None	8 minutes	Assigned Staff/ Personnel
	Receive and record the document and forward to the Provincial Governor/ Administrator for further review and approval.  Approves/disapproves the Administrative Documents	None	8 minutes	Provincial Governor/ Provincial Administrator
Receives the Administrative Documents	Releases the Administrative Documents	None	12 mins	Assigned Staff/ Personnel
<b>TOTAL</b>		<b>None</b>	<b>28 mins</b>	

## 2. APPROVAL OF FINANCIAL DOCUMENTS

The Provincial Governor's Office facilitates the approval of Financial Documents of PLGU Offices such as Obligation Request, Disbursement Vouchers, Purchase Requests, Purchase Order, Financial Plan and Request for Allotment and Realignment.

<b>Office/Division:</b>	<b>Provincial Governor's Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, G2C			
<b>Who may avail:</b>	All offices of the Provincial Government of Surigao del Sur.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Financial Documents		Requisitioning Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the Documents to the Provincial Governor's Office for assessment and verification	Review and verify completeness of the documents.	None	10 mins	Assigned Staff/ Personnel
	Receives and records the financial document and forward to the Provincial Governor / Administrator for further review and approval.	None	15 mins	Provincial Governor/ Provincial Administrator
	Approve/disapprove the Administrative Documents			
Receive the Financial Documents	Releases the Financial Documents.	None	5 mins	Assigned Staff/ Personnel
<b>TOTAL</b>		<b>None</b>	<b>30 mins</b>	







**PROVINCIAL VICE GOVERNOR'S OFFICE  
(VGO)**

**CITIZEN'S CHARTER**



## **Provincial Vice Governor's Office (VGO)**

### **I. Mandate**

Preside over regular and special sessions of the Sangguniang Panlalawigan and exercise the functions of the Provincial Governor in case of temporary vacancy as provided for in Section 46 of RA 7160 and perform other functions in accordance with RA 7160, other existing laws, ordinances, and other legitimate demand of the private sector.

### **II. Vision**

A proactive and progressive leadership in the Legislative Branch of the Provincial Government that fully supports the holistic development of the province and its constituents through the enactment of high-quality legislation.

### **III. Mission**

- Steer the Sangguniang Panlalawigan in passing resolutions and ordinances that are responsive to the needs of its constituents and administration of the province.
- Nurture partnership with all sectors of the society and promote participatory governance in the existence in the exercise of legislative functions.
- Exercise general supervision over the Legislative Branch of the Provincial Government of Surigao del Sur and promote the development of employees' skills and capabilities.
- Extend the most effective and efficient services within the reach of its resources to the Sangguniang Panlalawigan, the employees, clientele, and the people of Surigao del Sur.

### **IV. Service Pledge**

We, the men and women of the Provincial Vice Governor's Office, hereunto set our hands, declare our commitment to abide by the provisions of the Vice Governor's Office Citizen Charter and give our finest skills and talents in upholding the principles of commitment to public interest, professionalism, justness, integrity, accountability, and transparency in the delivery of public service and ensure courtesy, promptness, and sufficiency, as well as demonstrate efficiency and wisdom in the conduct and management of public affairs. So, we pledge.



**PROVINCIAL VICE GOVERNOR'S OFFICE  
(VGO)**

**EXTERNAL SERVICES**

## 1. LEGISLATIVE MATTER AND OPERATION I

Guided by Section 16 of RA 7160 and its Mission in steering the Sangguniang Panlalawigan in passing Resolutions and Ordinances which are responsive to the needs of the constituents and the administration of the province and to nurture partnership with all sectors of the society and promote participatory governance in the exercise of legislative functions.

<b>Office/Division:</b>	<b>LEGISLATIVE, TECHNICAL DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizens			
<b>Who may avail:</b>	MLGU, CLGU, BLGU, Business Community, Duly Registered Associations/Groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Requests/Resolutions		From their respective: 1) Municipal Council; 2) City Council; 3) Barangay Council; 4) Board Resolution		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter Request or Resolution for Legislation	1. Receive, Record and Forward to the Office In-Charge	None	5 Minutes	<i>LLSE II</i>
	2. Review the letter request, make the necessary indorsement letter and forward the same to the concerned agency/SP committee	None	10 Minutes	<i>LLSO V</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Minutes</b>	

## 2. PUBLIC INFORMATION, SOCIAL AND CULTURAL SERVICES

Guided by Section 16 of RA 7160 and its Mission in steering the Sangguniang Panlalawigan in passing Resolutions and Ordinances which are responsive to the needs of the constituents and the administration of the province and to nurture partnership with all



sectors of the society and promote participatory governance in the exercise of legislative functions.

<b>Office/Division:</b>	<b>PUBLIC INFORMATION ASSISTANCE DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizens			
<b>Who may avail:</b>	MLGU, CLGU, BLGU, Business Community, Duly-Registered Associations/Groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Requests/Invitation Letters		From your respective: 1) Municipal Council; 2) City Council; 3) Barangay Council; 4) Board Resolution		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter Request or Invitation Letter which require the attendance of the Provincial Vice Governor	1. Receive, Record and Forward to the Office In-Charge	None	5 Minutes	<i>LLSE II</i>
	2. Review the letter request, set customer's expectation, if possible, and forward the same to the Vice Governor's Secretary	None	10 Minutes	<i>LLSO V</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Minutes</b>	

### 3. PROVISION OF SUPPORT AND ASSISTANCE TO DIFFERENT SECTORS IN THE PROVINCE - MEDICAL

Guided by Section 16 of RA 7160 and its Mission in steering the Sangguniang Panlalawigan in passing Resolutions and Ordinances which are responsive to the needs of the constituents and the administration of the province and to nurture partnership with all

sectors of the society and promote participatory governance in the exercise of legislative functions.

<b>Office/Division:</b>	<b>MANAGEMENT AND OPERATION DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	BHW, BNS, BPATS, DAYCARE TEACHERS, Indigent Residents of the Province of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Medical Certificate/Hospital Bill 2. Certificate of Indigency 3. Valid ID		1. Hospital where the patient is confined. 2. Barangay Office where the patient is residing. 3. Any government issued ID.		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter Request along with the requirements to the VGO Front Desk.	1. Receive, Record and Forward to the Office In-Charge  1.1 Review the letter request, set the customer's expectation, if possible, and forward the same to the Vice Governor's Secretary	NONE	5 Minutes  10 Minutes	1. <i>Admin Aide I</i>  1.1 <i>Admin Aide IV</i>
	2. The Vice Governor to approve the request	NONE	2 Days	
	3. Preparation of necessary documents/papers for the claim  3.1 Processing of Financial Claim	NONE	10 Minutes  10 Minutes	LLSO V  LLSE II <i>Admin Aide III</i> <i>Admin Asst. I</i>
2. Client to go back to the Vice Governor's Office to get the Medical Assistance	4. Front Desk to call the client to claim the assistance	NONE	5 Minutes	<i>Admin Aide I</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>2 days and 40 Minutes</b>	

#### 4. PROVISION OF SUPPORT AND ASSISTANCE TO DIFFERENT SECTORS IN THE PROVINCE – BURIAL

Guided by Section 16 of RA 7160 and its Mission in steering the Sangguniang Panlalawigan in passing Resolutions and Ordinances which are responsive to the needs of the constituents and the administration of the province and to nurture partnership with all sectors of the society and promote participatory governance in the exercise of legislative functions.

<b>Office/Division:</b>	<b>MANAGEMENT AND OPERATION DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	BHW, BNS, BPATS, DAYCARE TEACHERS, Indigent Residents of the Province of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original/Certified True Copy of Death Certificate 2. Certificate of Indigency 3. Valid ID		1. LCR – Munisipyo of concerned citizen 2. Barangay Office where the patient is residing. 3. Any government issued ID.		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter Request along with the requirements to the VGO Front Desk.	1. Receive, Record and Forward to the Office In-Charge	None	6 Minutes	1. Admin Aide I
	1.1 Review the letter request, set the customer's expectation, if possible, and forward the same to the Vice Governor's Secretary		10 Minutes	1.1 Admin Aide IV
	2. The Vice Governor to approve the request	None	2 Days	
	3. Preparation of necessary documents/papers for the claim	None	10 Minutes	LLSO V
	3.1 Processing of Financial Claim		10 Minutes	LLSE II Admin Aide III Admin Asst. I

2. Client to go back to the Vice Governor's Office to get the Burial Assistance	4. Front Desk to call the client to claim the assistance	None	5 Minutes	<i>Admin Aide I</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>2 Days and 40 Minutes</b>	

## 5. PROVISION OF SUPPORT AND ASSISTANCE TO DIFFERENT SECTORS IN THE PROVINCE – INFRASTRUCTURE

Guided by Section 16 of RA 7160 and its Mission in steering the Sangguniang Panlalawigan in passing Resolutions and Ordinances which are responsive to the needs of the constituents and the administration of the province and to nurture partnership with all sectors of the society and promote participatory governance in the exercise of legislative functions.

<b>Office/Division:</b>	<b>MANAGEMENT AND OPERATION DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizens			
<b>Who may avail:</b>	MLGU, CLGU, BLGU, Business Community, Duly Registered Associations/Groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request/Resolution 2. Program of Works 3. Valid ID		1. From your respective: 1) Municipal Council; 2) City Council; 3) Barangay Council; 4) Board Resolution 2. Any government issued ID.		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter Request along with the requirements to the VGO Front Desk.	1.1. Receive, Record and Forward to the Office In-Charge	None	7 Minutes	<i>Admin Aide I</i>
	1.1.1. Review the letter request, set the customer's expectation, if possible, and forward the same to the Vice Governor's Secretary		10 Minutes	<i>Admin Aide IV</i>
	1.2. The Vice Governor to approve the request	None	2 Days	

	1.3. Preparation of necessary documents/ papers for the claim	None	10 Minutes	LLSO V
	1.3.1. Processing of Financial Claim		10 Minutes	LLSE II Admin Aide III Admin Asst. I
2. Client to go back to the Vice Governor's Office to get the Infrastructure/ Project Assistance	2.1. Front Desk to call the client to claim the assistance	None	5 Minutes	Admin Aide I
<b>TOTAL</b>		<b>None</b>	<b>2 Days and 40 Minutes</b>	

## 6. PROVISION OF SUPPORT AND ASSISTANCE TO DIFFERENT SECTORS IN THE PROVINCE – OTHER REQUESTS

Guided by Section 16 of RA 7160 and its Mission in steering the Sangguniang Panlalawigan in passing Resolutions and Ordinances which are responsive to the needs of the constituents and the administration of the province and to nurture partnership with all sectors of the society and promote participatory governance in the exercise of legislative functions.

<b>Office/Division:</b>	<b>MANAGEMENT AND OPERATION DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizens			
<b>Who may avail:</b>	MLGU, CLGU, BLGU, Business Community, Duly Registered Associations/Groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request/Resolution 2. Program of Works 3. Valid ID		1. From your respective: 1) Municipal Council; 2) City Council; 3) Barangay Council; 4) Board Resolution 2. Any government issued ID.		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit the Letter Request along with the requirements to the VGO Front Desk.	1. Receive, Record and Forward to the Office In-Charge  1.1 Review the letter request, set the customer's expectation, if possible, and forward the same to the Vice Governor's Secretary	None	3 Minutes  10 Minutes	1. <i>Admin Aide I</i>  1.1 <i>Admin Aide IV</i>
	2. The Vice Governor to approve the request	None	2 Days	
	3. Preparation of necessary documents/papers for the claim  3.1 Processing of Financial Claim	None	10 Minutes  10 Minutes	<i>LLSO V</i>  <i>LLSE II</i> <i>Admin Aide III</i> <i>Admin Asst. I</i>
2. Client to go back to the Vice Governor's Office to get the Infrastructure/ Project Assistance	4. Front Desk to call the client to claim the assistance	None	5 Minutes	<i>Admin Aide I</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days and 40 Minutes</b>	





**PROVINCIAL VICE GOVERNOR'S OFFICE  
(VGO)**

**INTERNAL SERVICES**

## 1. LEGISLATIVE MATTER AND OPERATION II

Pursuant to Republic Act 7160, otherwise known as the Local Government Code of 1991, the Sangguniang Panlalawigan gives authority to the Provincial Governor to transact business for and on behalf of the Provincial Government of Surigao del Sur.

<b>Office/Division:</b>	<b>LEGISLATIVE, TECHNICAL DIVISION</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Different Provincial Departments under the Executive Branch of the Provincial Government of SDS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Requests/Resolutions with the Indorsement of the Provincial Governor		Provincial Governor's Office/Provincial Administrator's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter Request for Legislation with the Provincial Governor's Indorsement	1. Receive, Record and Forward to the Office In-Charge	None	5 Minutes	<i>LLSE II</i>
	2. Review the letter request, make the necessary indorsement letter and forward the same to the concerned agency/SP committee	None	10 Minutes	<i>LLSO V</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Minutes</b>	



**Office of the Secretary to the Tanggapan ng Sangguniang  
Panlalawigan  
(OSSP)**

## **CITIZEN'S CHARTER**



## **Office of the Secretary to the Sangguniang Panlalawigan (OSSP)**

### **I. Mandate**

Perform and exercise duties and functions as provided for in Section 469 of Republic Act 7160 otherwise known as Local Government Code and such other duties and functions as may be prescribed by law or ordinance.

### **II. Vision**

The most admired and excellent workforce in the Provincial Government of Surigao del Sur.

### **III. Mission**

Extend the most Efficient and Effective Services to the Vice Governor, Members of the Sangguniang Panlalawigan, Clientele and the people of Surigao del Sur.

### **IV. Service Pledge**

We, the Men and Women of the Office of the Secretary to the Sangguniang Panlalawigan, hereunto set our hands, declare our commitment to abide by the provisions of the Citizen's Charter and contribute our best skills and talent in upholding the principle of commitment to public interest, professionalism, justness, integrity, accountability and transparency in the delivery of public service and ensure courtesy, promptness, efficiency and wisdom in the conduct and management of public affairs and property. So, we Pledge.



**Office of the Secretary to the Tanggapan ng Sangguniang  
Panlalawigan  
(OSSP)**

**EXTERNAL SERVICES**

## 1. FACILITATES THE REVIEW OF RESOLUTIONS AND ORDINANCES

Legislative action by the Vice Governor and Members of the Sangguniang Panlalawigan on legislations passed by lower Sanggunians as mandated under RA7160.

Office or Division:	<b>Legislative Technical Services Division, Plenary Services Division and Receiving Section</b>			
Classification:	<b>Highly Technical</b>			
Type of Transaction:	<b>G2G/G2C</b>			
Who may avail:	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
▪ Letter/request		▪ Sangguniang Panlungsod/Bayan, Other Agencies, Entities and LGUs		
▪ Approved resolutions/ordinances of concerned LGUs		▪ Sangguniang Panlungsod/Bayan and LGUs		
▪ Attendance Sheets during public hearings/Certification of Posting				
▪ Transmittal				
▪ Minutes of Public Hearing				
▪ Indorsement				
▪ Budget Message (Annual Budget, AIPs)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1.Client submits their ordinances and resolutions together with the pertinent documents anent thereto	1.1 Receives and records document and indorses to the SP Sec/Asec for referral to appropriate committee/s	None	5 minutes	LLSA II LLSE II AA I
2. (wait for legislative action)	2.1 Assign the resolution/ordinances to appropriate SP Committee/s after confirmation from the Majority Floor Leader	None	5 minutes	Secretary to the SP ASec
	2.2 Include the referral in the Calendar of Business for the next session and upload in the Paperless Sessions and Legislative Tracking System.	None	5 days	LLSO V LLSO IV LLSO II AA V
	2.3 LTSD facilitates the conduct of Committee Meetings on the referral.	None	5 days	LLSO V, LLSO II, LLSA I, LLSA I, LLSE II



	2.4 Calendars committee report for 2 <sup>nd</sup> and 3 <sup>rd</sup> and final reading of Resolution affirming/returning for rectification	None	7 days	LLSO V LLSO II LLSA I LLSA I LLSE II
	2.5 Prepares Approved Resolutions and Ordinance.	None	3 days	LLSO V LLSO IV LLSO III LLSA II LLSE II
3. Affix date of time upon receipt of the legislative measure	3.1 Releases approved Resolution to the concerned LGUs.	None	10 minutes	LLSA II LLSE II AAI
	<b>TOTAL</b>	<b>None</b>	<b>20 days and 20 minutes</b>	

## 2. REQUEST FOR ACCREDITATION OF CIVIL SOCIETY AND NON-GOVERNMENT ORGANIZATIONS

Under the Local Code, the Sangguniang Panlalawigan is empowered to accredit CSOs and NGOs.

Office or Division:	<b>Legislative Technical Services Division and Resolutions/Ordinances and Index Division</b>			
Classification:	<b>Highly Technical</b>			
Type of Transaction:	<b>G2C</b>			
Who may avail:	<b>NGOs/CSOs</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
▪ Letter /Resolution				
▪ List of Officers and Member of Organization				
▪ Audited Financial Report duly signed by CPA				
▪ Statement of Financial Condition				
▪ Security and Exchange Commission-Cooperation Development Authority Requirement				
▪ Articles & By Laws				
▪ Treasurer's Certification or Appointment				
▪ Police Clearance				
▪ That the presence of the Officers of the Organization or his duly authorized representative during committee meetings shall be mandatory				
▪ Certificate from the NCIP, Provincial Officer (for org. Seeking accreditation as IPs Organization				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>

1. Submit request to the Office of the Secretary to the SP	1.1 Receives and reviews submitted documents	None	5 Minutes	LLSA II LLSE II AAI
	1.2 If documents are complete, request is recorded in the record book for legislative actions	None	5 minutes	LLSA II LLSE II AAI
	1.3 Assigns the request solution/ordinances to appropriate SP Committee	None	5 minutes	Secretary to the SP ASec. to the SP
	1.4 Includes the referral in the Calendar of Business for the next session and upload the same in the Paperless Sessions and Legislative Tracking System.	None	5 days	LLSO V LLSO IV LLSO II AAV LLSA II LLSA I
	1.5 LTSD facilitates the conduct of Committee Meetings on the referral.	None	5 days	LLSO V, LLSO IV, LLSO II, LLSA II, LLSA I, LLSE II
	1.6 Sends invitations for committee meetings/ public hearing	None	5 days	LLSO V, LLSO IV, LLSO II, LLSA II, LLSA I, LLSE II
2. Attend committee meeting/public hearing	2.1 The concerned committee invites party/ies to public hearing if necessary.	None	1 day	LLSO V LLSO IV LLSO III LLSA II, LLSE II
	2.2 Adoption/approval of the request by the Sangguniang Panlalawigan during Sessions	None	1 to 3 days	LLSO V LLSO IV LLSO III LLSA II LLSE II
	2.3 Prepares Approved Resolutions	None	5 minutes	LLSO V, LLSO IV, LLSO III, LLSA II, LLSE II
3.Claim copy of approved resolution	3.1 Releases approved resolution of accreditation and its certification	None	5 minutes	LLSA II AAI
	<b>Total</b>	<b>None</b>	<b>18 days and 20 minutes</b>	

### 3. REQUEST FOR PROGRAM SERVICES

Facilitate the preparation of the Programs/Invitations to Government Activities of the Provincial Government.

Office or Division:	<b>Management and Operations Division</b>			
Classification:	Highly Technical			
Type of Transaction:	G2G/G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* Program Materials				
* Documents and Details of Activity/Program				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Personally Request the Office	Facilitates the Preparation/Lay out of the Program	Printing Materials	1 to 3 days (depending on the availability of supplies)	Secretary to the SP ASec to the SP AOV AAV ECET I AAV LLSE II
Provide Program materials/printer ink	Prepares draft of Program/finalize and print the same	None	3 days or less (depending on the availability of Supplies or less	-do-
Follow-up and get the Printed Program	-Hand down the Program	None	5 Minutes	-do-
	<b>TOTAL</b>	<b>Printing Materials</b>	<b>6 days and 5 Minutes</b>	

### 4. LIBRARY SERVICES

Provide reading materials to Library users and makes the same convenient and accessible to all Surigaonons.

Office or Division:	<b>Tanggapan ng Sangguniang Panlalawigan</b>			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* Identification Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE

1. Personally request the librarian and present ID	1.1 Facilitates the signing of Researchers/ Students/General Public in the Logbook	None	3 minutes	Secretary to SP ASec to the SP  LLSO V
	1.2 Provides library materials to the requesting party	None	5 minutes	LLSO V
	1.3 Records Borrower's Name in the Borrower's Card	None	3 minutes	LLSO V
2.Affix signature in the Borrower's Card	2.1 Safe keeps the Borrower's Card	None	2 minutes	LLSO V
3.Return the Borrowed books from the Library	3.1 return book card/s at the book pocket and return ID presented by the users	None	10 minutes	LLSO V
	<b>TOTAL:</b>	<b>None</b>	<b>15 minutes</b>	



**Office of the Secretary to the Tanggapan ng Sangguniang  
Panlalawigan  
(OSSP)  
INTERNAL SERVICES**

## 1. ISSUANCE OF POSTING CERTIFICATION ON MINING EXPLORATION AND OTHER LEGISLATIVE DOCUMENTS

Legislative action by the Vice Governor and Sangguniang Panlalawigan on legislations passed by lower Sanggunians as mandated under RA7160.

Office or Division:	<b>Resolutions/Ordinances and Index Division, Records and Receiving Section</b>			
Classification:	<b>Simple</b>			
Type of Transaction:	<b>G2G/G2C</b>			
Who may avail:	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
* Copy of the document for posting * Letter Request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Submit documents for posting	1.1 reviews and verifies submitted documents.	None	5 minutes	Secretary to the SP ASec to the SP
2. Proceed to the Provincial Treasurer's Office for payment of Secretary's Fee	2.1. prepares certificate of Posting to be signed by the Secretary to the Sangguniang Panlalawigan	None	5 minutes	LLSA II AAI
3. Claim copy of certification	3.1. releases a copy of the Certificate of posting upon presentation of official receipt from Provincial Treasurer's Office	1,500.00	5 minutes	LLSA II AAI
	<b>TOTAL:</b>	<b>1,500.00</b>	<b>15 Minutes</b>	

## 2. REQUEST FOR CERTIFIED/TRUE COPY OF RESOLUTIONS/ORDINANCES AND OTHER LEGISLATIVE DOCUMENTS

The Secretary to the SP/Records Officer will certify the Document requested as True Copy based on official records of the Office of the Secretary to the Sangguniang Panlalawigan.



Office or Division:	<b>Resolutions/Ordinances and Index Division, Records and Receiving Section</b>			
Classification:	<b>Simple</b>			
Type of Transaction:	<b>G2G/G2C</b>			
Who may avail:	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
* Letter/request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1.Request for Resolutions/ Ordinances and other public documents	1.1 verifies availability of requested document.	None	2 minutes	Secretary to the SP ASec
	1.2 If the requested documents available, prepares the certification.	None	3 minutes	AO V (Records Officer III)
2. proceed to the Provincial Treasurer's Office for Secretary's Fee	2.1. Releases/certifies the requested document/s to the clients upon presentation of official receipt from Provincial Treasurer's Office	300.00	2 minutes	LLSA II AAI
	<b>TOTAL:</b>	<b>300.00</b>	<b>7 Minutes</b>	

### 3. REQUEST FOR CERTIFICATE OF APPEARANCE

Certificate of Appearance is issued to individuals needing the document that states that he/she appeared in the Office of the Secretary to the Sangguniang Panlalawigan for Official Business.

Office or Division:	<b>Receiving Section</b>			
Classification:	<b>Simple</b>			
Type of Transaction:	<b>G2G/G2C</b>			
Who may avail:	<b>All government personnel</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
* Request Letter * Identification Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>

1. Sign in the client log book with complete details	1.1 after verification and assessment on the purpose of the client	None	3 minutes	LLSA II LLSE II AAI
	1.2 Prepares/encodes certification which indicates the date and purpose and same is forwarded to the SP Sec/Asec for their approval/signature	None	2 minutes	LLSA II Secretary to the SP ASec to the SP
2. claim the requested documents	2.1 Releases certificate of appearance to the client	None	2 minutes	LLSA II AAI
	<b>TOTAL:</b>	<b>None</b>	<b>7 Minutes</b>	



**PROVINCIAL ADMINISTRATOR'S OFFICE  
(PADMO)**

**CITIZEN'S CHARTER**



## **PROVINCIAL ADMINISTRATOR'S OFFICE (PADMO)**

### **I. Mandate**

To formulate Plan, Programs and Policies for an effective management of resources in the pursuit of attaining the Province's Vision, Mission and Goals.

### **II. Vision**

A catalyst for change propelled by enlightened and committed leaders in achieving organizational productivity that will ensure efficient & effective Local Governance.

### **III. Mission**

To provide effective professional and appropriate services, delivering in a working environment that ensures effective management of resources, and attain the Provincial Government of Surigao del Sur's Vision, Mission and Goal.

### **IV. Service Pledge**

We, the Men and Women of the Provincial Administrator's Office, hereunto set our hands, declare our commitment to abide by the provisions of the Citizen's Charter and contribute our best skills and talent in upholding the principle of commitment to public interest, professionalism, justness, integrity, accountability and transparency in the delivery of public service and ensure courtesy, promptness, efficiency and wisdom in the conduct and management of public affairs and property. So, we Pledge.



**PROVINCIAL ADMINISTRATOR'S OFFICE  
(PADMO)**

**INTERNAL SERVICES**

## 1. MANAGEMENT SERVICES (OBR/VOUCHER/PAYROLL)

Review/Check/Audit of Obligation Requests, Disbursement Vouchers and Payrolls, for the Provincial Governor's Approval.

<b>Office/Division:</b>	Provincial Administrator's Office			
<b>Classification:</b>	G2C – Government to Client			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All employees of PGSDS (Regular, Job Order and COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>▪ Obligation Requests</li> <li>▪ Vouchers</li> <li>▪ Payrolls</li> <li>▪ Other Necessary Attachments</li> </ul>		PGSDS Offices/Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OBR/ Voucher/ Payroll	1.1. Receive OBR/ Voucher/ Payroll	None	2 mins	Assigned Staff/ Personnel
	1.2. Encode/Record/ OBR/Voucher/ Payroll	None	5 mins	Assigned Staff/ Personnel
	1.3. Review/Check– OBR/Voucher/ Payroll	None	10 mins	Assigned Staff/ Personnel
	1.4. Forward OBR/ Voucher/ Payroll to the Provincial Administrator	None	1 min	Assigned Staff/ Personnel
	1.5. Approve/Sign OBR/Voucher/ Payroll on behalf of the Provincial Governor	None	5 mins	Provincial Administrator
2. Receives OBR/ Voucher/ Payroll	2.1. Release OBR/ Voucher/ Payroll	None	2 mins	Assigned Staff/ Personnel
<b>TOTAL:</b>		<b>None</b>	<b>25 mins</b>	

## 2. MANAGEMENT SERVICES (TRAVEL ORDERS/ LEAVE APPLICATIONS/ACCOMPLISHMENT REPORTS)

Review/Check/Audit of Travel Oder, Leave Application and Accomplishment Report of Employees.

<b>Office/Division:</b>	Provincial Administrator's Office			
<b>Classification:</b>	G2C – Government to Client			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All employees of PGSDS (Regular, Job Order and COS)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Accomplishment Report</li> <li>Travel Order</li> <li>Leave Application</li> <li>Other Necessary attachments</li> </ul>			PGSDS Offices/Departments	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCES S-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Travel Order/Leave Application/ Accomplishment Report	1.1. Travel Order/Leave Application/ Accomplishment Report	None	2 mins	Assigned Staff/ Personnel
	1.2. Encode/Record/ Travel Order/ Leave Application/ Accomplishment Report	None	5 mins	Assigned Staff/ Personnel
	1.3. Review/Check– Travel Order/ Leave Application/ Accomplishment Report	None	10 mins	Assigned Staff/ Personnel
	1.4. Forward Travel Order/Leave Application/ Accomplishment Report to the Provincial Administrator	None	1 min	Assigned Staff/ Personnel
	1.5. Approve/Sign Travel Order/Leave Application/ Accomplishment Report on behalf of the Provincial Governor	None	5 mins	Provincial Administrator
2. Receives OBR/ Voucher/ Payroll	2.1. Release Travel Order/Leave Application/ Accomplishment Report	None	2 mins	Assigned Staff/ Personnel
<b>TOTAL:</b>		<b>None</b>	<b>25 mins</b>	

### 3. ISSUANCE OF PROVINCIAL IDENTIFICATION CARD

The Provincial Administrator's Office – Information Technology Unit Issues Provincial ID of all Provincial Government Personnel.

<b>Office/Division:</b>	<b>Provincial Administrator's Office – Information Technology Unit</b>
<b>Classification:</b>	G2C – Government to Client



<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All employees of PGSDS (Regular, Job Order and COS)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
E-PDS Account			Online at ( <a href="https://surigaodelsur.gov.ph/pds">https://surigaodelsur.gov.ph/pds</a> )	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RES- PONSIBLE</b>
1. Fill-out and Submit ID Card Information through Electronic Personal Data Sheet (E-PDS) Online	1.1. Reviews and approves duly filled out ID Card Information from E-PDS	None	40 mins	PADMO-ITU Assigned Staff/ Personnel
2. Prepare for Photoshoot	2.1. Takes Photo of the Client	None	10 mins	PADMO-ITU Assigned Staff/ Personnel
3. Provides Signature	3.1. Takes client's electronic signature	None	2 mins	PADMO-ITU Assigned Staff/ Personnel
4. Provide payment for the request	4.1. Receive payment and issue official receipt	100.00		PTO Assigned Staff/ Personnel
5. Provide Official Receipt of the payment	5.1. Receive and input OR number to the system	None	2 mins	PADMO-ITU Assigned Staff/ Personnel
6. Receives the Provincial ID	6.1. Print and Issue ID Card to Client	None	11 mins	PADMO-ITU Assigned Staff/ Personnel
<b>TOTAL:</b>		<b>100.00</b>	<b>1 hour, 5 mins</b>	

#### 4. PROVISION OF INFORMATION TECHNOLOGY RELATED TECHNICAL ASSISTANCE

The Provincial Administrator's Office – Information Technology Unit issues Provincial ID performs technical assistance services as per request by the Offices of the PLGU.

<b>Office/Division:</b>	<b>Provincial Administrator's Office – Information Technology Unit</b>
<b>Classification:</b>	G2G – Government to Government

<b>Type of Transaction:</b>	Complex			
<b>Who may avail:</b>	All employees of PGSDS (Regular, Job Order and COS)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form		PADMO-ITU Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out service Request Form	1.1 Receives and reviews duly filled out request form by requesting PLGU Offices	None	10 minutes	PADMO-ITU Assigned Staff/Personnel
	1.2 Performs requested task	None	Printer Repair (3 days) Computer/Laptop Repair (3 days) Network Repair (3 days) System Failures (3 days) Database Retrieval (1 day) Software Solutions (2 months)	PADMO-ITU Assigned Staff/Personnel
Receive the service	Deliver the service	NONE	5 mins	PADMO-ITU Assigned Staff/Personnel
<b>TOTAL:</b>		<b>None</b>	<b>3 days and 5 minutes</b>	



**PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE  
(PHRMO)**

**CITIZEN'S CHARTER**



# **Provincial Human Resource Management Office (PHRMO)**

## **I. Mandate**

The Provincial Human Resource Management Office (PHRMO) oversees the performances of the agency's human resources and align the human asset management policies, plans, programs, and practices with the strategic direction of the agency.

## **II. Vision**

To establish the highest standard of professionalism through a dynamic and highly productive human resource.

## **III. Mission**

Build a highly competent and responsive human resource pool for all departments, units, and instrumentalities of the Provincial Government of Surigao del Sur and create avenues for career development through continuous learning, reinforced by rewards and recognition, to further boost employee performance and contribute more to the achievement of the Provincial thrusts and goals.

## **IV. Service Pledge**

We, the Men and Women of the Provincial Human Resource Management Office, commit to:

We commit to:

1. Build a highly competent workforce towards efficient and effective workforce (RSP).
2. Ensure alignment and achievement of individual employee performance commitments to the strategic directions of the agency (PM).
3. Address workforce competency gaps through learning and development interventions (L&D).
4. Recognize individual and collective achievements and contribution of employees (R&R).



**PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE  
(PHRMO)**

**INTERNAL SERVICES**

## 1. SECURING CERTIFICATE OF EMPLOYMENT, SERVICE RECORD, AND OTHER PERSONNEL RECORDS

The Certificate of Employment, Service Record, and other Personnel Records are issued to employees of PGSDS who are requesting/needing the documents for their personal record and reference purposes. Certificate of Employment is issued to affirm the validity of employment of the requesting employee. Service Record, on the other hand, is issued to PGSDS employees to affirm their services as an employee of PGSDS.

<b>Office/Division:</b>	<b>Provincial Human Resource Management Office/ Administrative Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Permanent Employees, Contract of Service, and Job Orders of PGSDS			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
By concerned parties involved: 1. Accomplished PHRMO Service Request Form 2. Securing of Filing Fee			PHRMO Receiving and Releasing Window Provincial Treasurer's Office	
By authorized representative of the parties concerned, authorized Liaison Officer of offices or any person authorized:  1. Accomplished PHRMO Service Request Form 2. Scanned copy of any valid original ID (front and dorsal side) of the concerned party; 3. Authorization letter from the requesting party concerned; 4. Scanned copy of any valid original ID (front and dorsal side) of the representative 5. Securing of Filing Fee			PHRMO Receiving and Releasing Window From Authorized Representative  From Authorized Representative  From Authorized Representative  Provincial Treasurer's Office	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Filing and Submission of Request form	1. Staff-in-charge provides the client with Service Request form	None	1 minute	<i>PHRMO Assigned Staff/Personnel</i>
2. Pay*** the corresponding fee (upon claiming the requested documents)	2. Process payment and issue Official Receipt (O.R.)	PhP 200.00	3 Minutes	<i>Cashier Prov'l Treasurer's Office</i>
3. Submission of Service Request Form to Officer In-	3. Staff-in-charge hand over the Service Request Form to Officer-In-Charge for	None	1 minute	<i>Assigned Staff/ Personnel Admin. Officer II Admin. Officer V</i>

Charge for Certificate of Employment	the preparation of Certificate of Employment			
	4. Officer-in-charge prepares the Certificate of Employment/Service Record/other Personnel Records and secures the signature of the Head of Office/Asst. Head of Office	None	3 Minutes	<i>Admin. Officer II Admin. Officer V PHRM Officer APHRM Officer</i>
4. Receive the approved/signed Certificate of Employment/Service Record/Other Personnel Records	5. Applicant receives the Certificate of Employment/Service Record/Other Personnel Records	None	1 Minute	<i>PHRMO Assigned Staff/Personnel</i>
<b>TOTAL</b>		<b>PhP 200.00</b>	<b>Average of 8 Minutes</b>	

## 2. PROCESSING OF WEB-BASED LEAVE APPLICATIONS

The Processing of Web-Based Leave Applications is undertaken by the respective offices personnel assigned by accessing and applying in the Web-based Leave Management System (LMS).

The Web-based Leave Management System (LMS) was purposely implemented to centralize leave tracking, simplify leave approvals, and easy maintenance of a complete record of employee leave data. It provided every employee with a comprehensive leave management system and empowering them to apply for leave seamlessly.

Office/Division:	Provincial Human Resource Management Office/ Administrative Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	Permanent Employees of PGSDS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
By concerned parties involved:  1. Online Application of Leave Applications by respective offices  2. Signing of Certification of Leave Credits by PHRM Officer		Employee to apply for Leave with their respective office assigned personnel at the Web-based LMS.	



3. Leave Application signed and recommended for approval by PHMR Officer 3. Approval of Leave Application by the Provincial Governor		PHRMO Receiving, Certifying, and Signing online of the received leave applications.  Respective Offices assigned personnel print and processed the leave applications for approval of the Provincial Governor		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Filing and submission of Leave application with documentary requirements	1. Respective Offices Staff-in-charge apply online the applications for leave	None	3 minutes	<i>Applicant Employee and Assigned Staff</i>
	2. PHRM Officer received, reviewed, certified/signed online the leave applications	None	1 day	<i>PHRM Officer/ Assigned Officer</i>
	3. Respective Offices Staff-in-Charge printed the certified/signed Leave Applications by PHRM Officer	None	2 minutes	<i>Assigned Staff/ Personnel per Office</i>
	4. Respective Officer Staff-in-Charge processed the printed leave applications for approval of the Provincial Governor	None	1 hour	<i>Assigned Staff/ Personnel per Office Provincial Governor/ Provincial Administrator (designated by the Provincial Governor)</i>
<b>TOTAL</b>		<b>None</b>	<b>1 day, 1 hour and 5 minutes</b>	

### 3. APPROVAL OF GSIS LOAN APPLICATION VIA ELECTRONIC ONLINE

GSIS Touch or GSIS Kiosk for loan application provides members for easy access. It provides the convenience and ease by eliminating visits to GSIS branches and sub-offices as it provided members with all the services that GSIS is providing such as access to records, do loans tentative computation, apply for a loan and monitor loan status of GSIS members.

<b>Office/Division:</b>	<b>Provincial Human Resource Management Office/ Agency Authorized Officer (AAO)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Permanent Employees of PGSDS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must have applied for Consolidated, Multi-Purpose, Policy, Emergency, and other Loan Services of the GSIS at the GSIS Kiosk or GSIS Touch/Online System  2. Submitted all the required documents for endorsement of agency AAO		GSIS Kiosk or GSIS Touch/Online System  Respective Offices/Departments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Application and submission of online loan application	1. Access the GSIS Agency Authorized Officer Website	None	10 Minutes	<i>Agency Authorized Officer (AAO)</i>
2. Submit required documents by AAO	2. Check the submitted required documents	None	5 Minutes	<i>Agency Authorized Officer (AAO)</i>
	3. Approve loan for qualified applicants	None	5 Minutes	<i>Agency Authorized Officer (AAO)</i>
<b>TOTAL</b>		<b>None</b>	<b>Average of 20 Minutes</b>	

#### 4. PRINTING AND RELEASING OF DAILY TIME RECORDS (DTRs)

A Daily Time Record (DTR) of all the permanent, job orders, and contract of services personnel of PGSDS is printed centrally at the PHRMO. With the printed DTRs of the PGSDS personnel, salaries will be processed and at the same time the document provided with important information as to how the employees are performing as reflected in the time, he/she has worked for PGSDS.

<b>Office/Division:</b>	Provincial Human Resource Management Office/ Administrative Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizens		
<b>Who may avail:</b>	Permanent, Job Orders, and Contract of Service Personnel of PGSDS		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
By concerned parties involved:		PHRMO Receiving and Releasing Window	
1. Accomplished PHRMO Service Request Form			

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Filing and Submission of Request form	1. Staff-in-charge provides the client with Service Request Form	None	1 minute	<i>PHRMO Assigned Staff/Personnel</i>
	2. Staff-in-charge hand over the Service Request Form to DTR Personnel-In-Charge for printing of the document	None	1 Minute	<i>PHRMO Assigned Staff/Personnel</i>
	3. Printing of DTRs	None	3 Minutes	<i>PHRMO Assigned Staff/Personnel</i>
2. Receive requested DTRs	4. Printed DTRs released to client	None	2 Minute	<i>PHRMO Assigned Staff/Personnel</i>
<b>TOTAL</b>		<b>None</b>	<b>Average of 7 Minutes</b>	

## 5. PREPARATION, PRINTING, AND RELEASING OF JOB ORDERS AND CONTRACT OF SERVICES

The preparation and processing of the Job Orders (JOs) and Contract of Services (COS) is lodge with the PHRMO after considering the recommendation of respective PGSDS offices and upon approval of the Provincial Governor.

The Contract of Service (COS) of PGSDS are engaged to undertake specific work or job requiring special and technical skills not available in the agency and are going to accomplish a certain responsibility within a specific period.

The Job Orders (JOs) of PGSDS are hired by the agency to do a piece of work or intermittent job of short duration not exceeding six (6) months and paid daily.

Office/Division:	Provincial Human Resource Management Office/ Administrative Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Permanent, Job Orders, and Contract of Service Personnel of PGSDS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
By concerned parties involved:		PHRMO Receiving and Releasing Window
1. Accomplished PHRMO Service Request Form		

2. List of Recommended Job Orders and Contract of Service 3. Approval of the Provincial Governor				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Filing and Submission of Request form	1. Staff-in-charge provides the client with Service Request Form	None	1 minute	PHRMO Assigned Staff/Personnel
	2. Staff-in-charge hand over the Service Request Form to Personnel-In-Charge in the preparation of JOs and COS	None	1 Minute	PHRMO Assigned Staff/Personnel
2. Submission of List of Recommended JOs and COS by respective offices and approval of the Provincial Governor	3. Encoding of submitted list of recommended by offices and approved by the Provincial Governor JOs and COs	None	5 Minutes	PHRMO Assigned Staff/Personnel
	4. Printing of submitted recommended and approved JOs and COS	None	2 Minutes	PHRMO Assigned Staff/Personnel
4. Receive the printed JOs and Cos for processing and signing of authorized personnel	5. Releasing of printed JOs and COs	None	1 Minute	PHRMO Assigned Staff/Personnel
<b>TOTAL</b>		<b>None</b>	<b>Average of 10 Minutes</b>	

## 6. HIRING/PROMOTION OF PLANTILLA POSITIONS

Vacant positions in the career service, including vacant executive/managerial positions in the second level are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers, shall be published and posted in three (3) conspicuous places.

The printed copy shall be posted at the CSC FO Bulletin Board, PHRMO Bulletin Board, and PGSDS Lobby Posting Area. The electronic copy shall be posted at the CSC Portal, PHRMO Facebook Page and Job Street Web Page.

<b>Office/Division:</b>	<b>Provincial Human Resource Management Office/</b>
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	<b>Recruitment, Selection and Placement (RSP) Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All citizens/individuals who will pass the required qualifications and documents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
By applicants: a. Application Letter b. Duly Filled Up Personnel Data Sheet (PDS) together with the following attachments: <ul style="list-style-type: none"> <li>– Diploma and Transcript of Records (first and second level positions)</li> <li>– Form 138 or Certification from school for positions requiring completion of elementary and high school course</li> <li>– Eligibility – for positions requiring license or eligibility</li> <li>– Training Certificates – for positions requiring training</li> <li>– Work Experience Sheet</li> <li>– Rated IPCR (required rating period) – at least Satisfactory Rating</li> </ul>			<ul style="list-style-type: none"> <li>▪ Personal File of Applicants</li> <li>▪ From respective offices</li> </ul>	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required application documents	1. Staff-in-charge stamped as received the submitted application documents	None	1 minute	<i>PHRMO Assigned Staff/Personnel</i>
	2. Staff-in-charge hand over the received application documents to the officer in-charge for applicants profiling	None	1 Minute	<i>PHRMO Assigned Staff/Personnel</i> <i>Admin. Officer II</i>
	3. Conduct Individual Profiling of applications received	None	2 Minutes per applicant	<i>Admin. Officer II</i>
	4. Conduct of Pre-Assessment by HRMPSB	None	1 day	<b>HRMPSB Members</b>
	5. Inform the applicants of the status of his/her application	None	1 day	<i>Admin. Officer II</i>
	6. Inform the qualified applicants on the schedule of interview	None	3 minutes per applicant	<i>Admin. Officer II</i>
	7. Actual interview of qualified applicants	None	1 day	<b>HRMPSB Members</b>

	8. Inform the interviewed applicants of the result of the interview	None	1 day	<i>Admin. Officer II</i>
<b>TOTAL</b>		<b>None</b>	<b>Average of 4 days &amp; 7 Minutes</b>	

## 7. PROCESSING AND SUBMISSION OF APPOINTMENTS

The Provincial Government of Surigao del Sur take cognizance of the importance of taking appropriate action on all appointments and other personnel matters in the Civil Service.

<b>Office/Division:</b>	<b>Provincial Human Resource Management Office/ Recruitment, Selection and Placement (RSP) Division</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizens		
<b>Who may avail:</b>	All applicants who passed the interview and is/are appointed by the Appointing Authority		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
By appointees: a. For Original Appointees with required eligibility: <ul style="list-style-type: none"> <li>– Personal Data Sheet with extra sheet</li> <li>– Authenticated Certificate of Live Birth</li> <li>– Authenticated Certificate of Marriage (if married)</li> <li>– C.A.V. of TOR (original)</li> <li>– Authenticated Transcript of Records</li> <li>– Authenticated Certificate of Eligibility</li> <li>– Authenticated: PRC License; Board Rating; Certificate of Registration</li> <li>– Medical Certificate (Original): Urinalysis, Blood Test, Chest X-Ray, Drug Test, Neuro-Psychiatric Examination</li> <li>– NBI Clearance</li> <li>– GSIS Membership Form</li> </ul> b. For Original Appointees – non-eligibility required. <ul style="list-style-type: none"> <li>- Personal Data Sheet with extra sheet</li> <li>- Authenticated Certificate of Live Birth</li> <li>- Authenticated Certificate of Marriage (if married)</li> <li>- Medical Certificate (Original): Urinalysis, Blood Test, Chest</li> </ul>		<ul style="list-style-type: none"> <li>▪ Personal File of Appointees</li> <li>▪ From Schools/agencies</li> <li>▪ From respective offices</li> </ul>	

X-Ray, Drug Test, Neuro-Psychiatric Examination - NBI Clearance - GSIS Membership Form c. Appointees for promotion <ul style="list-style-type: none"> <li>– Personal Data Sheet with extra sheet</li> <li>– C.A.V. of TOR (Original)</li> <li>– Authenticated Transcript of Records</li> <li>– Authenticated Certificate of Eligibility</li> <li>– Authenticated: PRC License, Board Rating, Certificate of Registration</li> <li>– Neuro-Psychiatric Exam</li> <li>– IPCR – original (required rating period)</li> <li>– Clearance and Service Record</li> </ul>				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
	1. Preparation and printing of appointment	None	30 minutes per appointee	SAO
	2. Signing of Appointment by the Appointing Authority	None	1 day	<i>Provincial Governor</i>
	3. Inform the appointees of the required documents for submission	None	5 Minutes per appointee	<i>Admin. Officer IV</i>
1. Submission of the required documents	4. Review/Assess the completeness and correctness of the submitted documents	None	30 Minutes per appointee	<i>Admin. Officer IV</i>
	5. For incomplete submitted documents: call the appointee for the submission of the lacking documents and the reglementary period of submission	None	5 Minutes per appointee	<i>Admin. Officer IV</i>
	6. Photocopying and stamping of appointment documents	None	20 Minutes per Appointee	<i>Admin. Officer IV</i>
	7. Endorsement of appointment documents to PHRM Officer for signature	None	1 Minute	<i>Admin. Officer IV</i>
	8. Signing of endorsed appointment documents	None	1 Minute per appointee	<i>PHRM Officer</i>
	9. Sorting and Final Checking of all the appointment documents	None	1 hour	<i>Admin. Officer IV</i>
	10. For appointee with deficiencies of the documents submitted:	None	5 Minutes per appointee	<i>Admin. Officer IV</i>



	inform the appointee of the deficiency and the reglementary period to comply			
	11. Final checking of the appointment documents due for CSC submission by the RSP Division Chief	None	15 Minutes per appointee	SAO
	12. Final checking of the appointment documents due for CSC submission by the Asst. PHRM Officer	None	15 Minutes per appointee	Asst. PHRM Officer
	13. Final checking of the appointment documents due for CSC submission by the PHRM Officer	None	15 Minutes per appointee	PHRM Officer
<b>TOTAL</b>		<b>None</b>	<b>Average of 1 day, 3 hours &amp; 37 minutes</b>	

## 8. PROCESSING OF REQUEST OF CERTIFICATION FOR CAPACITY DEVELOPMENT INTERVENTIONS

Human resources are undoubtedly the key resources in an organization, the easiest and the most difficult to manage. The performance of any institution or office depends largely on how its human resources perform to deliver their institutional programs and services.

To develop, manage and optimally use the knowledge, skills, creativity, aptitude and talent of human resources is the important key towards strengthening the institution/agency and further provide/implement efficiently and effectively the needed programs and services of the constituents/clients of the agency.

<b>Office/Division:</b>	<b>Provincial Human Resource Management Office/ Learning and Development (L&amp;D) Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All PGSDS Personnel (Permanent, JOs, and COS)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>▪ Permission to Travel Order</li> <li>▪ Travel Order</li> <li>▪ Call Order/Invitation from Sponsoring Agency</li> </ul>			<ul style="list-style-type: none"> <li>▪ Office/Office Head</li> </ul>	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submission of documents from requesting Office	1. Receives request for attendance of office personnel in Capacity Development interventions	None	1 Minute	<i>PHRMO Assigned Staff/Personnel</i>
	2. Staff-in-charge hand over the Request for Training to L&D Division Personnel	None	1 Minute	<i>PHRMO Assigned Staff/Personnel</i>
	3. L&D Personnel verify the CapDev Intervention attended/to be attended in the Capacity Development Plan	None	4 Minutes	<i>L&amp;D Division Personnel Admin. Officer V</i>
	4. Recommends to the PHRM Officer to certify that the L&D course/training is included in the CapDev Plan of PGSDS	None	2 Minutes	<i>L&amp;D Division Personnel Admin. Officer V</i>
	5. Signing of Capacity Development Certification	None	1 Minute	<i>PHRM Officer Asst. PHRM Officer SAO</i>
2. Received the Travel Order with Capacity Development Certification	6. Released the Travel Order with Capacity Development Certification	None	1 minute	<i>PHRMO Assigned Staff/Personnel</i>
<b>TOTAL</b>		<b>None</b>	<b>Average of 10 minutes</b>	

## 9. REQUEST FOR REVIEW/COACHING ON THE PREPARATION OF OPCR<sub>s</sub> AND IPCR<sub>s</sub>

The PGSDS takes cognizance on the importance of the performance of its workforce as a major contributory factor in the attainment of the Strategic Direction of the agency. Thus, it is important to provide each employee with the basic knowledge on how to assess their respective performances through the use of the tools of Strategic Performance Management System (SPMS)

<b>Office/Division:</b>	<b>Provincial Human Resource Management Office/ Planning, Audit and Evaluation Division (PAED)</b>
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All PGSDS Personnel (Permanent, JOs, and COS)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
▪ Letter Request from the Office/Department Head			▪ Office/Office Head	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Letter Request from requesting Office	1. Receives request for OPCR & IPCR Coaching/Re-Orientation	None	1 Minute	<i>PHRMO Assigned Staff/Personnel</i>
	2. Staff-in-charge hand over the Request for OPCR & IPCR Coaching/Re-Orientation to PHRM Officer	None	1 Minute	<i>PHRMO Assigned Staff/Personnel</i>
	3. PHRM Officer call the attention of the PAED Personnel to discuss on the received request	None	15 Minutes	<i>PHRM Officer PAED Personnel SAO Admin. Asst. II</i>
	4. PAED Personnel prepares for the technical and logistical support for actual conduct of the requested coaching	None	1 day	<i>PAED Personnel SAO Admin. Asst. II</i>
2. Requesting Office participated in the actual conduct of the requested coaching	5. PAED Personnel provides the actual technical support in the conduct of OPCR & IPCR preparation coaching/SPMS Re-Orientation	None	2 days	<i>PAED Personnel SAO Admin. Asst. II</i>
	6. Preparation of Training Report	None	2 days	<i>Admin. Asst. II</i>
	7. Review and recommends to PHRM Officer approval of the Training Report	None	30 minutes	<i>SAO</i>
	8. Approval of the Training Report	None	5 Minutes	<i>PHRM Officer</i>
<b>TOTAL</b>		<b>None</b>	<b>Average of 5 days &amp; 52 minutes</b>	

## 10. PROCESSING OF LOYALTY AWARD INCENTIVES FOR RETIRING EMPLOYEES

In grateful recognition of the services rendered of the retiring employees, PGSDS is providing a Loyalty Award Incentives. A loyalty pay is granted to all qualified permanent employees of PGSDS, who rendered ten (10) years of continuous and satisfactory service in the government.

<b>Office/Division:</b>	<b>Provincial Human Resource Management Office/ Planning, Audit and Evaluation Division (PAED)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All PGSDS Retiring Permanent Employees (Mandatory and Optional)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>▪ Application for Retirement (Optional Retirement)</li> <li>▪ Approval by the Provincial Governor (Optional Retirement)</li> <li>▪ Signed Clearance</li> <li>▪ Service Record</li> </ul>			<ul style="list-style-type: none"> <li>▪ Personal File</li> <li>▪ PHRMO</li> <li>▪ PGSO</li> <li>▪ PTO</li> <li>▪ PACCO</li> </ul>	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIB LE</b>
1. Submission of Application for Retirement (Optional Retirement)	1. Receives application for retirement (optional retirement)	None	1 Minute	<i>PHRMO Assigned Staff/ Personnel</i>
	2. Staff-in-charge hand over the application for retirement to personnel in-charge for recording purposes	None	1 Minute	<i>PHRMO- PAED Assigned Staff/ Personnel</i>
	3. Personnel in-charge for recording of applications for retirement turn-over the document to PHRM Officer for information and action	None	1 Minute	<i>PHRMO- PAED Assigned Staff/ Personnel</i>
	4. PHRM Officer advise the personnel to submit the application to the	None	1 Minute	<i>PHRM Officer</i>

	Provincial Governor for approval			
	5. PAED Personnel inform the Service Record in-charge for the printing of Service Record of Retiring Employees	None	1 Minute	<i>PAED Personnel</i>
	6. Printing of Service Record and submission to PHRM Officer or Asst. PHRM Officer for approval/signing	None	3 Minutes	<i>Admin. Officer V</i>
	7. Signing of Certification for the Grant of Cash Loyalty Incentive Award	None	1 Minutes	<i>PHRM Officer</i> <i>APHRM Officer</i>
	8. Turn-over of signed Service Record to PAED Personnel for the preparation of Certification for the Grant of Cash Loyalty Incentive Award	None	1 Minute	<i>PHRMO Assigned Staff/ Personnel</i>
	9. Preparation of Certification for the Grant of Cash Loyalty Incentive Award and Financial documents for the processing of the Incentive	None	10 Minutes	<i>PAED Personnel</i> <i>SAO</i>
	10. Processing of Financial documents for Cash Loyalty Incentive Award of retiring employees	None	5 days	<i>Admin. Aide IV</i>
2. Retiring Employees receive/claim the Cash Loyalty Incentive Award	11. Provincial Treasurer's Office (PTO) released the Cash Loyalty Incentive Award of retiring employees	None	5 Minutes	<i>PTO Assigned Staff/ Personnel</i>

<b>TOTAL</b>	<b>None</b>	<b>Average of 5 days &amp; 25 minutes</b>
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## 11. PROCESSING OF SALAMAT-MABUHAY PROGRAM SUPPORT FOR RETIRING EMPLOYEES

The “Salamat-Paalam” Program is a simple but meaningful ceremony held in honor of retirees, whether under optional or compulsory retirement. During the ceremony, all retirees will be given a plaque of appreciation/recognition signed by the Provincial Governor, and other awards and/or token as may be deemed proper by offices concerned. Offices/Departments of the Provincial Government of Surigao del Sur (PGSDS) shall, likewise, ensure that the retirees are issued their retirement benefits during the Ceremony or on the date of their retirement.

The “Salamat-Paalam or Salamat-Mabuhay” Program aimed to recognize the dedication and commitment of retiring employees of the Provincial Government of Surigao del Sur as mandated by CSC MC No. 7, series of 1998. Financial support is provided for the conduct of a simple send-off ceremony at the venue of retiree’s choice where officemates, friends, family, and relatives are invited and shall witness and enjoy the program activities.

<b>Office/Division:</b>	<b>Provincial Human Resource Management Office/ Administrative Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All PGSDS Retiring Permanent Employees (Mandatory and Optional)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>▪ Signed Clearance</li> <li>▪ Service Record</li> </ul>			<ul style="list-style-type: none"> <li>▪ PHRMO</li> <li>▪ PGSO</li> <li>▪ PTO</li> <li>▪ PACCO</li> </ul>	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of request from the office of the retiring employees together	1. Receives request for the from the office of the retiring employees	None	1 Minute	<i>PHRMO Assigned Staff/Personnel</i>

with required documents	together with required documents			
	2. Staff-in-charge hand over the request to personnel in-charge for the Mabuhay-Salamat Program	None	1 Minute	<i>PHRMO Assigned Staff/Personnel</i>
	3. Personnel in-charge for Salamat-Mabuhay Program prepares financial documents for the processing of the Financial Support	None	5 Minutes	<i>Admin. Officer II</i>
	4. Personnel In-charge for Salamat-Mabuhay Program inform PAED personnel for the preparation of Activity Design	None	1 Minute	<i>Admin. Officer II</i>
	5. PAED Personnel prepare, print, and submit the activity design to Personnel In-Charge	None	5 Minutes	SAO
	6. Personnel in-charge for Salamat-Mabuhay Program turn-over the financial documents to assigned staff for processing	None	1 Minute	<i>Admin. Officer II</i>
	7. Submission of Salamat-Mabuhay financial documents to PBO	None	5 Minutes	<i>Admin. Aide IV</i>
2. Respective Offices – Liaison Officers/Staff to follow-up the processing of the financial documents	8. Inform respective offices personnel/ staff in charge to follow up the financial documents submitted to PBO	None	1 Minute	<i>Admin. Officer II</i>
<b>TOTAL</b>		<b>None</b>	<b>Average of 20 minutes</b>	





**PROVINCIAL LEGAL OFFICE  
(PLO)**

**CITIZEN'S CHARTER**





## **Provincial Legal Office (PLO)**

### **I. Mandate**

The Provincial Legal Office (PLO) as mandated by the Local Government Code of 1991 shall take charge of the legal services, provide legal assistance, support the Provincial Governor in legal matters arising from the development and implementation of the plans, programs, projects, and services of the Provincial Government.

### **II. Vision**

To establish a fast and reliable legal service consistent with the commitment to provide legal support to the Provincial Government of Surigao del Sur by ensuring the highest standard of professionalism, integrity, and excellence.

### **III. Mission**

The PLO Management and Staff commits to provide outstanding quality of legal assistance and services to its clientele in accordance with the existing laws and regulations.

### **IV. Service Pledge**

We, the men and women of the Provincial Legal Office, hereunto set our hands, declare our commitment to abide by the provisions of the Provincial Legal Office Citizen's Charter and give our finest skills and talents in upholding the principles of commitment to public interest, professionalism, justness, integrity, accountability, and transparency in the delivery of public service and ensure courtesy, promptness, and sufficiency, as well as demonstrate efficiency and wisdom in the conduct and management of public affairs. So, we pledge.



**PROVINCIAL LEGAL OFFICE  
(PLO)**

**EXTERNAL SERVICES**

## 1. REPRESENT THE LGU'S IN ALL CIVIL ACTIONS AND SPECIAL PROCEEDINGS WHEREIN THE LGU IS A PARTY

The Provincial Legal Office shall represent the Provincial Government of Surigao del Sur in all Civil Actions and Special Proceedings wherein PGSDS is a party.

<b>Office/Division:</b>	<b>Provincial Legal Office</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government and G2C -Government to Citizen			
<b>Who may avail:</b>	LGU's and Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		PLO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Sign Log Book at the office entrance.	1. Receives and reviews duly filled out request form by requesting PLGU Offices	None	1 minute	Assigned Staff/Personnel
2. Approach the Secretary	2. Interview the client and get a summary of issue	None	10 minutes	Administrative Officer V
3. Approach the Provincial Legal Officer	3. Give advise on things to do relative to the problem brought to PLO	None	30 minutes	Provincial Legal Officer
4. Client is advised to go back at the office after 15 days for filing the case.	4. Conduct research	None	2 to 5 days	Provincial Legal Officer
	5. Prepare answer or complaint, get affidavits of witnesses, prepare relevant documents as evidence, etc.	None	2 to 15 days	Provincial Legal Officer

5. Client will sign the complaint or answer	6. Ask the client to sign the answer or complaint	None	10 minutes	Administrative Officer V
6. The answer or complaint will be filed at the court	7. Appear as counsel in court or in any forum/attend hearings	None	5 hours to 1 day	Provincial Legal Officer
<b>TOTAL</b>		<b>None</b>	<b>Average: 20 days</b>	



**PROVINCIAL LEGAL OFFICE  
(PLO)**

**INTERNAL SERVICES**

# 1. INVESTIGATE OR CAUSE TO BE INVESTIGATED ANY LOCAL OFFICIAL OR EMPLOYEE FOR ADMINISTRATIVE NEGLIGENCE OR MISCONDUCT IN OFFICE

The Provincial Legal Office through the Provincial Legal Officer shall investigate or cause to be investigated any local official or employee for administrative neglect or misconduct in office and recommend appropriate action to the governor or sanggunian.

<b>Office/Division:</b>	<b>Provincial Legal Office</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government and G2C -Government to Citizen			
<b>Who may avail:</b>	LGU's and Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Sworn letter-complaint. (3 copies)		Requesting Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign Logbook at the office entrance.	1. Give the logbook to the client.	None	1 minute	Assigned Staff/Personnel
2. Approach the Secretary	2. Interview the client and get a summary of issue	None	5 minutes	Administrative Officer V
3. Approach the Provincial Legal Officer	3. Accept the complaint	None	1 minute	Provincial Legal Officer
	4. Go over the complaint if sufficient in form and substance	None	1 day	Provincial Legal Officer
	5. Require the respondent to submit an answer within 72 hours	None	2 hours	Provincial Legal Officer
	6. After receipt of the answer, decide if respondent will be formally charge, otherwise complaint will be dismissed	None	5 minutes	Provincial Legal Officer
	7. Send the formal charge to the respondent and require him/her to submit an answer.	None	1 hour	Administrative Officer V

	8. Conduct hearing, require parties to appear.	None	1 to 10 days	Provincial Legal Officer
	9. Require parties to submit their position paper within 5 days.	None	30 minutes	Provincial Legal Officer
	10. Decide the case on the basis of the position paper and affidavits of witnesses.	None	5 to 10 days	Provincial Legal Officer
	11. Forward the decision to the Governor for his approval.	None	30 minutes	Administrative Officer V
<b>TOTAL</b>		<b>None</b>	<b>Average: 20 days</b>	

## 2. RENDER LEGAL OPINION IN WRITING WHEN REQUESTED BY THE GOVERNOR, MAYOR, OR SANGGUNIAN

The Provincial Legal Office through the Provincial Legal Officer shall render his legal opinion in writing on any question of law when required to do so by the governor.

<b>Office/Division:</b>	<b>Provincial Legal Office</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request from the office concerned. (2 copies)		Requesting Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign Log Book at the office entrance.	1. Give the log book to the client.	None	1 minute	Assigned Staff/Personnel
2. Submission of the letter request for legal opinion.	2. Officer-in-charge receives the letter request	None	1 minute	Administrative Officer V
	3. Refer and received by the PLO	None	1 minute	Administrative Officer V Provincial Legal Officer

	4. Review and Do research	None	3 days	Provincial Legal Officer
	5. Render and encode the written opinion	None	2 hours	Administrative Officer V
	6. Release and send (thru mail) the written opinion to the requesting Office	None	5 minutes	Administrative Officer V Admin. Aide II
<b>TOTAL</b>		<b>None</b>	<b>Average: 3days</b>	

### 3. DRAFT AND REVIEW CONTRACTS, AGREEMENTS, AND OTHER LEGAL DOCUMENTS

The Provincial Legal Office through the Provincial Legal Officer shall provide legal assistance in the drafting and reviewing of contracts, agreements, and other related legal documents of the Provincial Government of Surigao del Sur.

<b>Office/Division:</b>	<b>Provincial Legal Office</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Indorsement		Requesting Office		
The Legal Document to be reviewed. (1 copy to be attached in letter request)		Requesting Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign Logbook at the office entrance.	1. Give the logbook to the client.	None	1 minute	Assigned Staff/Personnel
2. Submission of the indorsement or Sangguniang Resolution together with the legal document to be reviewed.	2. Officer-in-charge receives the letter request	None	1 minute	Administrative Officer V
	3. Refer and received by the PLO	None	1 minute	Administrative Officer V



				Provincial Legal Officer
	4. Review the document and do research	None	2 days	Provincial Legal Officer
	5. Release and send (thru mail) the written opinion to the requesting Office	None	5 minutes	Administrative Officer V Admin. Aide II
<b>TOTAL</b>		<b>None</b>	<b>Average: 2 days</b>	

#### 4. PROVIDE LEGAL ADVISE

The Provincial Legal Office through the Provincial Legal Officer shall provide legal advise to clients when legal concerns/problems are submitted to the office for legal assistance.

<b>Office/Division:</b>	<b>Provincial Legal Office</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government and G2C – Government to Citizen			
<b>Who may avail:</b>	LGU's and Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Legal problem		Requesting Clients		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign Logbook at the office entrance.	1. Give the logbook to the client.	None	1 minute	Assigned Staff/Personnel
2. Approach the secretary.	2. Interview the client and refer him/her to the Provincial Legal Officer	None	10 minutes	Administrative Officer V
3. Approach the Provincial Legal Officer	3. Entertains the client and give legal advise.	None	10 – 30 minutes	Provincial Legal Officer
<b>TOTAL</b>		<b>None</b>	<b>Average: Minutes</b>	

#### 5. NOTARIZED CONTRACTS WHEREIN THE PROVINCIAL GOVERNMENT OR ANY OF ITS OFFICER IS A PARTY

The Provincial Legal Office through the Provincial Legal Officer shall render notarial services to the Provincial Government or any of its officers when they are party to any contract.

<b>Office/Division:</b>	<b>Provincial Legal Office</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Appearance				
Legal Document to be notarized		Requesting Citizen		
Valid ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign Logbook at the office entrance.	1. Give the logbook to the client.	None	1 minute	Assigned Staff/Personnel
2. Present the document to be notarized and the valid ID	2. Receive the document to be notarized.	None	1 minute	Administrative Officer V
	3. Refer, receive and review the completeness of the document by the PLO	None	3 minutes	Administrative Officer V Provincial Legal Officer
	4. Return the document to the officer-in-charge for notarization.	None	2 minutes	Provincial Legal Officer
	5. The officer-in-charge will return the document to the PLO for signature.	None	1 minute	Administrative Officer V Provincial Legal Officer
3. The client receives the notarized document	6. Release the notarized document and receive payment	None	1 minute	Administrative Officer V
<b>TOTAL</b>		<b>None</b>	<b>Average: 8 minutes</b>	





**PROVINCIAL PLANNING & DEVELOPMENT OFFICE  
(PPDO)**

**CITIZEN'S CHARTER**



# **Provincial Planning and Development Office (PPDO)**

## **I. Mandate**

The Provincial Planning and Development Office (PPDO) is responsible for:

- Formulation of plans and programs as guiding tools in the development efforts of the province.
- Carry out initiatives in sourcing out funding from national/international program partners.
- Prepares/Updates Socio-Economic Profile of the Province in support to various planning and project development activities.
- Prepares annual report of the province.
- Prepares proposals/feasibility study/PCIP/project brief for project development.
- Conduct monitoring & evaluation of project under consideration; (on-going/completed)
- Serves as Secretariat to the Provincial Development Council.
- Performs coordinative functions on special projects and developmental program province wide.

## **II. Vision**

A premiere planning arm of the Province of Surigao del Sur, manned with competent technical staff, equipped with crisp data and latest trends of technology, who are harmoniously working together in the preparation of various plans, designed for the inclusive economic growth of the Province of Surigao del Sur.

## **III. Mission**

PPDO shall provide updated Socio-Economic Profile of the Province and Provincial Development Physical Framework Plan (PDPFP), review other related plans, conduct continuing research studies pertaining to the economic condition of the province and served as Secretariat of the Provincial Development Council (PDC).

## **IV. Service Pledge**

We commit to:

- Intensify poverty alleviation initiatives.
- Source out funds from other international institutional partners.
- Take lead in the institutionalization of disaster risk reduction and climate change adaptive capability measures.
- Support peace advocacies and work out for zero criminality and drug free communities in the province, in its pursuit to attain peaceable communities.
- Strengthen Comprehensive Developmental Program Initiative Province wide.



**PROVINCIAL PLANNING AND DEVELOPMENT OFFICE  
(PPDO)**

**EXTERNAL SERVICES**

## 1. PROVIDING TECHNICAL SERVICES ON SEMINARS/WORKSHOPS

Provision of Technical Services as Resource Persons/Speakers & Facilitators for related Trainings/Seminars/Workshops and Various Planning Fora

<b>Office/Division:</b>	<b>Provincial Planning &amp; Development Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Municipal Barangay Local Government Units (MBLGUs), National Line Agencies, Local/Foreign Funding Agencies and Civil Society Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
By concerned parties involved:  1. Letter Request 2. Training/Activity Design		Concerned Parties		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit Official Letter Request to Information Desk Staff/PACD	1. Information Desk Staff/PACD to record the request and refer the Clientele to Concern Division/Staff In-Charge	None	2 minutes	<i>Adm. Aide III</i>
2. Bring the Letter/Activity Request & Training Design to PPDC or to her Authorized Staff	2. PPDC to Interview/Discuss with the Clientele & set agreements/ approval of the request	None	5 minutes	PPDC
	Responsible Staff will prepare the presentation materials for the topics assigned	None	2 days	<i>Staff Designated with the roles &amp; responsibilities by PPDC</i>
	Actual Conduct of Activity: Staff to deliver/provide technical expertise as requested by the Clientele	None		<i>Staff Designated with the roles &amp; responsibilities by PPDC</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 days &amp; 7 Minutes</b>	

## 2. PROVIDING PROVINCIAL DATA, STATISTICS & MAPS

Provides the clients of Provincial Data and other related Statistics & Maps as a tool in the formulations of provincial plans and programs.

<b>Office/Division:</b>	<b>Provincial Planning &amp; Development Office/ Research Evaluation and Statistics Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Residents of the Province & Development Partners (National Line Agencies, Provincial Government Units, Local / Foreign Funding Agencies)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
By concerned parties involved:				
1. Letter Request		Concerned Parties		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit Official Letter Request to Information Desk Staff/PACD	1. Information Desk Staff/PACD to record the request and refer the Clientele to Concern Division/Staff In-Charge	None	2 minutes	<i>Adm. Aide III</i>
2. Bring the Letter Request to concerned Division / Staff In-Charge	2. Conduct Interview/Discussion with the Clientele	None	5 minutes	<i>PEO-III Asst. Statistician</i>
	3. Evaluate the availability of Information/Data Needed	None	2 minutes	<i>PEO-III Asst. Statistician</i>
	4. Let the Clientele sign the Request Form	None	1 minute	<i>PEO-III Asst. Statistician</i>
	5. Approval of the Request Form	None	1 minute	<i>PEO-III Asst. Statistician</i>
	6. Release of the Requested Documents/Information/Data	None	1 minute	<i>PEO-III Asst. Statistician</i>
<b>TOTAL</b>		<b>None</b>	<b>12 minutes</b>	



### 3. PROVIDING TECHNICAL SERVICES IN THE FORMULATIONS OF PROVINCIAL DEVELOPMENTS PLANS

Provides Technical Services for the formulation of Comprehensive Development Plans & Policies & needed Maps & Schematic Diagrams & other related Development Plans

<b>Office/Division:</b>	<b>Provincial Planning &amp; Development Office/Plans and Programs Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Municipal Local Government Units (MLGUs), & Other Partner Organization/Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
By concerned parties involved:				
1. Letter Request & Baseline Data/Information		Concerned Parties		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Official Letter Request to Information Desk Staff/PACD	1. Information Desk Staff/PACD to record the request and refer the Clientele to Concern Division/Staff In-Charge	None	2 minutes	<i>Adm. Aide III</i>
2. Bring the Letter Request & Baseline Data/Information to the PPDC	2. Conduct Interview/Discussion with the Clientele 3. PPDC redirect the Clientele to concern Division/Staff In-Charge 4. Concern Division/Staff In-Charge conduct further discussions with the Clientele 5. Set Agreements with the Clientele on the time-frame/schedule of the technical services to be provided	None	5 minutes	PPDC PO III <i>Planning Asst. Draftsman</i>
3. Bring a document on the Agreed schedule of Activities	6. Inform the PPDC on the Agreement set with the Clientele	None	2 minutes	<i>Division Chief / Asst. PPDC</i>
<b>TOTAL:</b>		<b>None</b>	<b>9 Minutes</b>	

#### 4. SECURING CERTIFICATE OF APPEARANCE, CERTIFICATE OF REVIEW OF COMPREHENSIVE LAND USE PLAN (CLUP), PDC-EXECOM RESOLUTIONS

Certificate of Appearance is issued to those who request and need the document for reference purposes. Certificate of review is issued to MLGUs CLUPs. Furnish PDC-EXECOM Resolution to TSP and other concern PGSDS offices.

Office/Division:	Provincial Planning & Development Office/ Development Management Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Municipal Barangay Local Government Units (MBLGUs), & Other Partner Organization/Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
By concerned parties involved:  1. Signed request Form		Concerned Parties		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Filling in visitors Logbook stating the name of office and document requested	1. Staff-in-charge review the filled request of the client for appropriate action	None	3 minutes	Adm. Aide III
	Forward the request to concern division for approval and release of document requested	None	5 minutes	Adm. Aide III
	Client will receive the related documents to acknowledge the receipt of the same	None	2 minutes	Adm. Aide III
TOTAL:		N/A	10 Minutes	

#### 5. PROVIDING TECHNICAL SERVICES ON RELATED PROVINCIAL DEVELOPMENT PROGRAMS & PROJECT

Provides Technical Services for the Development of Project Proposals, Feasibility Analysis, Activity Design Plans and Social Preparation Activities for the Implementation of Development Programs/Projects.

<b>Office/Division:</b>	<b>Provincial Planning &amp; Development Office/ Project Development Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Municipal Local Government Units (MLGUs), National Line Agencies, Civil Society Organizations of the Province			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
By concerned parties involved:  1. Letter Request & Project Baseline Information			Concerned Parties	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Official Letter Request to Information Desk Staff/PACD	1. Information Desk Staff/PACD to record the request and refer the Clientele to Concern Division/Staff In-Charge	None	2 minutes	<i>Adm. Aide III</i>
2. Bring the Letter Request & Project Baseline Information to PPDC	2. PPDC conduct Interview/Discussion with the Clientele 3. PPDC re-direct clientele to concern Division Staff In-Charge	None	5 minutes	<i>PO IV</i>
	4. Concern Division/Staff In-Charge conduct discussion with the clientele 5. Set agreements with the Clientele on the time-frame/Schedule of Activities for the Preparation of Documents required for the provision of Technical Services	None	5 minutes	<i>PDO IV PDO III PDO II PDO I</i>
3. Bring the document on the Agreements /Schedule of Activities Set	6. Inform the PPDC of the Agreements set with the Clientele	None	2 minutes	<i>PDO IV PDO III PDO II PDO I</i>
<b>TOTAL:</b>			<b>Average of 14 Minutes</b>	

## 7. ANNUAL INVESTMENT PROGRAM (AIPs) AND GENDER & DEVELOPMENT PLANS (GAD)

Review & Endorsement of Municipal Local Government Units (MLGUs) Annual Investment Program (AIPs) and Gender and Development (GAD) Plans

Office/Division:	Provincial Planning & Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Cities/Municipal Local Government Units (C/MLGUs)			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
By concerned parties involved:  1. Endorsement Letter from Tanggapan Ng Sangguniang Panlalawigan (with AIP/SAIP Document) or Cover Letter from C/MLGUs (with AIP/SAIP Document)				Concerned Parties
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Client Endorsement Letter or Cover Letter	1. Information Desk Staff/PACD receives Endorsement Letter or Cover Letter and record the same	None	2 minutes	Adm. Aide III
	2. Information Desk Staff/PACD submit the Endorsement Letter or Cover Letter to the PPDC	None	2 minutes	Adm. Aide III
	3. PPDC re-direct the Endorsement Letter or Cover Letter to the Staff responsible for the review of the AIP / GAD Plans of the MLGUs	None	2 minutes	PPDC
	4. Conduct Technical Review on the C/MLGUs documents submitted	None	AIP 30 working days (SAIP 10 working days)	PPDC, Asst. PPDC, PDO IV, PO II PEO III, Stat. I
	5. Prepare 2 <sup>nd</sup> Endorsement Letter to the TSP for PPDC Signature	None	5 minutes	PPDC, Asst. PPDC, PDO IV, PO II, PEO III, Stat. I

	6. Responsible Staff submit to the PPDC the results of the Review and his/her recommendations	None	5 minutes	<i>PDO I (GAD Plan) PDO II</i>
	7. Information Desk staff/PACD submit the PPDO 2 <sup>nd</sup> Endorsement Letter to TSP	None	20 minutes	<i>Adm. Aide III</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 days and 36 minutes</b>	



**PROVINCIAL TREASURER'S OFFICE  
(PTO)**

**CITIZEN'S CHARTER**



## **Provincial Treasurer's Office (PTO)**

### **I. Mandate**

The Provincial Treasurer's Office serves as the collecting arm of the Provincial Government with the highest emphasis on the Revenue Generation and Resource Mobilization through effective collection and enforcement of the Provincial Tax Ordinance and applicable provisions embodied in Republic Act (RA) 7160. It exercises technical supervision over the seventeen (17) municipalities and such other functions as provided by law or by higher authority and develop their potentials for accelerating national development.

### **II. Vision**

We envision making the PROVINCE OF SURIGAO DEL SUR a financially stable Local Government Unit, thru the exercise of prudent fund management and proper disbursement of funds.

### **III. Mission**

The Provincial Treasurer's Office collects and accumulate financial resources in order to sustain the Programs initiated by the Provincial Officials and to manage the same efficiently and effectively in the disbursement of funds and to promote prudent financial practices within the Province of Surigao del Sur.

### **IV. Service Pledge**

We commit to:

1. Advise the Governor, the Sanggunian and other local government and national officials concerned regarding disposition of local government funds and on such other matters relative to public finance.
2. Take custody and exercise proper management of the funds of the local government unit concerned.
3. Take charge of the disbursement of all local government funds and such other funds the custody of which may be entrusted to him by law or other competent authority.
4. Inspect private, commercial and industrial establishments within the jurisdiction of the local government unit concerned in relation to the implementation of tax ordinances, pursuant to the provisions.
5. Maintain and update the tax information system of the local government unit.
6. Exercise technical supervision over all municipal treasury offices.
7. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.



**PROVINCIAL TREASURER'S OFFICE  
(PTO)**

**EXTERNAL SERVICES**



## 1. CASH/CHECK/ATM PAYMENTS (DISBURSEMENTS)

Based on Local Government Code of 7160, Article 2 - The Treasurer, Section 470(3) takes charge of the disbursement of all Local Government Funds and such other funds, the custody of which may be entrusted to him by law or other competent authority.

<b>Office or Division:</b>	<b>Provincial Treasurer's Office/Cash Disbursement Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen (Taxpayer)			
	G2B - Government to Business			
	G2G - Government to Government			
<b>Who may avail:</b>	PGSDS Officials and Employees			
	PGSDS Job Order & Contract of Service Staff			
	Suppliers and Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Obligation Request (OBR)		Provincial Budget Office		
Disbursement Vouchers/Payrolls		Provincial Accountant's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Disbursement Vouchers/ Payrolls.	1. Receive & record in the logbook the incoming Disbursement Vouchers/Payrolls.	None	5 minutes per DV/Payroll	LTOA
	2. Control the DV/Payrolls in the system.	None	10 minutes	LTOO III Admin. Asst. VI
	3. Check & forward the DV/Payrolls to the Provincial Treasurer for approval as to cash availability.	None	5 minutes per DV/payrolls	LTOO IV
	4. Encode DV/payrolls to be forwarded to cash Disbursement Division duly approved by the Provincial Governor/Provincial Administrator.	None	5 minutes per DV/payrolls	Admin. Officer III
	5. Sort payrolls for cash, check and ATM payments.	None	10 minutes	
<b>1.A - For any *Check Preparation</b>	1. Prepare and issue checks of disbursing officers for cash advances, employees,	None	2 minutes/ payee	LTOO I Admin. Asst. II

<b>/Payment</b>	suppliers, contractors, and other payees.			
	2. Printing of checks issued of all funds and record the checks in the check register.	None	2 minutes/ check	Admin. Asst. VI
	3. Review the checks issued with the DVs.	None	2 minutes/ check	SAO
	4. Encode issued checks in the LBP Online System for Accountant's Advice.	None	2 minutes/ check	Admin. Officer III
	5. Organize the checks with its complete attachments and forwarded to eSRE focal person for encoding in the system.	None	5 minutes	Admin. Asst. II
	6. Encode the checks issued to eSRE system by classification under General Fund, SEF & Trust Fund.	None	3 minutes/ check	LTOO IV LTOO III Admin. Asst. VI Admin. Asst. II LTOA
	7. Signing of checks.	None	5 minutes	Provincial Treasurer
	8. Signing/approval of checks.	None	20 minutes	Provincial Governor or Provincial Administrator
	9. Sort the signed checks with Advice for releases to various payees.	None	5 minutes	LTOO I Admin. Asst. II
2. Present valid ID, official receipt for payment to the suppliers & contractors or LGUs & other Gov't Agencies.	10. Release the Checks to various payees.	None	5 minutes/payee	Window 4 & 5 LTOO I  Admin. Asst. II  For SPECIAL LANE (Senior Citizen/PWD/ Pregnant Women)
	<b>TOTAL</b>	<b>None</b>	<b>88 Minutes</b>	
<b>1.B - For ATM Payment of various payrolls</b>	1. Sort the payrolls of permanent/job orders/contract of service staff by funds.	None	2 minutes/ payroll	Admin. Off. III Admin. Off. III SAO
	2. Check and approve general payrolls and job orders encoded in the payroll system by the	None	3 minutes/ payroll	

	Provincial Accountant's Office.			
	3. Print text file in preparation for the uploading to the account holders.	None	20 minutes/ batch	
	4. Check the printed text file against the approved payrolls	None	1 hour	
	5. Forward the text file for Provincial Treasurer's & Provincial Governor's signatures.	None	10 minutes	
	6. Forward the text file with the approved payrolls for pre-audit and signature of the Provincial Accountant.	None	20 minutes	
	7. Submit the approved text file to the bank for the uploading to the account holders.	None	20 minutes	
3. Claim the salaries & wages from their respective debit cards.				Client
<b>1.C - For Cash Disbursement</b>	1. Prepare the Cash Advance Disbursement Voucher for payment to various payrolls.	None	2 minutes	Admin. Asst. II
	2. Forward Cash Advance Disbursement Voucher to the Accounting Office for pre-audit.	None	30 minutes	
	3. Record the Cash Advance Disbursement Voucher.	None	2 minutes	LTOA
	4. For approval and signature of the Provincial Treasurer.	None	2 minutes	Provincial Treasurer
	5. For approval and signature of the Provincial Governor	None	5 minutes	Provincial Governor
	6. *Same activity for check preparation/payment stated above.	None		
	7. Encashment of issued checks for payment to various payees.	None	2 hours	Admin. Officer III Admin. Officer V

4. Present valid ID for cash payment and sign on the payroll.	8. Release cash to various payees as payment for wages, honorarium, overtime and other services.	None	10 minutes/payee	Window 6 & 7 <i>Admin. Officer V Admin. Officer III For SPECIAL LANE (Senior Citizen/PWD/Pregnant Women)</i>
	<b>TOTAL</b>	<b>None</b>	<b>5 hours &amp; 1 Minute</b>	

## 2. COLLECTION OF ANNUAL FIXED TAX FOR EVERY DELIVERY TRUCK/VAN

This is for the implementation of the Tax Ordinance No. 95-16, Chapter II, Provincial Taxes, Article K, Section 2K.01 wherein all delivery trucks/vans are required to pay Fixed Tax for they have entered the area of responsibility of the province.

<b>Office or Division:</b>	<b>Provincial Treasurer's Office/Cash Receipts Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business Entity			
<b>Who may avail:</b>	Individual/Partnership/Corporation with Delivery Truck/Van			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Updated OR/CR of Delivery Trucks/Van (photo copy)		Issued by Land Transportation Office (LTO)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Application for Governor's Permit.	1. Receive the duly filled-out form.	None	5 minutes	Window 3 Ticket Checker
	2. If in order issue official receipt.	<ul style="list-style-type: none"> <li>• ₱500.00/per unit</li> <li>• ₱500.00 Governor's permit</li> <li>• ₱300.00 Sticker Fee</li> <li>• ₱300.00 Service Fee</li> <li><b>TOTAL - ₱1,600.00</b></li> </ul> <p><b>Note:</b> The Governor's Permit shall be paid on or</p>	5 minutes	Window 3 RCC II  RCC II  RCC II

		before the 20 <sup>th</sup> day of January of each year, if it's due for renewal.		
2. Claim the official receipt.	3. Release the official receipt & the sticker to client.	None	1 minute	Window 3 Ticket Checker RCC II RCC II RCC II
	<b>TOTAL</b>	<b>1,600.00</b>	<b>11 Minutes</b>	

### 3. COLLECTION OF PAYMENTS/REMITTANCES

This is for the implementation of Tax Ordinance No. 95-16. Chapter III, Article C that states Hospital Service Fee and the Remittances of Provincial share of Real Property Taxes and Implementation of RA 9184 on the fees of the Bid Tender Document.

Office or Division:	<b>Provincial Treasurer's Office/Field Supervision Division/Cash Receipts Division</b>			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGUs and other Government Agencies and Collection Officers from the Hospitals operated by the province.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Liquidation Statement of RPT collections Report		Local Government Units (LGUs)		
2. Order of Payment		Bid & Awards Committee (BAC) Tender Documents		
3. Report of Collections & Deposits		Hospitals		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. FOR RPT</b> 1. Present the document.	1. Receive the documents and review the proper computation on the Liquidation Report of RPT Provincial share.	As indicated in the Liquidation report or RCD.	2 minutes	<i>Field &amp; Supervision Div.</i>  LTOO I
2. Pay to the Cashier the corresponding amount indicated in the Liquidation Report.	2. Verify validity of the check.  Note: Accountant's Check Advice is required, otherwise, it will be returned to the bearer.	As indicated in the Liquidation report or RCD.	5 minutes	Window 1 or 2  LTOO II  LTOA

	3. Issue the official receipt indicating the name of payor, amount paid and nature of payment.	None	3 minutes	Window 1 or 2  LTOO II  LTOA
3. Claim the issued official receipt.	4. Affix the signature of the cashier in the remittance voucher and release the official receipt.	None	2 minutes	
<b>B. TURN-OVER OF COLLECTIONS FROM HOSPITALS</b>				
1. Submit the Report of Collection and Deposit.	1. Receive the cash/check collections with the RCD attached.  2. Check as to correctness of the amount and the issuance of every official receipts.  3. Check the RCD in the system.	None	2 minutes   3 minutes  5 minutes	Window 3  LRCO IV  LRCO III
2. Turn-over the cash/check collections to the person responsible.	4. Receive the cash/check collections and affix the signature of the Liquidating Officer in the RCD.	None	2 minutes	LRCO IV  LRCO III  Alternate: LRCO II
3. Claim the RCD copy and the stub of the triplicate copy of the official receipt.	5. Release the RCD copy to the collector and retain copies for COA, Accounting & office file.	None		
<b>C. FOR BID DOCUMENTS:</b>				
1. Present the Order of Payment.	1. Receive and issue official receipt.	As indicated in the bid documents.	2 minutes	Window 1 or 2  LTOO II  LTOA
2. Claim the issued official receipt.	2. Release the official receipt.	None		
<b>TOTAL</b>			<b>26 Minutes</b>	

#### 4. COLLECTION OF PROFESSIONAL TAX

For the implementation of the Tax Ordinance No. 95-16, Chapter II, Provincial Taxes, Article I, Professional Tax, Section 2I.01.

<b>Office or Division:</b>	<b>Provincial Treasurer's Office/Cash Receipts Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen (Taxpayer)			
<b>Who may avail:</b>	Professionals with RA 1080/PRC ID			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PRC License/ID		Client/Taxpayer		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the PRC License/ID to the cashier.	1. Accepts/check the validity of the license.  2. Issue official receipt for PTR.	₱300.00	5 minutes	Window 1 or 2  LTOO II  LTOA  Alternate: LTOO I
2. Claim the official receipt.	3. Release the official receipt to client.	None		
<b>TOTAL</b>			<b>5 MINUTES</b>	

#### 5. COLLECTION OF REAL PROPERTY TAX

This is for the implementation of Tax Ordinance No. 95-16, Chapter II, Provincial Taxes, Article A-Real Property Taxes-Section 2A.01(Basic Tax) & Section 2A.02(Special Education Fund).

<b>Office or Division:</b>	<b>Provincial Treasurer's Office/Field Supervision Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen (Taxpayer)			
<b>Who may Avail:</b>	Real Property Owners (Individual, Partnership & Corporation) having legal interest over the property			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any of the following Documents (Latest):				
1. Tax Declaration (1 Photocopy)		Provincial Assessor's Office (PAssO)		
2. Certificate of Title (1 Photocopy)		Owner's File Copy		
3. Previous Tax Clearance/Tax bills (1 Photocopy)		Owner's File Copy/RPT Tax bill issued by Provincial and Municipal Treasurer's Office		

4. Previous RPT Official Receipt (1 Photocopy)		Owner's File Copy		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Documents to the Office of the Provincial Treasurer-Field Supervision Division.	1. Check and review if the details in the documents are correct.  2. Verification of Tax Payments in the system if updated.  3. Computation of Real Property Tax Bill.  4. Issue the bill to taxpayer for payment.	At the rate not exceeding one (1%) of the assessed value both Basic & SEF.  Current Year maybe paid in four (4) quarterly installment basis for prompt payment ten (10%) percent discount, advance payment fifteen (15%) discount.  For Delinquent Property/ shall subject the taxpayer of interest at a rate of two (2%) percent per month, however, in no case shall exceed thirty-six (36) months.	15 minutes	For Municipalities of: Carmen, Carrascal & Cortes <i>Administrative Assistant II</i>  For Municipalities of: Hinatuan, Barobo, Bayabas & Cagwait <i>LTOO III</i>  For Municipalities of: Lianga, Madrid & Tagbina <i>Administrative Assistant III</i>  For Municipalities of: Marihatag, San Agustin, San Miguel & Tago <i>Senior Administrative Assistant II</i>  For Municipalities of: Lingig, Cantilan & Lanuza <i>Administrative Assistant III</i>
	5. Issue official receipt.	Amount indicated in the RPT Bill.	5 minutes	<i>LTOO I</i>
2. Claim the issued official receipt.	6. Release the official receipt.	None		
<b>TOTAL</b>			<b>20 MINUTES</b>	



## 6. COLLECTION ON SAND, GRAVEL & OTHER QUARRY RESOURCES

This is for the implementation of Tax Ordinance No. 95-16, Chapter II, Provincial Taxes, Article H. Section 2H.01.

<b>Office or Division:</b>		<b>Provincial Treasurer's Office/Cash Receipts Division</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen (Taxpayer)		
<b>Who may avail:</b>		Sand, Gravel & other quarry resources permittee		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Present the approved Governor's Permit		Client/Taxpayer		
2. Order of Payment		Provincial Environment & Natural Resources Office (PENRO)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the complete documents.	1. Check/review/verifies the documents presented.	₱75.00/cubic meter	5 minutes	Window 3 LRCO IV
	2. Issue the official receipt.	As indicated in the computation based on rate above and actual cubic meter.	3 minutes	Window 1 or 2 LTOO II LTOA
2. Claim the issued official receipt.	3. Release the official receipt.	None		
<b>TOTAL</b>			<b>8 MINUTES</b>	

## 8. COLLECTION OF TAX ON TRANSFER OF REAL PROPERTY OWNERSHIP

This is for the implementation of Tax Ordinance No. 95-16, Chapter II, Provincial Taxes, Article E, Section 2E.01.

<b>Office or Division:</b>		<b>Provincial Treasurer's Office/Cash Receipts Division</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
		G2G - Government to Government		
<b>Who may avail:</b>		LGU's, GOCC, NGA & General Public, Individual, Partnership & Corporation who own Real Properties in the Province of Surigao del Sur.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Deed of Sale/Deed of Donation/Extra Judicial Settlement.		Client/Taxpayer		
2. TCT/Latest Tax Declaration No.		Client /Taxpayer		

3. Tax Clearance		Client/Taxpayer		
4. Order of Payment		Provincial Assessor's Office (PAssO)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the complete documents.	1. Verifies the documents.  Note: If documents presented are not complete, client is advised to provide the necessary lacking documents.	Based on the computation of $\frac{1}{2}$ of 1% of selling price or current market value whichever is higher. Note: A penalty of 2% per month is imposed to pay the tax within sixty (60) days from the date of execution of the deed or from date of property owner's death.	8 minutes	Window 3  LRCO IV
	2. Compute & issue official receipt.	As indicated based on the approved computation above.	2 minutes	Window 1 or 2  LTOO II  LTOA
2. Claim the issued official receipt.	3. Release the official Receipt to the client.	None		
		<b>TOTAL</b>	<b>10 MINUTES</b>	

## 8. ISSUANCE OF OFFICIAL RECEIPTS FOR CERTIFIED TRUE COPY/PHOTOCOPY/CERTIFICATION OF PAYMENT, ID, TAKE HOME PAY AND CERTIFICATION OF EMPLOYMENT.

This is for the implementation of Tax Ordinance no. 95-16, Chapter IV. Service Fee & Provincial Charges, Article A. Section 4A.01 & 4B.01, Article H, Section 4H.01.

<b>Office or Division:</b>	<b>Provincial Treasurer's Office/Cash Receipts Division</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government
<b>Who may avail:</b>	General public, Individual, partnership, corporations who owns real properties in the Province and Provincial Officials & Employees.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Documents to be certified	Client/Taxpayer

2. Fill-up Request Form		Originating office where service is requested		
3. Order of Payment		Originating office where service is requested		
4. ID Information (for replacement)		Information Technology Unit (ITU)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documents to be certified or the filled-out form/ID information as the case maybe.	1. Receive the documents and check/review if documents are in order. 2. Issue official receipt.	Certification ₱300.00  Certified Machine copy- ₱300.00  Provincial Assessor's Office (PassO) imposition varies from ₱200.00 to ₱2,000.00.	5 minutes	Window 1 or 2  LTOO II  LTOA
2. Claim the issued official receipt.	3. Release the official receipt to client and advise to return to the originating office to receive the document requested.	None		
<b>TOTAL</b>			<b>5 MINUTES</b>	

## 9. ISSUANCE OF OFFICIAL RECEIPTS OF HEAVY EQUIPMENT RENTAL

This is for the implementation of Tax Ordinance No. 95-16, Chapter IV. Article G. Heavy Equipment Rental, Section 4G.01.

<b>Office or Division:</b>		<b>Provincial Treasurer's Office/Cash Receipts Division</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen (Taxpayer)		
		G2B - Government to Business		
<b>Who may avail:</b>		General Public/Contractor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly approved Equipment Request Rental Order (ERRO)		Provincial Engineer's Office (PEO)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present the document.	1. Verify the correctness of the document.	It depends on the equipment to be rented.	2 minutes	Window 3  LRCO IV
	2. Secure approval of the Provincial Treasurer.	None	1 minute	Provincial Treasurer
	3. Issue official receipt.	None	2 minutes	Window 1 or 2 LTOO II LTOA
2. Claim the issued official receipt.	4. Release the official receipt together with the approved ERRO and retain office copy.	None		
<b>TOTAL</b>			<b>5 Minutes</b>	

## 10. ISSUANCE OF PTO TAX CLEARANCE

This is for the implementation of Tax Ordinance No. 95-16, Chapter IV. Service Fees and Provincial Charges Article A. Section 4A.01.

A tax clearance is issue to Real Property units with full payment on current accounts and no delinquency on prior-year's accounts.

<b>Office or Division:</b>	<b>Provincial Treasurer's Office/Field Supervision Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen (Taxpayer)			
<b>Who may avail:</b>	All Real Property Tax Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tax Declaration (1 Photocopy)		Municipal Assessors Office/Provincial Assessors Office		
2. Purpose for securing Tax clearance		Client/Taxpayer		
3. Official Receipts (1 Original) - for tax clearance		Client/Taxpayer		
Request letter for other certification		Provincial Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. FOR RPT:</b> 1. Presentation of Documents to Provincial Treasurer-Field Supervision Division.	1. Check and review if the details in the documents are correct.	₱300.00	5 minutes	For Municipalities of: Carmen, Carrascal & Cortes <i>Administrative Assistant III</i>  For Municipalities of: Hinatuan

	2. Verification of Tax Payments in the system.			<p>Barobo, Bayabas &amp; Cagwait <i>LTOO III</i></p> <p>For Municipalities of: Lianga, Madrid &amp; Tagbina <i>Administrative Assistant III</i></p> <p>For Municipalities of: Marihatag, San Agustin, San Miguel &amp; Tago <i>Senior Administrative Assistant II</i></p> <p>For Municipalities of: Lingig, Cantilan &amp; Lanuza <i>Administrative Assistant III</i></p>
	3. Issue official receipt.	As verified by the system.	2 minutes	LTOO I
	4. Prepare the Tax Clearance.	None	2 minutes	LTOO IV
	5. Approval of the Tax Clearance.	None	1 minute	<i>Provincial Treasurer</i>
2.Claim the Tax clearance with the official receipt.	6. Release the Tax clearance with the official receipt and retain copy for office file.	None		LTOO I
<b>TOTAL</b>			<b>10 MINUTES</b>	

## 11. SALE OF ACCOUNTABLE FORMS

This is for the implementation of Ordinance No. 56-20, Section 1, Sale of Accountable Forms. An accountable form is a document that acknowledges the receipt of money or issued for value that uses a sequential or is a pre-numbered form used by different agencies in their monetary transactions.

<b>Office or Division:</b>		<b>Provincial Treasurer's Office/Administrative Division/Cash Receipts Division</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		All Municipal Treasurers and Accountable Officers, other LGUs, Government League and Associations and other National Government Agencies		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter addressed to the Provincial Treasurer (1 original)		Office of the Requesting Party		
2. Requisition Issue Slip (RIS) (3 Original)		Office of the Requesting Party		
3. Approved Fidelity Bond of the Disbursing Officer and the Head of Office (1 Certified Photocopy)		Bureau of Treasury		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present all the requirements to the Accountable Forms In-charge.	1. Receives all the requirements presented.  2. Reviews the requirements as to authenticity and completeness and issue order of payment.	None	5 minutes	Administrative Division:  LTOO IV Admin. Aide VI Alternate: AO III
	3. Secure approval of the request from the Provincial Treasurer.	None	1 minute	Provincial Treasurer
2. Pay the amount of the purchased Accountable Forms to the Cashier.	4. Receives payment and issue official receipt.	AF# 51- ₱170.00/stub  AF#52- ₱250.00/stub  AF#53- ₱170.00/stub  AF#-54 ₱170.00/stub	4 minutes	Cash Receipts Division:  Window 1 or 2  LTOO II  LTOA

		AF#55-c.d.e.f.- at ₱5.00 ₱170.00/stub  AF#55-c.d.e.f.- at ₱2.00 - ₱150.00/stub  AF#56- ₱270.00/stub  AF#57- ₱150.00/stub  AF#58- ₱150.00/stub  BIR 0016 Individual- CTC ₱140.00/stub  BIR 0017 Corporation- CTC ₱220.00/stub  Cashbook- ₱1,500.00		
3. Present the official receipt to the Accountable Forms In-Charge, as proof of payment.	5. Receives and review the official receipt.	None	5 minutes	Administrative Division:  LTOO IV
4. Check and receive the Accountable Forms purchased and sign the logbook of the AF In-Charge.	6. Release the Accountable Forms to client.	None	5 minutes	Client
<b>TOTAL</b>			<b>20 MINUTES</b>	



**PROVINCIAL TREASURER'S OFFICE  
(PTO)**

**INTERNAL SERVICES**



## 12. PAYROLL PREPARATION FOR PROVINCIAL-PAID TEACHERS (LSB)

The provincial-paid teachers of Local School Board (LSB) under Job Order are given monthly wages for the teaching services that they provide all throughout the Province of Surigao del Sur.

<b>Office or Division:</b>		<b>Provincial Treasurer's Office/Administrative Division</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		All locally-paid teachers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Job Order Contract		Client/Provincial Human Resource Management Office (PHRMO)		
2. BIR Registration Form (new), Pag-ibig MID number, Philhealth Number		BIR, Philhealth, Pag-ibig		
3. Approved Daily Time Record (DTR)		Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present and submit the documents.	1. Receive and review the submitted documents.	None	2 minutes	AO III
	2. Prepare the payrolls.	None	5 minutes	
	3. Process the approval of the payrolls to the Provincial Governor, Provincial Budget Officer & Provincial Accountant.	None	5 minutes	
	4. Record and control of incoming LSB Payrolls.	None	2 minutes/ payroll	LTOA
	5. Forward to Provincial Treasurer for signature/approval.	None	2 minutes	Provincial Treasurer
	6. Forward to Provincial Governor for signature/approval.		2 minutes	Provincial Governor
	7. Same process as Service No. 1.B above.		2 hours	
2. Claim the uploaded wages in the ATM.	8. Answer any queries by any concerned teachers.	None		Client
	<b>Total</b>	<b>None</b>	<b>2 hours &amp; 18 Minutes</b>	



**PROVINCIAL ACCOUNTANT'S OFFICE  
(PACCO)**

**CITIZEN'S CHARTER**

# **Provincial Accountant's Office (PACCO)**

## **I. Mandate**

The Provincial Accountant's Office commits itself towards the fulfillment of its mandate as provided for under Republic Act No. 7160, also known as the Local Government Code of 1991.

## **II. Vision**

An accounting office manned by highly competent and dedicated employees equipped with the most advanced information technology in order to provide management with timely, relevant and useful financial information and reports which will guide the Chief Executive and the TSP in making decisions responsive to the needs of the constituents.

## **III. Mission**

To carry out effectively the duties and functions of our office as mandated by law and to ensure adherence and strict compliance with Generally Accepted Accounting and Auditing principles and standards in the processing and recording of the financial transactions of the Provincial Government.

## **IV. Service Pledge**

To ensure accurate preparation and submission of financial report to the Commission on Audit and other regulatory bodies, all claims are accurately pre-audited and maintained timely remittances of mandatory and other obligation to financial institution.



## **PROVINCIAL ACCOUNTANT'S OFFICE (PACCO)**

### **EXTERNAL SERVICES**

## 1. FUND TRANSFER (RELEASE OF FUNDS)

To carry out effectively the duties and functions of the office relating to fund transfer (release of funds) and ensure adherence and strict compliance with the generally accepted accounting and auditing principles and standards in the processing and recording of the fund transferred/released.

<b>Office/Division:</b>	<b>Provincial Accountant Office</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Employees of PGSDS / Citizen	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>By concerned parties involved:</b>		
<b>1.1 FUND TRANSFER TO NON-GOVERNMENT ORGANIZATIONS / PEOPLE'S ORGANIZATIONS (NGOs/Pos)</b>		
<b>Requirements:</b>		
<ol style="list-style-type: none"> <li>1. Approved Summary of Budgetary Requirements detailing the items of expenditure / disbursement to be incurred in the program / project.</li> <li>2. List of priority projects which may be implemented by the NGO / PO published in the newspaper, agency website, bulletin board and the like.</li> <li>3. Accreditation of the NGO/PO by the Bids and Awards Committee (BAC) of the grantee agency.</li> <li>4. Results of evaluation of financial and technical capability of selected NGO/PO.</li> <li>5. Performance security for infrastructure project.</li> <li>6. NGO/PO proposal or application for funding.</li> <li>7. Document showing that NGO/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, to be used in the project.</li> <li>8. Certification from the Accountant that the previous cash advance granted to the NGO/PO has been liquidated, liquidation documents are post-audited and properly taken up in the books.</li> <li>9. Memorandum of Agreement (MOA).</li> <li>10. Other related requirements under GPPB Resolution No. 12-2007 dated June 29, 2007.</li> </ol>		Requesting Office
<b>1.2 TRANSFER OF FUNDS TO IMPLEMENTING AGENCIES</b>		
<b>Requirements:</b>		
<b>1.2.1 Transfer</b>		
<ol style="list-style-type: none"> <li>1. Copy of MOA/Trust Agreement</li> <li>2. Copy of Approved Program of Work (for infrastructure project)</li> <li>3. Approved Project Expenditures or Estimated Expenses indicating the project objective and expected output (for other project)</li> <li>4. Certification of the Accountant that funds previously transferred to the Implementing Agency (IA) has been liquidated, post audited and accounted for in the books</li> </ol>		Requesting Office

5. Copy of the OR issued by the IA to the Source Agency acknowledging receipts of funds transferred (for post-audit activities).					
<b>1.2.2 Implementation and Liquidation by Implementing Agency</b>					
1. Necessary supporting documents depending on the nature of transactions. 2. Copy of Local Sanggunian Resolution 3. Copy of OR upon receipt of funds transferred. 4. Copy of OR issued by the Source Agency evidencing refund of unexpended/unutilized balance of fund transfer.					Requesting Office
<b>1.3 TRANSFER OF FUND FROM TRUST FUND TO THE GENERAL FUND FOR UNSPENT BALANCE / EXCESS AMOUNT</b>					
Requirements: 1. Report of Receipt, Disbursement and Fund Balance certified by Accountant. 2. Contract, which may be a MOA, Trust Agreement or Memorandum of Understanding governing the utilization of funds and disposition of any balance thereof after completion of the purpose of the fund transfer. 3. Letter of IA to Source Agency to transfer the unexpended balance to the General Fund duly approved by the Source Agency, if the disposition thereof has not been provided in the MOA, Trust Agreement or Memorandum of Understanding.					Requesting Office
<b>1.4 TRANSFER OF FUND FROM SAND AND GRAVEL COLLECTION TO DIFFERENT LOCAL GOVERNMENT UNITS</b>					
Requirements: 1. Report of official receipt of collection					Provincial Treasurers Office
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
	1. Report of Receipt, Disbursement and Fund Balance certified by Accountant.	None	2 minutes	Admin. Aide IV	
	2. Contract, which may be a MOA, Trust Agreement or Memorandum of Understanding governing the utilization of funds and disposition of any balance thereof after completion of the purpose of the fund transfer.	None	5 - 15 minutes	Admin. Officer V Admin. Aide IV	
	3. Record claims to SPID-C program and assign DV number	None	5 minutes	Admin. Aide I	
	4. Review of supporting documents and accuracy of computation	None	3 minutes	Accountant IV	

	5. Final review and checking of supporting documents	None	2 - 3 minutes	Assistant Provincial
	6. Approval	None	3 minutes	Provincial Accountant
	7. Record claim for release then forward to PTO	None	2 minutes	Admin. Aide III
	<b>TOTAL</b>	<b>None</b>	<b>Average of 33 Minutes</b>	

## 2. FUND TRANSFER (LIQUIDATIONS)

To carry out effectively the duties and functions of the office relating to liquidations of fund transferred and ensure adherence and strict compliance with the generally accepted accounting and auditing principles and standards in the review and approval of liquidations submitted.

<b>Office/Division:</b>	<b>Provincial Accountant Office</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	Employees of PGSDS / Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
By concerned parties involved:			
<b>2.1 FUND TRANSFER TO NON-GOVERNMENT ORGANIZATIONS / PEOPLE'S ORGANIZATIONS (NGOs/POs)</b>			
<b>2.1.1 IMPLEMENTATION AND LIQUIDATION OF FUNDS RELEASED</b>			
<ol style="list-style-type: none"> <li>1. Final fund utilization report, indicating the summary of expenses and the status report of accomplishments, certified by the accountant, approved by the President, Chairman of the NGO/PO and verified by the internal auditor or equivalent official of the GO.</li> <li>2. Pictures of implemented projects.</li> <li>3. Inspection report and certificate of project completion issued by the GO authorized representative.</li> <li>4. List of beneficiaries with their signatures signifying their acceptance/acknowledgement of the project/funds/goods/ services received.</li> <li>5. Proof of verification by the GO acknowledging return by the NGO/PO of any unutilized/excess amount of cash advance, including interest, if any.</li> <li>6. List of equipment/vehicles procured by the NGO/PO out of the project funds indicating its brief description, date acquired, acquisition cost and final disposition.</li> <li>7. Warranty for procurement of equipment and projects.</li> <li>8. In case of dissolution of the recipient NGO/Po, in addition to the OR acknowledging return of unutilized amount, copy of the vouchers paid by the NGO/PO.</li> <li>9. Liquidation Report</li> </ol>		Requesting Office	
<b>3.1.2 STAGGERED RELEASE OF FUNDS TO NGO / PO</b>			

1. Duly approved Schedule of Fund Release to NGO/PO. 2. Interim Fund Utilization Report on the previous release certified by the NGO/PO's Accountant, approved by its President/Chairman and verified by the internal auditor or equivalent official of the GO showing a summary of expenses and a status report of accomplishment evidenced by pictures. 3. List of beneficiaries of previous releases with their signatories signifying their acceptance / acknowledgement of the project funds/goods/services.				Requesting Office
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit Liquidation Report with Approved OBR and complete supporting documents.	1. Record liquidation to Journal Ledger	None	2 - 3 minutes	Admin. Aide IV
	2. Check receipts and record to liquidation list	None	2 - 3 minutes	Admin. Assistant II
	3. Record liquidation and assign JEV number	None	2 - 3 minutes	Admin. Officer IV
	4. Prepare and print JEVs	None	2 - 3 minutes	Admin. Officer II
	5. Final checking of supporting documents	None	2 - 3 minutes	Accountant II
	6. Approval	None	3 minutes	Provincial Accountant
<b>TOTAL</b>		None	<b>Average of 18 Minutes</b>	

### 3. MISCELLANEOUS EXPENSES (FINANCIAL, BURIAL, MEDICAL, FIRE VICTIMS, EDUCATIONAL ASSISTANCE, ETC.)/CULTURAL AND ATHLETIC ACTIVITIES/ HUMAN RESOURCE DEVELOPMENT AND TRAINING PROGRAM/FINANCIAL EXPENSES/ ROAD RIGHT-OF-WAY/REAL PROPERTY

To carry out effectively the duties and functions of the office relating to disbursement of fund and ensure adherence and strict compliance with the generally accepted accounting and auditing principles and standards in the disbursement of the funds.

<b>Office/Division:</b>	<b>Provincial Accountant's Office</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	Employees of PGSDS / Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>
<b>3.1 BURIAL ASSISTANCE</b>			
<b>Requirements:</b> 1. Letter of Request addressed to Governor / Vice Governor. 2. Photocopy of Death Certificate			Requesting Office



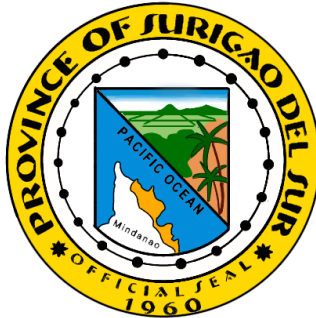
<ul style="list-style-type: none"> <li>3. Funeral Service Contract</li> <li>4. Certificate of Indigency</li> <li>5. Social Case Study / Intake Sheet</li> <li>6. Certificate of Eligibility</li> <li>7. ID of Representative (photocopy)</li> </ul>	
<b>3.2 CULTURAL AND ATHLETIC ACTIVITIES</b>	
<b>Requirements:</b> <ul style="list-style-type: none"> <li>1. Budget estimates approved by the Head of Agency</li> <li>2. Same requirements under procurement depending on the nature of expense and the mode of procurement adopted.</li> </ul>	Requesting Office
<b>3.3 EDUCATIONAL ASSISTANCE</b>	
<b>Requirements:</b> <ul style="list-style-type: none"> <li>1. Letter of Request addressed to Governor / Vice Governor.</li> <li>2. Social Case Study / Intake Sheet</li> <li>3. Certificate of Indigency</li> <li>4. Photocopy of latest registration form</li> <li>5. Certificate of Enrollment &amp; Billing signed by the student</li> <li>6. Photocopy of School ID</li> <li>7. Certificate of Eligibility</li> </ul>	Requesting Office
<b>3.4 EXTRAORDINARY AND MISCELLANEOUS EXPENSES</b>	
<b>Requirements:</b> <ul style="list-style-type: none"> <li>1. Invoices / receipts for GOCCs / GFIs and LGUs</li> <li>2. Receipts and/or other documents evidencing disbursement, if there are available, or in lieu thereof, certification executed by the official concerned that the expense sought to be reimbursed have been incurred for any of the purposes contemplated under the provisions of the GAA in relation to or by reasons of his position, in case of NGAs.</li> <li>3. Other supporting documents as are necessary depending on the nature of expense charged.</li> </ul>	Requesting Office
<b>3.5 FINANCIAL EXPENSES</b>	
<b>Requirements:</b> <ul style="list-style-type: none"> <li>1. Loan Agreement / Memoranda of Agreement together with supporting documents</li> <li>2. Statement of Account</li> <li>3. Bank Debit memos</li> <li>4. Other supporting documents deemed necessary depending on the nature of the transaction</li> </ul>	Requesting Office
<b>3.6 FIRE VICTIMS ASSISTANCE</b>	
<b>Requirements:</b> <ul style="list-style-type: none"> <li>1. Letter of Request addressed to Governor / Vice Governor.</li> <li>2. Certificate of Indigency</li> <li>3. ID of client (photocopy)</li> <li>4. Fire Department Certificate</li> </ul>	Requesting Office
<b>3.7 HUMAN RESOURCE DEVELOPMENT AND TRAINING PROGRAM</b>	
<b>Requirements:</b> <ul style="list-style-type: none"> <li>1. Budget estimates approved by the Head of Agency</li> <li>2. Schedule of training approved by the Head of the Agency</li> <li>3. Same requirements under procurement depending on the nature of expense and the mode of procurement adopted.</li> </ul>	Requesting Office

<b>3.8 IMPROVEMENT(trees, plants, growing fruits, etc.)</b>	
<b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Permit issued by the Department of Environment and Natural Resources (DENR) to cut plants, forest trees and fruit bearing trees on areas affected by the project.</li> <li>2. Affected Trees/Crops Inventory duly certified by the Agency's Project Committee/Authorized Officer and showing among others the following: lot number as indicated in the project plan, number of items, specifies classification, diameter, height, lot owner, owner of trees/plants/crops and price.</li> <li>3. Quitclaim or Waiver issued by the lot owner if he is not the claimant</li> <li>4. Map/sketch plan showing the location of the improvement in the project-affected area.</li> <li>5. Resolution/approval of valuation of damaged/improvement.</li> <li>6. Copy of the approved valuation of crops, plants and trees issued by concerned government agency.</li> <li>7. Notarized Affidavit of Ownership with Right/Quitclaim to affected improvements.</li> <li>8. Copy of the latest updated masterlist of PAPs approved by proper authorities.</li> </ol> <p>* If registered land:</p> <ol style="list-style-type: none"> <li>a. Certified true copy of title (TCT/OCT or CLOA/EP)</li> </ol> <p>* If unregistered land:</p> <ol style="list-style-type: none"> <li>a. Certified photocopy of TD</li> <li>b. Notarized joint affidavit of two adjoining landowners or barangay/local officials concerned attesting to the ownership of land.</li> </ol> <p>* If payment through Court Decision</p> <ol style="list-style-type: none"> <li>a. Certified photocopy of Court Decisions (Final) Order / Decision or Certificate of Finality of Decision.</li> </ol>	<p>Requesting Office</p>
<b>3.9 LAND</b>	
<p>* For Common to both Negotiated Purchase and Payment by Court Decision</p> <ol style="list-style-type: none"> <li>1. Project parcellary survey plan showing that said lot and structures are within the boundaries of the right-of-way.</li> <li>2. Structural Mapping Plan of the lot affected.</li> <li>3. Certification by the implementing agency that the claim is not within the original ROW of a converted local road.</li> <li>4. Certification from the Head of the Implementing Office that there is no previous pending claim and previous payment on subject property.</li> <li>5. Environmental Clearance Certificate (ECC) as required under Section 8 of RA No. 8974.</li> <li>6. Copy of latest updated master list of Project-Affected-Persons (PAP) approved by Agency's authorized representative.</li> <li>7. In case of death of claimant or owner, judicial settlement duly advertised in a newspaper of general circulation.</li> </ol>	<p>Requesting Office</p>
<p>* For Negotiated Purchase</p> <ol style="list-style-type: none"> <li>1. Independent Appraisal Report / Regional Committee Resolution indicating the valuation of the land Valuation should be based on the provisions of RA No. 8974.</li> </ol>	<p>Requesting Office</p>

<ol style="list-style-type: none"> <li>2. Applicable BIR Zonal Valuation</li> <li>3. Certified Photocopy of Authority/Agency Resolution to Purchase Land or Land Rights indicating the approved / established valuations or BIR Zonal Valuations.</li> <li>4. Deed of Absolute Sale registered with the Register of Deeds where the land is located.</li> <li>5. Certified photocopy of Tax Clearance from Assessor's Office where the land is located.               <ol style="list-style-type: none"> <li>a. Certificate Authorizing Registration (CAR)</li> <li>b. Capital Gains Tax (CGT)</li> <li>c. Documentary Stamp Tax (DST)</li> <li>d. Transfer Tax</li> </ol> </li> </ol>	
<p>* If registered land:</p> <ol style="list-style-type: none"> <li>1. Transfer Certificate of Title (TCT)</li> <li>2. Certificate of Land Ownership Award/Original Certificate Title/Emancipation Patent CLOA/OCT/EP) certified as true copy by the Register of Deeds.</li> <li>3. Tax Declaration (TD) certified as true copy by the Assessor's Office in the name of the procuring entity or previous owner depending on the provisions of the sale.</li> <li>4. Certified photocopy of TCT and TD in the name of the procuring entity or previous owner with annotation of sale (If portion of lot is acquired)</li> </ol>	Requesting Office
<p>* If unregistered land:</p> <ol style="list-style-type: none"> <li>1. Certified photocopy of TD in the name of the procuring entity or previous owner with annotation of sale.</li> <li>2. Notarized Affidavit of Ownership</li> <li>3. Certification from the City/Municipal Treasurer that the claimant is the sole entity paying the taxes for the property for the past five years.</li> <li>4. Notarized joint affidavit of two adjoining landowners or Barangay/Local Officials concerned attesting to the ownership of land.</li> <li>5. Such other documents deemed necessary for the auditorial review and in the technical evaluation thereof.</li> <li>6. If claim for payment or amount of sale exceeds P50,000 (EO No. 1035), certified photocopy of Claimant's Surety/Indemnity Bond issued by any Insurance Company duly accredited by the Insurance Commission.</li> </ol>	Requesting Office
<p>* For payment by Court Decision</p> <ol style="list-style-type: none"> <li>1. Certified photocopy of Court Decision registered with the Register of Deeds where the land is located including all annexes referred to in the court decision.</li> <li>2. Certified true copy of TCT for registered land, and TD in the name of the previous owner for unregistered land with court decision duly annotated.</li> <li>3. Certificate of Finality of Decision</li> </ol>	Requesting Office
<b>3.1 MEDICAL ASSISTANCE</b>	
<p><b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Letter of Request addressed to Governor / Vice Governor.</li> <li>2. Referral from the hospital / hospital bill</li> </ol>	Requesting Office

3. Medical Abstract 4. Social Case Study / Intake Sheet 5. Certificate of Indigency 6. Certificate of Eligibility 7. ID of patient or representative (photocopy)				
<b>3.1.1 OTHER EMERGENCY NEEDS</b>				
<b>Requirements:</b> 1. Letter of Request addressed to Governor / Vice Governor. 2. Social Case Study / Intake Sheet 3. Certificate of Indigency 4. ID of client (photocopy)				Requesting Office
<b>3.1.2 STRUCTURE/HOUSE</b>				
<b>Requirements:</b> 1. Approved and Notarized Agreement to Demolish and Remove Improvements (ADRI) / Notarized voluntary undertaking to vacate the project area. 2. Sketch plan/drawing of house/structure 3. Notarized landowner's waiver of rights/quitclaim to affected houses/structures or establishments if payment will be made to claimants other than the owner. 4. Pictures of the structures before, during and after the demolition 5. Certified true copy of owner's identification (ID), Residence Certificate and Barangay Clearance 6. Computation of Replacement Cost duly approved by implementing Office Director supported with current abstract of canvass of construction materials. 7. Certificate of Total Demolition 8. Map showing the location of the structure/house in the project-affected area. 9. Notarized affidavit of ownership with Waiver of Right/Quitclaim to affected house/structure. 10. Copy of master list of Project-Affected-Person (PAPs) indicating the names of affected house/structure owners approved by authorized personnel. 11. Certified photocopy of title (TCT/OCT or CLOA/EP) and TD of land where the house/structure is erected.				Requesting Office
<b>3.1.3 TRANSPORTATION ASSISTANCE</b>				
<b>Requirements:</b> 1. Letter of Request addressed to Governor / Vice Governor. 2. Social Case Study / Intake Sheet 3. Certificate of Indigency 4. Certificate of Eligibility 5. ID of client (photocopy)				Requesting Office
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Submit voucher / payroll with approved	1. Record voucher / payroll and assign incoming number.	None	2 minutes	Admin. Aide IV

OBR and complete requirements.	2. Record claims to SPID-C program and assign DV number	None	5 minutes	Admin. Aide I
	3. Computer check as to correctness of computation of deductions	None	8 - 10 minutes	Admin. Officer V Admin. Officer V
	4. Record and verify claims as to double entry	None	3 - 5 minutes	Admin. Aide IV
	5. Review as to correctness of computations by the head of Pre-Audit division,	None	10 - 15 minutes	Accountant IV
	6. Final Review and Checking	None	2 - 3 minutes	Assistant Provincial Accountant
	7. Approval	None	3 minutes	Provincial Accountant
	8. Record claim for release then forward to PTO.	None	2 - 3 minutes	Admin. Aide III
<b>TOTAL</b>		None	<b>Average of 46 Minutes</b>	



**PROVINCIAL ACCOUNTANT'S OFFICE  
(PACCO)**

**INTERNAL SERVICES**

#### 4. SALARIES, ALLOWANCES, HONORARIA, AND OTHER FORMS OF COMPENSATION

To carry out effectively the duties and functions of the office relating to financial transactions of salaries, allowances, honoraria, and other forms of compensation and ensure adherence and strict compliance with the generally accepted accounting and auditing principles and standards in the processing and approval of the said financial transactions.

<b>Office/Division:</b>	<b>Provincial Accountant's Office</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Employees of PGSDS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>4.1 Clothing / Uniform Allowance</b>		
<b>Requirements:</b> * For Individual Claims <ol style="list-style-type: none"> <li>1. Certified true copy of approved appointment of new employees</li> <li>2. Certificate of Assumption of new employees</li> <li>3. Certificate of non-payment from previous agency, for transferees</li> </ol> * For General Claims <ol style="list-style-type: none"> <li>1. Clothing / Uniform Allowance Payroll</li> <li>2. Payroll Register (hard and soft copy).</li> <li>3. Letter to the Bank to credit employees' account of their salaries or other claims.</li> <li>4. Validated deposit slips</li> </ol>		Requesting Office
<b>4.2 Collective Negotiation Agreement (CNA) Incentive</b>		
<b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Resolution signed by both parties incorporating the guidelines/ criteria for granting CNA incentive.</li> <li>2. Copy of C.N.A.</li> </ol>		Requesting Office
<b>4.3 General Claims through the Automated Teller Machine (ATM)</b>		
<b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Salary Payroll</li> <li>2. Payroll Register (hard and soft copy).</li> <li>3. Letter to the Bank to credit employees' account of their salaries or other claims.</li> <li>4. Authority to Debit Account (ADA).</li> </ol>		Requesting Office
<b>4.4 Salaries - Individual Claims</b>		
<b>4.4.1 First Salary</b> <b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Certified True Copy of duly approved Appointment.</li> <li>2. Assignment Order, if applicable.</li> <li>3. Certified true copy of Oath of Office</li> <li>4. Certificate of Assumption</li> <li>5. Statement of Assets, Liabilities and Net Worth</li> <li>6. Approved DTR</li> </ol>		Provincial Human Resource Management Office

7. Bureau of Internal Revenue (BIR) withholding certificates (Forms 1902, 2305, 23167.) 8. Payroll Information on New Employee (PINE) (for agencies with computerized payroll systems) 9. Authority from the claimant and identification documents, if claimed by person other than payee.	Provincial Accountant's Office
<b>4.4.2 Last Salary</b> <b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Clearance from money, property and legal accountabilities</li> <li>2. Approved DTR</li> <li>3. Service Records</li> </ol>	Requesting Office
<b>4.4.3 Maternity Leave</b> <b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Approved application for leave</li> <li>2. Maternity leave clearance</li> <li>3. Medical certificate for maternity leave</li> </ol> Additional requirements for Unused Maternity Leave (upon assumption before the expiration of the 120-day maternity leave) <ol style="list-style-type: none"> <li>4. Medical certificate that the employee is physically fit to work.</li> <li>5. Certificate of assumption.</li> <li>6. Approved DTR</li> </ol>	Provincial Human Resource Management Office
<b>4.4.4 Salary (if deleted from the payroll)</b> <b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Approved DTR</li> <li>2. Notice of Assumption</li> <li>3. Approved Application for Leave, Clearances, and Medical Certificate, if on sick leave for five days or more.</li> </ol>	Provincial Human Resource Management Office
<b>4.4.5 Salary of Job Order / Contractual Personnel</b> <b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Certified true copy of the pertinent contract/appointment/job order</li> <li>2. Accomplishment Report.</li> <li>3. Approved DTR.</li> <li>4. BIR Form 1901 and Sworn Declaration</li> <li>5. Member's Data Record (Philhealth)</li> <li>6. Member Data Form (Pag-Ibig)</li> </ol>	Requesting Office
<b>4.4.6 Salary Differentials due to Promotion and/or Step Increment</b> <b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Certified True Copy of duly approved Appointment in case of promotion or Notice of Salary Adjustment in case of step increment/salary increase.</li> <li>2. Certificate of Assumption</li> <li>3. Approved DTR or certification that the employee has not incurred leave without pay.</li> </ol>	Provincial Human Resource Management Office
<b>4.4.7 Salary due to heirs of deceased employee</b> <b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Same requirements as those for last salary</li> <li>2. Additional requirements: <ol style="list-style-type: none"> <li>a. Death Certificate authenticated by Philippine Statistics Office (PSA)</li> <li>b. Marriage Contract authenticated by PSA</li> <li>c. Birth Certificates of surviving legal heirs authenticated by PSA</li> <li>d. Designation of next-of-kin.</li> </ol> </li> </ol>	Provincial Human Resource Management Office



e. Waiver of right if children 18 years old and above.	
<b>4.5 Hazard Duty Pay Requirements:</b> <ol style="list-style-type: none"> <li>1. Certification by the Secretary of the Department of Science and Technology (DOST) / Department of Health (DOH) / Department of National Defense (DND) / Director of the Philippine Institute of Volcanology and Seismology that the place of assignment / travel is a strife-torn / embattled / disease-infested / distresses or isolated areas / stations, areas declared under state of. calamity or emergency, or with volcanic activity and/or eruption.</li> <li>2. Duly accomplished time record of employees or travel report</li> <li>3. Copy of special order from the agency/department head covering the assignment to hazardous / difficult areas.</li> <li>4. Approved DTR / Service Report.</li> </ol>	Requesting Office
<b>4.6 Honoraria</b>	
<b>4.6.1 Government Personnel Involved in Government Procurement Requirements:</b> <ol style="list-style-type: none"> <li>1. Office Order creating and designating the BAC composition and authorizing the members to collect honoraria.</li> <li>2. Minutes of BAC Meeting</li> <li>3. Notice of award to the winning bidder of procurement activity being claimed.</li> <li>4. Certification that the procurement involves competitive bidding.</li> <li>5. Attendees Sheet listing names of attendees to the BAC meeting.</li> </ol>	Requesting Office
<b>4.6.2 Lecturer / Coordinator Requirements:</b> <ol style="list-style-type: none"> <li>1. Office Order</li> <li>2. Coordinator's report on lecturer's schedule</li> <li>3. Course Syllabus / Program of Lectures</li> <li>4. Duly approved DTR in case of claims by the coordinator and facilitators.</li> </ol>	Requesting Office
<b>4.6.3 Special Projects Requirements:</b> <ol style="list-style-type: none"> <li>1. Performance evaluation plan formulated by project management used as basis for rating the performance of members.</li> <li>2. Office Order designating members of the special project.</li> <li>3. Term of Reference</li> <li>4. Certificate of completion of project deliverables.</li> <li>5. Special Project Plan</li> <li>6. Authority to collect honoraria</li> <li>7. Certificate of acceptance by the agency head of the deliverables per project component.</li> </ol>	Requesting Office
<b>4.6.4 Science and Technological Activities Requirements:</b> <ol style="list-style-type: none"> <li>1. Office Order</li> <li>2. Plan / Program of Activities</li> <li>3. Accomplishment Report / Certificate of completion of programmed activities</li> <li>4. Authority to collect honoraria</li> <li>5. Certificate of acceptance by the Agency Head of the deliverables / project output</li> </ol>	Requesting Office

<b>4.7 Longevity Pay Requirements:</b> <ol style="list-style-type: none"> <li>1. Service record</li> <li>2. Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay.</li> </ol>	Requesting Office
<b>4.8 Loyalty Cash Award / Incentive</b> * For Individual Claims <ol style="list-style-type: none"> <li>1. Certificate from HR that the claimant is qualified to receive LCA &amp; Approved by LCE.</li> </ol>	Requesting Office
<b>4.9 Midyear, Year End Bonus (YEB) and Cash Gift (CG)</b> * For Individual Claims <ol style="list-style-type: none"> <li>1. Clearance from money, property and legal accountabilities.</li> <li>2. Certification from head of Office that the employee is qualified to receive the YEB and CG benefits pursuant to DBM Budget Circular No. 2003-2 dated May 9, 2003.</li> </ol> * For General Claims <ol style="list-style-type: none"> <li>1. YEB and CG Payroll</li> <li>2. Payroll Register (hard and soft copy).</li> <li>3. Letter to the Bank to credit employees account of their YEB and CG claims</li> <li>4. Authority to Debit Account (ADA)</li> </ol>	
<b>4.10 Monetization Requirements:</b> <ol style="list-style-type: none"> <li>1. Approved Leave application with leave credit balance certified by the Human Resource Management Office</li> <li>2. Request for leave covering more that 10 days duly approved by the Head of Agency</li> <li>3. For monetization of 50 percent or more: Clinical abstract / medical procedures to be undertaken. in case of health, medical and hospital needs. Barangay certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc.</li> <li>4. Authority to avail Monetization.</li> </ol>	Requesting Office
<b>4.11 Overtime Pay Requirements:</b> <ol style="list-style-type: none"> <li>1. Overtime authority stating the necessity and urgency of the work to be done, and the duration of overtime work</li> <li>2. Overtime work program.</li> <li>3. Quantified Overtime accomplishment duly signed by the employee and supervisor.</li> <li>4. Certificate of service or duly approved DTR.</li> <li>5. Overtime Approval Request Form</li> </ol>	Requesting Office
<b>4.12 Personnel Economic Relief Allowance (PERA) Requirements:</b> * Same requirements as those for payment of salaries (4.4)	Requesting Office
<b>4.13 Personnel Economic Relief Allowance (PERA) Requirements:</b> * For Individual Claims <ol style="list-style-type: none"> <li>1. Copy of Office Order / Appointment (1st Payment)</li> <li>2. Certificate of Assumption (1st Payment)</li> </ol>	Provincial Human Resource Management Office

<ol style="list-style-type: none"> <li>3. Certification that the official / employee did not use government vehicle and is not assigned any government vehicle.</li> <li>4. Certificate or evidence of service rendered or approved DTR.</li> <li>5. Certification by the LCE, in case of LGUs, that the revised RATA rates is still within the PS limitation prescribed under Section 325(a) of RA No. 7160 (initial claim)</li> </ol> <p>* For General Claims</p> <ol style="list-style-type: none"> <li>1. RATA Payroll</li> <li>2. Payroll Register (hard and soft copy).</li> <li>3. Letter to the Bank to credit employees' account of their RATA claims, or applicable.</li> <li>4. Validated deposit slips, if applicable.</li> </ol>	<p>Requesting Office</p>
<p><b>4.14 Productivity Incentive Allowance (PIB)</b>  <b>Requirements:</b></p> <p>* For Individual Claims</p> <ol style="list-style-type: none"> <li>1. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory.</li> <li>2. Certification from the Legal Office that the employee has no administrative charge</li> </ol> <p>* For General Claims</p> <ol style="list-style-type: none"> <li>1. PIB payroll</li> <li>2. List of personnel who were suspended either preventively or as a penalty as a result of an administrative charge within the year for which PIB is paid, regardless of the duration (except if the penalty meted out is only a reprimand)</li> <li>3. List of personnel dismissed within the year.</li> <li>4. List of personnel on Absent Without Official Leave (AWOL)</li> <li>5. Certification that the performance ratings for the two semesters given to the personnel of the concerned division/office is at least satisfactory.</li> <li>6. Payroll Register (hard and soft copy)</li> <li>7. Letter to the Bank to credit employees' account of their PIB claims.</li> <li>8. Validated deposit slip.</li> </ol>	<p>Requesting Office</p>
<p><b>4.15 Retirement Benefits</b>  <b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Updated Service record indicating the number of days leave without pay and/or certification issued by the Human Resource Management Office (HRMO) that the retiree did not incur any leave of absence without pay.</li> <li>2. Retiree application</li> <li>3. Office clearance from money/property accountability &amp; administrative / criminal liability.</li> <li>4. Statement of assets and liabilities.</li> <li>5. Retirement Gratuity Computation</li> <li>6. Affidavit of Undertaking for authority to deduct accountabilities.</li> <li>7. Affidavit of applicant that there is pending criminal investigation or prosecution against him / her (Anti- Graft RA No. 3019)</li> </ol> <p>Additional requirement in case of resignation</p> <ol style="list-style-type: none"> <li>8. Employee's letter of resignation duly accepted by the Agency Head</li> </ol> <p>Additional requirement in case of death of claimant</p>	<p>Requesting Office</p>

<ul style="list-style-type: none"> <li>9. Death certificate authenticated by Philippine Statistics Office (PSA)</li> <li>10. Marriage contract authenticated by PSA.</li> <li>11. Birth certificates of all surviving legal heirs authenticated by PSA.</li> <li>12. Designation of next-of-kin.</li> <li>13. Waiver of rights of children 18 years old and above</li> <li>14. Affidavit of two interested parties that the deceased is survived by legitimate and illegitimate children (if any), natural, adopted or children of prior marriage.</li> </ul>	
<p><b>4.16 Special Counsel Allowance</b>  <b>Requirements:</b></p> <ul style="list-style-type: none"> <li>1. Office Order / Designation / Letter of the OSG deputizing the claimant to appear in court as special counsel.</li> <li>2. Certificate of Appearance issued by the Office of the Clerk of Court</li> <li>3. Certification that the cases to be attended by the lawyer personnel are directly related to the nature / function of the particular office represented.</li> <li>4. Certification issued by the concerned lawyer and the Agency Accountant that the amount being claimed is still within the limitation under the GAA of P4,000 per month.</li> </ul>	Requesting Office
<p><b>4.17 Subsistence, Laundry, and Quarters Allowances</b>  <b>Requirements:</b></p> <ul style="list-style-type: none"> <li>1. Payroll of personnel entitled to claim subsistence, laundry and quarters allowance.</li> <li>2. Approved DTR.</li> <li>3. Authority to collect (for initial claim)</li> </ul>	Requesting Office
<p><b>4.18 Terminal Leave Benefits</b>  <b>Requirements:</b></p> <ul style="list-style-type: none"> <li>1. Clearance from money, property and legal accountability</li> <li>2. Certificate of leave credits issued by the Admin/Human Resource Management Office.</li> <li>3. Approved Leave application.</li> <li>4. Complete Service record</li> <li>5. Statement of Assets, Liabilities and Net Worth (SALN)</li> <li>6. Certified photocopy of appointment / notice of salary adjustment (NOSA) showing the highest salary received if the last salary under the last appointment is not the highest.</li> <li>7. Computation of terminal leave benefits duly signed/certified by the accountant.</li> <li>8. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU</li> <li>9. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her.</li> <li>10. In case of resignation, employee's letter of resignation duly accepted by the head of agency.</li> <li>11. GSIS Clearance</li> </ul> <p>Additional requirements in case of death of claimant</p> <ul style="list-style-type: none"> <li>12. Death certificate authenticated by PSA</li> <li>13. Marriage contract authenticated by PSA</li> <li>14. Birth certificates of all surviving legal heirs authenticated by PSA</li> <li>15. Designation of next-of-kin</li> <li>16. Waiver of rights of children 18 years old and above.</li> </ul>	Requesting Office

CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit payroll with approved OBR and complete requirements.	1. Record voucher / payroll and assign incoming number.	None	2 minutes	Admin. Aide IV
	2. Check and compute BIR withholding tax, encode to computer, stamp and sign	None	3 - 5 minutes	Admin. Officer II Admin. Aide IV
FD	3. Check Pag-ibig premium contributions and loan deductions, encode to computer, stamp and sign	None	3 - 5 minutes	Admin. Assistant III
	4. Check Philhealth premium contributions, encode to computer, stamp and sign	None	3 - 5 minutes	Admin. Officer IV
	5. Check GSIS premium contributions and loan deductions, encode to computer, stamp and sign	None	3 - 5 minutes	Admin. Officer V
	3. Computer check as to correctness of computation of deductions	None	8 - 10 minutes	Admin. Officer V Admin. Officer II
	4. Review as to completeness of supporting papers and accuracy of computations	None	5 - 15 minutes	Admin. Officer V
	5. Record claims to SPID-C program and assign DV number	None	5 minutes	Admin. Aide I Admin. Aide VI
	6. Review as to accuracy of computations by the head of Pre-Audit division	None	10 - 15 minutes	Accountant IV
	7. Final Review and Checking	None	2 - 3 minutes	Assistant Provincial Accountant
	8. Approval	None	3 minutes	Provincial Accountant
	9. Record claim for release then forward to PTO.	None	2 - 3 minutes	Admin. Aide III
<b>TOTAL</b>		<b>None</b>	<b>Average of 1 Hour and 26 Minutes</b>	

## 5. GRANTING OF CASH ADVANCES

To carry out effectively the duties and functions of the office relating to Cash Advances and ensure adherence and strict compliance with the generally accepted accounting and auditing principles and standards in the processing and approval of Cash Advances.

<b>Office/Division:</b>	<b>Provincial Accountant Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Employees of PGSDS			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
By concerned parties involved:				
<b>5.1 Field / Activity Current Operating Expenses</b> <b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Approved Budget for COE of the agency filed office or agency activity in the field.</li> </ol>				Requesting Office
<b>5.2 Payroll Fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses</b> <b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Approved Contracts of Service, Job Orders</li> <li>2. Approved Payroll or List of payees indicating their net payments.</li> <li>3. Approval/authority or legal basis to pay any allowance/ salaries/wages/fringe benefits.</li> <li>4. Daily Time Record (DTR) approved by the supervisor.</li> <li>5. Accomplishment Report</li> </ol>				Requesting Office
<b>5.3 Petty Cash Fund</b> <b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Approved estimates of petty expenses / Purchase Request</li> <li>2. Authority to draw cash advance.</li> <li>3. Copy of bond</li> </ol>				Requesting Office
<b>5.4 Traveling Allowances</b> <b>Requirements:</b> <ul style="list-style-type: none"> <li>* Local Travel <ol style="list-style-type: none"> <li>1. Travel Order</li> <li>2. Itinerary of travel</li> <li>3. Letter of invitation of host/ sponsor / organization</li> <li>4. Certification of previous cash advance as liquidated.</li> </ol> </li> </ul>				
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Submit voucher / payroll of cash advance with Approved OBR and complete supporting documents.	1. Record voucher / payroll and assign incoming number.	None	2 minutes	Admin. Aide IV
	2. Check as to completeness of supporting papers and compute necessary deductions (BIR) & Unliquidated Cash Advances.	None	5 - 15 minutes	Admin. Assistant III Admin. Officer V
	3. Record claims to SPID-C program & assign DV number.	None	5 minutes	Admin. Aide I

	4. Review as to accuracy of computation & completeness of supporting documents.	None	3 minutes	Accountant IV
	5. Final review and checking of supporting documents	None	2 - 3 minutes	Assistant Provincial Accountant
	6. Approval	None	3 minutes	Provincial Accountant
	7. Record claim for release then forward to PTO	None	2 - 3 minutes	Admin. Aide III
<b>TOTAL</b>		<b>None</b>	<b>Average of 34 Minutes</b>	

## 6. LIQUIDATION OF CASH ADVANCES

To carry out effectively the duties and functions of the office relating to Liquidation of Cash Advances and ensure adherence and strict compliance with the generally accepted accounting and auditing principles and standards in the processing, review, and approval of the liquidation of Cash Advances.

<b>Office/Division:</b>	Provincial Accountant Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	Employees of PGSDS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
By concerned parties involved:			
<b>6.1 Liquidation of Cash Advances</b>			
<b>6.1.1 Field / Activity Current Operating Expenses Requirements:</b> <ol style="list-style-type: none"> <li>1. Same requirements as those for salaries, petty operating expenses, other personal services, and maintenance and other operating expenses depending on the nature of expenses incurred.</li> </ol>		Requesting Office	
<b>6.1.2 Payroll Fund for Salaries, Wages, Allowances, Honoraria and Other Similar Expenses Requirements:</b> <ol style="list-style-type: none"> <li>1. Report of Disbursements certified correct by the accountable officer.</li> <li>2. Approved payrolls/vouchers duly acknowledged/signed by the payee/s.</li> <li>3. Approved Daily Time Records (DTRs) or Certificate of Service</li> <li>4. Approved Application for Leave</li> <li>5. In case of payment of personnel under the "job order" status, duly verified/accepted accomplishment report.</li> </ol>		Requesting Office	

6. Official Receipt (OR) in case of refund for unclaimed salaries. 7. Authority from the claimant and identification documents, if claimed by person other than the payee. 8. Such other pertinent supporting documents that may be required depending on the nature of expenses				
<b>6.1.3 Petty Cash Fund Requirements:</b> 1. Summary of Petty Cash Vouchers 2. Report of Disbursements 3. Petty Cash Replenishment Report 4. Approved purchase request with certificate of Emergency purchase, if necessary. 5. Bills, receipts, sales invoices 6. Certificate of inspection and acceptance 7. Report of Waste Materials in case of replacement/repair 8. Approved trip ticket, for gasoline expenses. 9. Canvass from at least three suppliers for purchases involving Php 1,000 and above, except for purchases made while on official travel. 10. Summary/Abstract of Canvass 11. Petty Cash Vouchers duly accomplished		Requesting Office		
<b>6.1.4 Traveling Allowances Requirements:</b> 1. Paper/electronic plane, boat or bus. tickets, boarding pass, terminal fee 2. Certificate of appearance/attendance 3. Copy of previously approved itinerary of travel 4. Revised or supplemental Office Order or any proof supporting the change of schedule. 5. Revised or supplemental Office Order or any proof supporting the change of schedule. 6. Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for official travel exceeded the prescribed rate per day. 7. Liquidation Report 8. Reimbursement Expense Receipt (RER) 9. OR in case of refund of excess cash advance 10. Certificate of Travel Completed 11. Hotel room / lodging bills with official receipt.		Requesting Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit Liquidation Report with Approved OBR and complete	1. Record voucher / payroll and assign incoming number.	None	2 minutes	Admin. Aide IV
	2. Encode to computer	None	2 minutes	Staff/Personnel In-Charge



supporting documents.	3. Check liquidation reports	None	5 minutes	Admin. Officer V Admin. Assistant III
	4. Review of liquidation reports	None	2 minutes	Accountant IV
<b>TOTAL</b>		<b>None</b>	<b>Average of 11 Minutes</b>	

## 7. OTHER EXPENDITURES

To carry out effectively the duties and functions of the office relating to Financial Transactions of Other Expenditures and ensure adherence and strict compliance with the generally accepted accounting and auditing principles and standards in the processing, review, and approval of the financial transactions of other expenditures.

<b>Office/Division:</b>	<b>Provincial Accountant Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Employees of PGSDS			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
<b>7.1 TELEPHONE / CABLE / CELLPHONE LOAD / INTERNET Requirements:</b> <ol style="list-style-type: none"> <li>Statement of Account / Bill (for pre-audit purposes)</li> <li>Invoice / Official Receipt or machine validated statement of account / bill (for post-audit purposes)</li> <li>Certification by Agency Head or his authorized representatives that all National Direct Dial (NDD), National Operator Assisted Calls and International Operator Assisted Calls are official calls.</li> </ol>				Requesting Office
<b>7.2 UTILITY EXPENSE (LIGHT &amp; WATER) Requirements:</b> <ol style="list-style-type: none"> <li>Statement of Account / Bill (for pre-audit purposes)</li> <li>Invoice / Official Receipt or machine validated statement of account / bill (for post-audit purposes)</li> </ol>				Requesting Office
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Submit voucher / payroll with approved OBR and complete requirements.	1. Record voucher / payroll and assign incoming number.	None	2 minutes	Admin. Aide IV
	2. Record claims to SPID-C program and assign DV number	None	5 minutes	Admin. Aide I
	3. Computer check as to accuracy of computation of deductions	None	8 - 10 minutes	Admin. Officer II

4. Record and verify claims as to double entry	None	3 - 5 minutes	Admin. Aide IV
5. Review as to correctness of computations by the head of Pre-Audit division,	None	10 - 15 minutes	Accountant IV
6. Final Review and Checking	None	2 - 3 minutes	Assistant Provincial Accountant
7. Approval	None	3 minutes	Provincial Accountant
8. Record claim for release then forward to PTO.	None	2 - 3 minutes	Admin. Aide III
<b>TOTAL</b>	<b>None</b>	<b>Average of 46 Minutes</b>	

## 8. PROCUREMENT

To carry out effectively the duties and functions of the office relating to Financial Transactions on Procurement and ensure adherence and strict compliance with the generally accepted accounting and auditing principles and standards in the processing, review, and approval of the financial transactions on procurement.

<b>Office/Division:</b>	<b>Provincial Accountant Office</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Employees of PGSDS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>8.1 PROCUREMENT THROUGH PUBLIC BIDDING</b> <b>Requirements:</b> <ol style="list-style-type: none"> <li>1. Authenticated photocopy of the approved APP and any amendment thereto.</li> <li>2. Approved contract supported by the following documents which are required under COA Circular No. 2009-001 dated February 12, 2009, and COA Memorandum No. 2005-027 dated February 28, 2005 to be submitted to the Auditor's Office within five days from the execution of the contract.</li> <li>3. Copy of Advertisement of Invitation to Bid/Request for expression of interest.</li> <li>4. Documentary requirements under Section 23.1 and 25.2b for infrastructure projects, 23.1 and 25.2a for goods and 24.1 and 25.2c for consulting services, of the Revised IRR of RA No. 9184.</li> <li>5. Minutes of Pre-procurement Conference for projects costing above P5 Million for infrastructure, P2Million and above for goods, and P1Million and above for consulting services.</li> <li>6. Bid Evaluation Report</li> <li>7. Ranking of short-listed bidders for consulting services.</li> </ol>		Requesting Office

8. Post Qualification Evaluation Report 9. Printout copies of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS. 10. For LGUs, as clarified under COA Memorandum No. 2010-014 dated April 22, 2010, authorization by local Sanggunian for the Local Chief Executive to enter into contract. 11. Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA No. 9184. 12. Request for purchase or requisition of supplies materials and equipment duly approved by proper authorities.	
<b>8.1.1 Infrastructure</b> <b>Requirements:</b> 1. Letter request from contractors for advance/ progress / final payment or for substitution in case of release of retention money. 2. Common to progress/final payments - SPECIFY	Requesting Office
<b>8.1.1.1 Advance Payment</b> <b>Requirements:</b> 1. Written request from contractor to make advance payment. 2. Irrevocable Standby Letter of Credit / Security Bond / Bank Guarantee 3. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof.	Requesting Office
<b>8.1.1.2 Final Payment</b> <b>Requirements:</b> 1. As-Built plans 2. Warranty Security 3. Clearance from the Provincial Treasurer that the corresponding sand and gravel fees have been paid. 4. Copy of turn over documents / transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency.	Requesting Office
<b>8.1.1.3 Progress Payment</b> <b>Requirements:</b> 1. Statement of Work Agreement (SWA) / Progress billing and corresponding request for progress agreement.	Requesting Office
<b>8.1.1.4 Release of Retention Money</b> <b>Requirements:</b> 1. Any security in the form of cash, bank guarantee irrevocable standby letter of credit from commercial bank, GSIS or surety bond callable on demand. 2. Certification from the end-user that the project is completed and inspected.	Requesting Office
<b>8.1.1.5 Variation Order / Change Order / Extra Work Order</b> <b>Requirements:</b> 1. Copy of Approved Change Order (CO) / Extra Work Order (EWO) 2. Copy of the approved original plans indicating the affected portion(s) of the project and duly revised plans and specifications, if applicable, indicating the changes made which shall be color coded. 3. Copy of the agency's report establishing the necessity / justification(s) for the need of such CO and/or EWO which shall include: (a) the	Requesting Office

<p>computation as to the quantities of the additional works involved per item indicating the specific stations where such works are needed; (b) the date of inspection conducted and the results of such inspection; (c) a detailed estimate of the unit cost of such items of work for new unit costs including those expressed in volume/area/lump-sum/lot.</p> <ol style="list-style-type: none"> <li>4. Copy of the approved/revised PERT/CPM Network Diagram which shall be color coded, reflecting the effect of additional/deductive time on the contract period and the corresponding detailed computations for the additional/deductive time for the subject Change Order/Extra Work Order.</li> <li>5. Copy of the approved detailed breakdown of contract cost for the variation order.</li> <li>6. Copy of the COA Technical Evaluation Report for the original contract.</li> <li>7. If the Variation Order to be reviewed is not the 1st variation order, all of the above requirements for all previously approved variation orders, if not yet reviewed, otherwise, copy of the COA Technical Evaluation Report for the previously approved variation orders.</li> <li>8. Additional performance security in the prescribed form and amount if variation order exceeds 10 percent of the original contract cost.</li> <li>9. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof.</li> </ol>	
<p><b>8.1.2 Consulting Services</b> <b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Appropriate approved documents indicating the expected outputs/deliverables.</li> <li>2. Copy of the Approved Manning Schedule indicating the names and positions of the consultants and staff and the extent of their participation in the project.</li> <li>3. Copy of the curriculum vitae of the consultants and staff.</li> <li>4. Letter request for payment from the consultant.</li> <li>5. Approved Consultancy Progress/Final Reports, and/or output required under the contract.</li> <li>6. Progress/Final Billing</li> <li>7. Contract of Infrastructure Projects subject of Project Management Consultancy Services.</li> </ol>	<p>Requesting Office</p>
<p><b>8.1.3 Goods</b></p>	
<p><b>8.1.3.1 Advertising Expenses</b> <b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Bill / Statement of Account</li> <li>2. Copy of newspaper clippings evidencing publication and/or CD in case of TV/Radio commercial</li> </ol>	<p>Requesting Office</p>
<p><b>8.1.3.2 General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal and Similar Services)</b> <b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Additional documents under Annexes H to K and P of COA Memorandum No. 2005-027 dated February 28, 2005, required to be submitted to the Auditor's Office within five days from the execution of the contract:</li> </ol> <p>* For janitorial / security / maintenance services</p>	<p>Requesting Office</p>

<ul style="list-style-type: none"> <li>a. Appropriate approved documents indicating the following: (a) The number of personnel involved and their corresponding rates/salary, (b) Schedule of work and places of assignment or station / visits indicating, among others, the number of hours per visit, (c) The type and number of equipment to be served (in case of visitorial maintenance service).</li> <li>b. The scaled floor plans of the building and other area/s covered by the service contract (for janitorial services)</li> <li>c. The group classification of personnel to determine the Equivalent Equipment Monthly Statutory Minimum Wage Rate in accordance with the applicable Rules Implementing RA No. 6727.</li> <li>d. Approved documents indicating the minimum requirements of the agency on the number of security personnel to be involved in the project (for security service contract).</li> <li>e. The population of the agency where the services are rendered. (for security service controls)</li> <li>f. Detailed description of the maintenance services to be rendered or activities to be performed (for maintenance service contracts).</li> </ul> <p>* For Garbage Collection and Disposal</p> <ul style="list-style-type: none"> <li>a. Complete description / specifications and number of units of dump trucks to be used.</li> <li>b. Complete description / specifications and number of units of all other equipment to be rented/used.</li> <li>c. Appropriate approved documents containing the terms and conditions, whether operated or bare rental for heavy equipment, whether per trip or package deal; and other relevant condition.</li> <li>d. The designated dumpsite/location of dumpsite (if provided in a separate document)</li> <li>e. The measurement in kilometers of the total distance covered by one complete route for all the required routes to be traveled.</li> <li>f. Estimated volume in cubic meters of garbage to be hauled from area of operation, including the basis for such estimates.</li> <li>g. In cases where the type of contract differs from the usual per trip contract basis, sufficient justification and comparative analysis between the type of contract adopted against the basic per trip type of contract.</li> </ul> <ul style="list-style-type: none"> <li>2. Accomplishment Report</li> <li>3. Request for payment</li> <li>4. Contractor's Bill</li> <li>5. Certificate of Acceptance</li> <li>6. Record of Attendance / Service</li> <li>7. Proof of remittance to concerned government agency and/or GOCC</li> <li>8. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof.</li> </ul>	
<p><b>8.1.3.3 Rental Contracts</b></p> <p><b>Requirements:</b></p> <ul style="list-style-type: none"> <li>1. Additional documents under Annexes L, N and O of COA Memorandum No. 2005-027 dated February 28, 2005, required to be submitted to the Auditor's Office within five days from the execution of the contract.</li> </ul> <p>* For privately-owned office/building</p>	<p>Requesting Office</p>

<ol style="list-style-type: none"> <li>a. Complete copy of the building floor plans indicating in shaded colors the rentable space.</li> <li>b. Copy of the Certificate of Occupancy of the building or appropriate approved documents showing the date the building was constructed or age of the building.</li> <li>c. Complete description of the building as to type, kind and class including its component parts and equipment facilities such as, but not limited to, parking areas, elevators, air-conditioning systems firefighting equipment, etc.</li> <li>d. Copy of the Master of Deed Declaration and Restrictions in case of lease/rental of office/condominiums.</li> </ol> <p>* For equipment rental/lease/purchase contract</p> <ol style="list-style-type: none"> <li>a. Agency evaluation of equipment utilization.</li> <li>b. Pertinent data of area of operation.</li> </ol> <ol style="list-style-type: none"> <li>2. List of prevailing comparable property within vicinity.</li> <li>3. Vicinity Map</li> <li>4. Request for payment</li> <li>5. Bill / Invoices</li> <li>6. Certificate of Occupancy (space/building)</li> <li>7. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof.</li> </ol>	
<p><b>8.1.3.4 Repair and Maintenance of Equipment and Motor Vehicles</b></p> <p><b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Copy of the pre-repair evaluation report and approved detailed plans by the agency showing in sufficient detail the scope of work / extent of repair to be done.</li> <li>2. Copy of the latest service bulletin, in case of aircraft.</li> <li>3. Report of waste materials</li> <li>4. Copy of document indicating the history of repair</li> <li>5. Post-inspection reports</li> <li>6. Warranty Certificate</li> <li>7. Request for payment</li> <li>8. Bill/Invoices</li> <li>9. Certificate of Acceptance</li> <li>10. Pre-repair inspection reports</li> <li>11. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof.</li> </ol>	<p>Requesting Office</p>
<p><b>8.1.3.5 Supplies, Materials, Equipment and Motor Vehicles</b></p> <p><b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Certificate of Exclusive Distributorship, if applicable</li> <li>2. Samples and brochures / photographs, if applicable</li> <li>3. For imported items: <ol style="list-style-type: none"> <li>a. Consular Invoice / Pro-forma invoice of the foreign supplier with the corresponding details</li> <li>b. Home Consumption Value of the items</li> <li>c. Breakdown of the expenses incurred in the importation.</li> </ol> </li> <li>4. Original copy of Dealers/Suppliers' invoices showing the quantity, description of the articles, unit and total value, duly signed by the dealer</li> </ol>	<p>Requesting Office</p>

<p>or his representative, and indicating receipt by the proper agency official of items delivered.</p> <ol style="list-style-type: none"> <li>5. Results of Test Analysis, if applicable</li> <li>6. Tax receipts from the Bureau of Customs or the BIR indicating the exact specifications and/or serial number of the equipment procured by the government as proof of payment of all taxes and duties due on the same equipment, supplied or sold to the government or sold to the government.</li> <li>7. Inspection and Acceptance Report prepared by the Department / Agency property inspector and signed by the Head of Agency or his authorized representative.</li> <li>8. For equipment, Property Acknowledgment Receipt</li> <li>9. Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of non-expendable supplies, after acceptance by the procuring entity of the delivered supplies.</li> <li>10. Request for purchase of supplies, materials and equipment duly approved by proper authorities.</li> <li>11. In case of motor vehicles <ol style="list-style-type: none"> <li>a. Agency head and Secretary of DBM, or OP depending on the type of vehicle being provided.</li> <li>b. Local Chief Executives, including Punong Barangay, for types of vehicles enumerated under Section 7 of AO No. 233 sourced from their unencumbered local funds and if chargeable under GAA, either from the DBM or OP depending on the type of vehicles purchased.</li> </ol> </li> <li>12. For procurement of drugs and medicines <ol style="list-style-type: none"> <li>a. Certificate of product registration from Food and Drug Administration (FDA)</li> <li>b. Certificate of good manufacturing practice from FDA.</li> <li>c. Batch Release Certificate from FDA</li> <li>d. If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor / dealer of the products / items.</li> </ol> </li> <li>13. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof.</li> </ol>	
<p><b>8.2 Procurement through Alternative Modes</b>  <b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Documents to be submitted within five working days from the execution of the contract as required under COA Circular No. 2009-001 dated February 12, 2009: <ol style="list-style-type: none"> <li>a. Purchase Order/Letter Order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated, especially when the time or date of delivery is dependent on or will be counted from the date of acceptance of the purchase order/letter order/contract.</li> <li>b. Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring agency, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of seven calendar days in case of Shopping under Section 52.1(b) and</li> </ol> </li> </ol>	<p>Requesting Office</p>

<p>Negotiated Procurement under Sections 53.1 (two failed bidding) and 53.9 (small value procurement) of the Revised IRR of RA No. 9184</p> <ol style="list-style-type: none"> <li>c. Performance and warranty securities, except for shopping and negotiated procurement under emergency cases, small value procurement, lease of real property and United Nation (UN) agencies.</li> <li>d. BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract.</li> <li>e. Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity concerned, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity.</li> </ol> <ol style="list-style-type: none"> <li>2. Approved Procurement Plan.</li> <li>3. Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities.</li> <li>4. Original copy of the delivery invoice showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered.</li> <li>5. Inspection and acceptance report signed "Inspected by" by the authorized agency inspector and signed "accepted by" by the authorized end-user to whom the item was delivered or the property officer if item is for stock.</li> <li>6. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC.</li> <li>7. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs.</li> <li>8. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree.</li> </ol>	
<p><b>8.2.1 Direct Contracting Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No. 2009-001 dated February 12, 2009: <ol style="list-style-type: none"> <li>a. Copy of letter to selected manufacturer/supplier / distributor to submit a price quotation and condition of sale.</li> <li>b. Certificate of Exclusive Distributorship issued by the principal under oath and authenticated by the embassy/consulate nearest the place of the principal, in case of foreign suppliers.</li> <li>c. Certification from the agency authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government.</li> <li>d. Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards.</li> </ol> </li> </ol>	<p>Requesting Office</p>



<ol style="list-style-type: none"> <li>2. Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government.</li> <li>3. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof.</li> </ol>	
<p><b>8.2.2 Limited Source Bidding</b>  <b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No. 2009-001 dated February 12, 2009: <ol style="list-style-type: none"> <li>a. Copy of direct invitation to bid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers / suppliers/ distributors with known experience and proven capability on the requirements of the particular contract.</li> <li>b. Winning bidder's offer or proposal</li> <li>c. Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated in the bidding.</li> <li>d. Notice of Award</li> </ol> </li> <li>2. Documentary requirements under Section 23.1 and 25.2(a) for goods, 23.1 and 25.2(b) for infrastructure, 25.1 and 25.2 (c) for consultancy services, of the Revised IRR of RA No. 9184.</li> <li>3. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof.</li> <li>4. Bid security (required under Section 54.4 IRR-A, RA No. 9184)</li> </ol>	<p>Requesting Office</p>
<p><b>8.2.3 Negotiated Procurement</b>  <b>Requirements:</b></p> <ol style="list-style-type: none"> <li>1. In case of two failed biddings, emergency cases, take-over of contract and small value procurement. <ol style="list-style-type: none"> <li>a. Price quotation/bids/final offers from at least be three invited suppliers.</li> <li>b. Abstract of submitted Price Quotation</li> <li>c. BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB)</li> </ol> </li> <li>* In case of two failed biddings <ol style="list-style-type: none"> <li>a. Agency's offer for negotiations with selected suppliers, contractors or consultants.</li> <li>b. Certification of BAC on the failure of competitive bidding for the second time.</li> <li>c. Evidence of invitation of observers in all stages of the negotiation.</li> <li>d. Eligibility documents in case of infrastructure projects.</li> </ol> </li> <li>* In emergency cases <ol style="list-style-type: none"> <li>a. Justification as to the necessity of purchase.</li> </ol> </li> <li>* In case of take-over of contracts <ol style="list-style-type: none"> <li>a. Copy of terminated contracts</li> <li>b. Reasons for the termination</li> <li>c. Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors.</li> </ol> </li> </ol>	<p>Requesting Office</p>

d. Approval by the Head of the Procuring Agency to negotiate contracts for projects under exceptional cases.					
* In case of small value procurement					
a. Letter/invitation to submit proposals.					
* For adjacent or contiguous projects					
a. Original contract and any document indicating that the same resulted from competitive bidding.					
b. Scope of work which should be related or similar to the scope of work of the original contract.					
c. Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay.					
<b>8.2.4 Repeat Order Requirements:</b>					
1. Copy of the original contract used as basis for repeat order indicating that the original contract was awarded through public bidding.					Requesting Office
2. Certification from the Purchasing Department / Office that the supplier has complied with all the requirements under the original contract.					
<b>8.2.5 Shopping Requirements:</b>					
1. Price quotations from at least three bonafide and reputable manufacturers / suppliers / distributors.					Requesting Office
2. Abstract of canvass					
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON	
1. Submit voucher / payroll with approved OBR and complete requirements.	1. Record voucher / payroll and assign incoming number.	None	2 minutes	Admin. Aide IV	
	2. Record claims to SPID-C program and assign DV number	None	5 minutes	Admin. Aide I	
	3. Computer check as to accuracy of computation of deductions	None	8 - 10 minutes	Admin. Officer II	
	4. Record and verify claims as to double entry	None	3 - 5 minutes	Admin. Aide IV	
	5. Review as to correctness of computations by the head of Pre-Audit division,	None	10 - 15 minutes	Accountant IV	
	6. Final Review and Checking	None	2 - 3 minutes	Assistant Provincial Accountant	
	7. Approval	None	3 minutes	Provincial Accountant	
	8. Record claim for release then forward to PTO.	None	2 - 3 minutes	Admin. Aide III	
TOTAL		None	Average of 46 Minutes		





**PROVINCIAL BUDGET OFFICE  
(PBO)**

**CITIZEN'S CHARTER**



## **Provincial Budget Office (PBO)**

### **I. Mandate**

- Review and consolidate budget proposals of different departments and offices of the LGU.
- Assist the Local Chief Executive (LCE) in the preparation of the Annual and Supplemental Budgets.
- Study and evaluate budgetary implications of proposed legislation and submit comments and recommendations thereon.
- Acts as member of the Local Finance Committee.

### **II. Vision**

"Budget Office is an efficient institution with competent and resilient personnel, working harmoniously, in attaining its targets thru, synchronized financial management operations in support to every technical need of the Provincial Government and to all LGU's within the province."

### **III. Mission**

"Make the Budget, thru the Provincial Budget Office, a vital instrument for the economic and social upliftment of the people of Surigao del Sur."

### **IV. Service Pledge**

We, the men and women of the Provincial Budget Office, hereunto set our hands, declare our commitment to abide by the provisions of the Provincial Budget Office Citizen's Charter and give our finest skills and talents in upholding the principles of commitment to public interest, professionalism, justness, integrity, accountability, and transparency in the delivery of public service and ensure courtesy, promptness, and sufficiency, as well as demonstrate efficiency and wisdom in the conduct and management of public affairs. So, we pledge.



**PROVINCIAL BUDGET OFFICE  
(PBO)**

**EXTERNAL SERVICES**

## 1. PRELIMINARY REVIEW OF ANNUAL/SUPPLEMENTAL BUDGET OF LGU's

- a. Review and evaluate the Annual/Supplemental budget with all the necessary documents.
- b. Reply on LGU's other budget concerns and queries.

<b>Office/Division:</b>		<b>Provincial Budget Office/ Local Budget Review &amp; other Services Division</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Employees of PGSDS & Municipal/City officials & Employees of Surigao del Sur		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Annual/Supplemental Budget/Budget Queries			Different municipalities and cities/PGSDS	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RES- PONSIBLE</b>
1. Submit Annual/Supplemental Budget and other budget concerns to the Sangguniang Panlalawigan	1. Check and Received Annual/Supplemental Budgets and other budget concerns indorsed by the TSP and distribute to the concerned reviewing officers	None	15 minutes	Budgeting Assistant
	2. Check/evaluate all the necessary documents and make a preliminary review of the budget/queries	None	Annual Budget 20 days Supplemental Budget 7 days Other Budget queries 5 Days	Budget Officer IV Budget Officer III Budget Officer III Budget Officer II
	3. Counter check and review the budget together with the review letter for signature of the members of the Local Finance Committee	None	3 days	Assistant PBO  Provincial Budget Officer
	4. Review letter for signature and approval of the Provincial Finance Committee	None	5 days	Provincial Finance Committee  Budgeting Assistant

2. Received the approved Review Letter (TSP Receiving Personnel)	5. Secure a copy and released the approved Review letter to TSP	None	15 minutes	Budgeting Assistant
<b>TOTAL:</b>		<b>None</b>	<b>30 days 10 days SB and Other budget queries</b>	

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**PROVINCIAL BUDGET OFFICE  
(PBO)**

**INTERNAL SERVICES**

## 2. PROCESSING OF CLAIMS/OBLIGATIONS REQUEST

Check the Obligation Request duly signed by the requesting officials/Department Head as to existing appropriation before processing and encoding OBR's appropriation in the computer.

<b>Office/Division:</b>	Provincial Budget Office/ Budget Control Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of PGSDS and Different LGU's			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished OBR's		PBO Budget Control Division		
Disbursement Voucher		Provincial Accountant's Office		
Approved Certificate of Availability of Fund (CAF) for PR		PBO Budget Control Division		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Obligation Request with complete attachments	1. Receive, check and control OBR's for processing and distribute to the personnel in-charge	None	10 minutes	<i>Administrative Aide</i>
	2. Ascertain that the OBR's have existing appropriations & duly signed by the requesting official/Department head before processing and encode OBR in the system/computer.	None	20 minutes	<i>Budget Officer III Budget Officer II Budget Officer II</i>
	3. Keep an updated balance of every transaction, check and counter sign OBR	None	10 minutes	<i>Budget Officer IV</i>
	4. Check & verify OBR as to Appropriation & countersign.	None	5 minutes	<i>Assistant PBO</i>
	5. Sign and approve the OBR	None	5 minutes	<i>Provincial Budget Officer</i>
	6. Encode approved OBR Number for release/outgoing & secure file copy for filing	None	5 minutes	<i>Administrative Aide</i>
2. Claim/Receive the approved OBR	1. release approved OBR to the in-charge office personnel	None	5 minutes	<i>Assigned Staff/Personnel or Claimant</i>
<b>TOTAL:</b>		<b>None</b>	<b>Average of 1 hour</b>	

### 3. PREPARATION AND RELEASE OF ADVICE OF ALLOTMENTS OF DIFFERENT OFFICES

Prepare request of advice of allotment for appropriation

<b>Office/Division:</b>		<b>Provincial Budget Office/ Advice of Allotments Preparation &amp; Control Division</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Employees of PGSDS		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request of Advice for Allotment		Requesting Office		
2. Advice of Allotment Form		Provincial Budget Office Advice of Allotments Preparation & Control Division		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request for Allotment with transmittal letter signed by the Department Head	1. Check and Receive Request for Allotment and distribute to the personnel in charge	None	5 minutes	Budgeting Assistant
	2. Check and evaluate the request for allotment and endorse to the assigned personnel	None	15 minutes	Budget Officer IV
	3. Prepare, check and counter sign advice of allotments based on the allotted appropriation by office	None	30 minutes	Budget Off. III Budget Officer II Budgeting Assistant
	4. Check and initial the advice of allotment	None	10 minutes	Budget Officer IV
	5. Sign and approve Advice of Allotment	None	1 hour	Provincial Budget Officer Provincial Governor
	6. Segregate copies of Advice of Allotments for PBO, PTO, PAO and the office concerned	None	10 minutes	Budget Officer II Budgeting Assistant
2. Request for a copy of approved Request for allotment	1. Released a copy for filing and compendium	None	10 minutes	Budget Officer II Budgeting Assistant
<b>TOTAL:</b>		<b>None</b>	<b>2 hrs. and 20 minutes</b>	

#### 4. PREPARATION OF EXECUTIVE ANNUAL BUDGET OF THE PROVINCE

Assist the LCE in the preparation of Executive Annual Budget of the province.

<b>Office/Division:</b>		<b>Provincial Budget Office/ Management &amp; Operations Division</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Employees of PGSDS		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Budget Proposal/PPA's/APPMP		Different Provincial Offices		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Budget Proposals to the PBO with PPA's & APPMP	1. Check & Receive budget proposals with attach documents which include PPA's & APPMP's	None	10 minutes	Budget Officer III
	2. Consolidate the Budget Proposals after the conduct of Technical Budget hearing	None	10 days	Budget Officer IV Budget Officer III Budget Officer III Budget Officer III Budget Officer II Budget Officer I
	3. Preparation of the Executive Annual Budget - Budget Message -Local Expenditures Program (LEP)	None	2 ½ months	Budget Officer IV Budget Officer III Budget Officer III Budget Officer III Budget Officer II Budget Officer I
	4. Check and review the Budget	None	5 days	Provincial Budget Officer
	5. Sign & Approved before Submission of Local Expenditures Program (LEP) to the TSP for approval	None	1 day	Provincial Governor
	6. Bookbinding of 30 Books of Executive Annual Budget to be provided to the different offices	None	5 days	Budgeting Assistant Bookbinder II Administrative Aide
<b>TOTAL:</b>		<b>None</b>	<b>3 months</b>	

## 5. PROCESSING OF COMMUNICATION AND OTHER SERVICES

Receive communications and other concerns from other offices.

<b>Office/Division:</b>	<b>Provincial Budget Office/ Management &amp; Operations Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of PGSDS			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Communications/Supplemental PPMP/Abstract of Bidding			Different Provincial Offices	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit communications/ Supplemental PPMP/ Abstract of bidding documents	1. Receive/record the following documents: - Communications-Supplemental PPMP - Abstract bidding document	None	5 minutes	Administrative Aide VI Budgeting Assistant Budget Officer II Budget Officer III
	2. Check & countersign the Supplemental PPMP/abstract of bidding documents	None	30 minutes	Budget Officer III
	3. Check, verify and countersign the Supplemental PPMP's and other Communication documents	None	10 minutes	Budget Officer IV
	4. Sign & approve Supplemental PPMP/Abstract of bidding documents	None	5 minutes	Provincial Budget Officer
	5. Released approved PPMP/PR to PGSO and secure copy for filling	None	5 minutes	Budget Officer III
2. Request a copy of approved Supplemental PPMP	1. Released approved PPMP/PR	None	5 minutes	Administrative Aide VI Budgeting Assistant
<b>TOTAL:</b>		<b>None</b>	<b>3 months</b>	



**PROVINCIAL ASSESSOR'S OFFICE  
(PASSO)**

**CITIZEN'S CHARTER**

## **I. Legal Mandate Pursuant to RA 7160:**

As prescribed under Section 472(b) of RA 7160 the Assessor shall take charge of the &

### **Provincial Assessor's Office (PASSO)**

- properties for taxation purposes are properly executed.
2. Initiate, review and recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in the valuation and assessment of real properties for taxation purposes.
  3. Establish a systematic method of real property assessment.
  4. Install and maintain a real property identification and accounting system.
  5. Prepare, install and maintain a system of tax mapping, showing graphically all property subject to assessment and gather all data concerning the same.
  6. Conduct frequent physical surveys to verify and determine whether all real properties within the cities are properly listed in the assessment rolls.
  7. Exercise the functions of appraisal and assessment primarily for taxation purposes of all real properties within the jurisdiction of the Province;
  8. Prepare a schedule of the fair market value for the different classes of real properties, in accordance with Title Two under Book II of the Code (RA 7160);
  9. Issue, upon request of any interested party, other records relative to its assessment, upon payment of a charge or fee to the City Assessor;
  10. Submit every semester a report of all assessments, as well as cancellations and modifications of assessments to the local chief executive and the Sanggunian concerned;
  11. Exercise technical supervision and visitorial functions over all component city and municipal assessors, coordinate with component city or municipal assessors in the conduct of tax mapping operations and all other assessment activities, and provide all forms of assistance therefor: Provided, however, That, upon full provision by the component city or municipality concerned to its assessor's office of the minimum personnel, equipment, and funding requirements as may be prescribed by the Secretary of Finance, such functions shall be delegated to the said city or municipal assessor; and  
Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.



## **Provincial Assessor's Office (PASSO)**

### **I. Vision**

Equipped with an accurate and dependable tax base in real property tax to sustain the fiscal stability of Province of Surigao del Sur to optimize its development thru a dedicated and committed personnel who attained the highest level of performance readily responsive to the diversified needs of stakeholders in real estate sector and the general clientele.

### **II. Mission**

To comprehensively conduct assessment of real properties, taxable or exempt in the 17 municipalities of the Province of Surigao del Sur, install an electronic data base for fast generation of tax assessments and expeditious retrieval of statistical information, assessment records and documents, enhance the performance of personnel thru values and technological skills learning interventions.

### **III. Service Pledge**

We commit to:

1. Deliver quality public service to our clientele;
2. Ensure equal treatment of clients, serve efficiently with utmost respect and courtesy;
3. Warrant to uphold integrity, transparency and professionalism;
4. And will not participate in unethical practice and combat corrupt behavior.





## **PROVINCIAL ASSESSOR'S OFFICE (PASSO)**

### **EXTERNAL SERVICES**

## **1. FRONTLINE SERVICE – REQUEST FOR ISSUANCE OF NEW TAX DECLARATION**

Tax Declaration is a document that reflects the value of real property (Land, Building/Improvement or Machinery) for purposes of Real Property Tax, assessed against the owner/taxable person or entity, as authorized under the Local Government Code (RA 7160).

Under Section 202 of RA 7160, it is the duty of all persons acquiring real property including the improvements therein, to submit a sworn statement to the Municipal Assessor's Office declaring the true value of their property. Furthermore, Sec. 203 of RA 7160 states that all persons acquiring at any time real property or making improvements thereon in any municipality shall file a sworn statement in the Office of the Municipal Assessor within sixty (60) days after the acquisition of such property or upon completion or occupancy of the improvement, whichever comes earlier.

Tax Declaration is issued on the following transactions necessitating the assessment or reassessment of the property:

- (i) Subdivision
- (ii) Consolidation
- (iii) New Discovery/Declaration
- (iv) Reassessment due to Physical Change caused by erosion or when the property is traversed by road etc.
- (v) Reassessment due to a dispute in Assessed Value or reassessment to correct an error in the assessment of the property due to wrong information, erroneous documents, etc.
- (vi) Reassessment due to partial destruction of the property
- (vii) Transfer/Segregation
- (viii) Reclassification
- (ix) General Revision

### **1.1 SUBDIVISION, CONSOLIDATION & SIMULTANEOUS CONSOLIDATION & SUBDIVISION OF LAND**

In accordance with the provision of the Manual on Real Property Appraisal and Assessment Operation, the assessor is mandated to conduct an inventory of all real properties of the province, whether taxable or exempt, for taxation purposes. Thus, tax declarations are

updated on the basis of a newly approved subdivision plan of DENR to determine the actual real property unit count of alienable and disposable lands and to establish accurate classification.

**Simple** – involves subdivision/consolidation affecting not more than 5 parcels of land per transaction within 3 working days processing and approval of tax declaration.

**Complex** – involves subdivision/consolidation affecting not more than 10 parcels of land per transaction within 7 working days processing and approval of tax declaration.

**Highly Technical** – involves subdivision/consolidation affecting a maximum of 20 parcels of land within 20 working days processing and approval of tax declaration.

<b>Office/Division:</b>	<b>Provincial Assessor's Office</b>			
<b>Classification:</b>	Simple, Complex, Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Two (2) copies of Field Appraisal & Assessment Sheets (FAAS) & Three (3) copies of Tax Declarations (TD) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located		Office of the Municipal Assessor		
Letter Request		Property Owner		
Approved Subdivision Plan		CENRO		
Subdivision Plan prepared by a licensed Geodetic Engineer together with an approved sketch plan of mother lot (If subdivision plan is unapproved)		Geodetic Engineer		
Realty Tax Clearance (current year)		Office of the Municipal/Provincial Treasurer		
Special Power of Attorney (in case client is not the owner of the Tax Declaration)		Notary Public		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of FAAS/TD w/ supporting documents	1. Receiving, of FAAS/TD and preliminary checking of supporting documents	None	1 hour	Authorized Personnel / Staff

	2. Encoding on the received tracker system	None	1 hour	Authorized Personnel / Staff
	3. Checking of documents attached  3.1 Perform tax mapping operations  3.2 Update the GIS maps and perform iGIS operation	None	1 day	Tax Mapper IV  Tax Mapper III  Tax Mapper II Draftsman III
	4. Reviewing the documents attached  4.1 Perform appraisal and assessment operation  4.2 Encoding of the transaction/s on the RPTA System	None	1 day	LAOO IV  LAOO II  LAOO I  LAOO I  Statistician I Assessment
	5. Perform assessment valuation	None	30 minutes	LAOO IV
	6. Final review and validation of documents	None	30 minutes	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	1 hour	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	30 minutes	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	30 minutes	Authorized Personnel / Staff
	10. Numbering of Tax FAAS & TD  10.1 Document-ation and annotation.  10.2 Numbering & filing of office's copy of transactions.	None	2 hours & 55 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment and other Authorized

	10.3 Logbook recording of transactions			Personnel / Staff
2. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	5 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

## 2 NEW ASSESSMENT/DISCOVERY

Persons acquiring real property or making improvements thereon, shall make declaration of such properties as provided by law by requesting the Municipal Assessors for the issuance of new tax declaration for his/her land, newly constructed building and/or newly installed machinery. On the other hand, if owner fails to submit a Sworn Statement on the prescribed period of time, under Sec. 204 of RA 7160, the Municipal Assessor shall himself declare the property in the name of the defaulting owner, if known, or in the name of the Republic of the Philippines, as the case maybe, and shall assess the property for taxation purposes.

**Simple** – involves new discovery of not more than 5 parcels of land/building/machinery/other improvements within 3 working days processing and approval of tax declaration.

**Complex** – involves new discovery of not more than 10 parcels of land/building/machinery/other improvements within 7 working days processing and approval of tax declaration.

**Highly Technical** – involves new discovery of a maximum of 20 parcels of land/building/machinery/other improvements within 20 working days processing and approval of tax declaration.

## 1.2.A. LAND

<b>Office/Division:</b>	<b>Provincial Assessor's Office</b>			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For Titled Property:</b>				
Two (2) copies of Field Appraisal & Assessment Sheets (FAAS) & Three (3) copies of Tax Declarations (TD) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located			Office of the Municipal Assessor	
Letter Request, as the case may be			Property Owner	
Certified True Copy of Free Patent, Homestead, Misc. Sales Application and other Patents			CENRO	
Certified True Copy of Title			Registry of Deeds	
Approved Survey Plan			CENRO	
Sworn Statement of the True Value of Property, as the case may be			Office of the Municipal Assessor	
Special Power of Attorney (in case client is not the owner of the tax declaration)			Notary Public	
<b>For Untitled Property:</b>				
Two (2) copies of Field Appraisal & Assessment Sheets (FAAS) & Three (3) copies of Tax Declarations (TD) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located			Office of the Municipal Assessor	
Letter Request, as the case may be			Property Owner	
Survey Plan prepared by Geodetic Engineer and approved by LMB of DENR			CENRO/DENR	
Certification that the Land is within alienable and disposable area			CENRO	
Affidavit that the applicant is in long, continuous and notorious possession of the property			Notary Public	
Barangay Certification that the declarant is the present possessor of the land			Office of the Barangay Captain	
Certificate of Adjoining Owners			Office of the Barangay Captain	
Affidavit of ownership and/or Sworn Statement declaring the Market Value of real property			Office of the Municipal Assessor	
Ocular Inspection/Investigation Report			Office of the Municipal Assessor	
Special Power of Attorney (in case client is not the owner of the Tax Declaration)			Notary Public	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submission of FAAS/TD w/ supporting documents	1. Receiving, of FAAS/TD and preliminary checking of supporting documents	None	1 hour	Authorized Personnel / Staff
	2. Encoding on the received tracker system	None	1 hour	Authorized Personnel / Staff
	3. Checking of documents attached  3.1 Perform tax mapping operations.  3.2 Update the GIS maps and perform iGIS operation	None	1 day	Tax Mapper IV  Tax Mapper III Tax Mapper II  Draftsman III
	4.0 Reviewing the documents attached.  4.1 Perform appraisal and assessment operation.  4.2 Encoding of the transaction/s on the RPTA System	None	1 day	LAOO IV  LAOO II LAOO I  LAOO I Statistician I Assessment
	5. Perform assessment valuation	None	30 minutes	LAOO IV
	6. Final review and validation of documents	None	30 minutes	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	1 hour	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	30 minutes	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	30 minutes	Authorized Personnel / Staff
	10. Numbering of Tax FAAS & TD  10.1 Document-ation and annotation.  10.2 Numbering & filing of office's copy of transactions.  10.3 Logbook recording of transactions	None	2 hours & 55 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment and other Authorized Personnel / Staff

2. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	5 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

### 1.2.B. BUILDINGS AND OTHER SIMILAR STRUCTURES

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Two (2) copies of Field Appraisal & Assessment Sheets (FAAS) & Three (3) copies of Tax Declarations (TD) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located		Office of the Municipal Assessor		
Building Permit/Building Plan		Office of the Municipal Engineer		
Certificate of Completion/Occupancy		Office of the Municipal Engineer		
Sworn Statement		Office of the Municipal Assessor		
Notice of the date of inspection (if the owner/administrator is not around during the discovery)		Office of the Municipal Assessor		
Inspection Report		Office of the Municipal Assessor		
Affidavit of Ownership (in the absence of building permit & afore-cited certifications)		Office of the Municipal Assessor		
Special Power of Attorney (in case client is not the owner of the tax declaration)		Notary Public		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RES- PONSIBLE</b>
1. Submission of FAAS/TD w/ supporting documents	1. Receiving, of FAAS/TD and preliminary checking of supporting documents	None	1 hour	Authorized Personnel / Staff
	2. Encoding on the received tracker system	None	1 hour	Authorized Personnel / Staff
	3. Checking of documents attached	None	1 day	Tax Mapper IV



	3.1 Perform tax mapping operations  3.2 Update the GIS maps and perform iGIS operation			Tax Mapper III  Tax Mapper II Draftsman III
	4. Reviewing the documents attached  4.1 Perform appraisal and assessment operation  4.2 Encoding of the transaction/s on the RPTA System	None	1 day	LAOO IV  LAOO II LAOO I LAOO I  Statistician I Assessment
	5. Perform assessment valuation	None	30 minutes	LAOO IV
	6. Final review and validation of documents	None	30 minutes	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	1 hour	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	30 minutes	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	30 minutes	Authorized Personnel / Staff
	10. Numbering of Tax FAAS & TD  10.1 Document-ation and annotation.  10.2 Numbering & filing of office's copy of transactions.  10.3 Logbook recording of transactions	None	2 hours & 55 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
2. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	5 minutes	LAOO I LAOO I Book Binder Administrative Aide III:

				Reproduction Machine Operator Assessment and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>Average of 3 days</b>	

### 1.2.C. MACHINERY

<b>Office/Division:</b>	<b>Provincial Assessor's Office</b>			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Two (2) copies of Field Appraisal & Assessment Sheets (FAAS) & Three (3) copies of Tax Declarations (TD) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located			Office of the Municipal Assessor	
Itemized List of Machinery Installed			Office of the Municipal Assessor	
Sworn Statement			Office of the Municipal Assessor	
Special Power of Attorney (in case client is not the owner of the tax declaration)			Notary Public	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of FAAS/TD w/ supporting documents	1. Receiving, of FAAS/TD and preliminary checking of supporting documents	None	1 hour	Authorized Personnel / Staff
	2. Encoding on the received tracker system	None	1 hour	Authorized Personnel / Staff
	3. Checking of documents attached  3.1 Perform tax mapping operations  3.2 Update the GIS maps and perform iGIS operation	None	1 day	Tax Mapper IV  Tax Mapper III Tax Mapper II  Draftsman III
	4. Reviewing the documents attached  4.1 Perform appraisal and assessment operation	None	1 day	LAOO IV  LAOO II LAOO I LAOO I

	4.2 Encoding of the transaction/s on the RPTA System			Statistician I Assessment
	5. Perform assessment valuation	None	30 minutes	LAOO IV
	6.Final review and validation of documents	None	30 minutes	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	1 hour	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	30 minutes	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	30 minutes	Authorized Personnel / Staff
	10. Numbering of Tax FAAS & TD  10.1 Document-ation and annotation.  10.2 Numbering & filing of office's copy of transactions.  10.3 Logbook recording of transactions	None	2 hours & 55 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
2. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	5 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

## 2.1 REASSESSMENT

Reassessment of real property occurs when a property undergoes physical change caused by erosion or when the property is traversed by the road, dispute in Assessed Value, correction of error in the property due to wrong information, erroneous

documents previously attached, partial destruction, change in subclassification and actual use.

**Simple** – involves reassessment of not more than 5 parcels of land/building/machinery/other improvements within 3 working days processing and approval of tax declaration.

**Complex** – involves reassessment of not more than 10 parcels of land/building/machinery/other improvements within 7 working days processing and approval of tax declaration.

**Highly Technical** – involves reassessment of a maximum of 20 parcels of land/building/machinery/other improvements within 20 working days processing and approval of tax declaration.

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>			
<b>Classification:</b>	Simple, Complex,			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Two (2) copies of Field Appraisal & Assessment Sheets (FAAS) & Three (3) copies of Tax Declarations (TD) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located			Office of the Municipal Assessor	
Letter Request			Property Owner	
Real Property Tax Payment			Office of the Municipal/Provincial Treasurer	
Supporting documents: 1. Correction of Spelling of Declared owner a. Affidavit of Two (2) Disinterested Person b. Approved Sketch Plan/Subdivision Plan; or Title c. Correction of Lot No., Land Area and/or location d. of Name of Administrator e. Deed of Conveyance (sale, Extra-judicial Settlement, Waiver of Rights, etc.) f. Partial/Full Destruction of improvements & Adjustment of Subclassification g. Ocular Inspection Report			Notary Public CENRO Register of Deeds Notary Public Office of the Municipal Assessor	
Special Power of Attorney (in case client is not the owner of the tax declaration)			Notary Public	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of FAAS/TD w/	1. Receiving, of FAAS/TD and preliminary checking of supporting documents	None	1 hour	Authorized Personnel / Staff

supporting documents				
	2. Encoding on the received tracker system	None	1 hour	Authorized Personnel / Staff
	3. Checking of documents attached  3.1 Perform tax mapping operations  3.2 Update the GIS maps and perform iGIS operation	None	1 day	Tax Mapper IV  Tax Mapper III Tax Mapper II  Draftsman III
	4. Reviewing the documents attached  4.1 Perform appraisal and assessment operation  4.2 Encoding of the transaction/s on the RPTA System	None	1 day	LAOO IV  LAOO II LAOO I LAOO I  Statistician I Assessment Clerk II
	5. Perform assessment valuation	None	30 minutes	LAOO IV
	6. Final review and validation of documents	None	30 minutes	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	1 hour	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	30 minutes	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	30 minutes	Authorized Personnel / Staff
	10. Numbering of Tax FAAS & TD 10.1 Document-ation and annotation.  10.2 Numbering & filing of office's copy of transactions.  10.3 Logbook recording of transactions	None	2 hours & 55 minutes	LAOO I LAOO I Book Binder  Administrative Aide III: Reproduction Machine Operator Assessment Clerk II  and other Authorized Personnel / Staff

11. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	5 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

## 2.2 TRANSFER OF OWNERSHIP

Sec. 208 of the Local Government Code otherwise known as Republic Act 7160–Notification of Real Property Ownership – Any person who shall transfer real property ownership to another shall notify the provincial, city, or municipal assessor concerned within sixty (60) days from the date of such transfer. The notification shall include the mode of transfer, the description of property alienated, and the name and address of the transferee. In compliance, an updated copy of the Tax Declaration is issued for taxation purposes, upon transfer of ownership of a particular real property from the previous owner to a new owner, based on Land Title and other Legal documents submitted, certifying ownership over a property, whether land, building and machinery. Transfer of ownership can also be done as a result of subdivision or consolidation of a property, based similarly on legal documents submitted.

**Simple** – involves reassessment of not more than 5 parcels of land/building/machinery/other improvements within 3 working days processing and approval of tax declaration.

**Complex** – involves reassessment of not more than 10 parcels of land/building/machinery/other improvements within 7 working days processing and approval of tax declaration.

**Highly Technical** – involves reassessment of a maximum of 20 parcels of land/building/machinery/other improvements within 20 working days processing and approval of tax declaration.

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>
<b>Classification:</b>	Simple, Complex, Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of Field Appraisal & Assessment Sheets (FAAS) & Three (3) copies of Tax Declarations (TD) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located		Office of the Municipal Assessor		
Letter Request		Property Owner		
Duly registered Copy of Notarized Deed of Conveyance (Secretary Certificate is required if a seller is a corporation) <ul style="list-style-type: none"> <li>- Deed of Sale / Donation</li> <li>- Deed of Exchange</li> <li>- Extrajudicial Settlement of an Estate</li> <li>- Affidavit of Self-Adjudication (sole heir)</li> <li>- Deed of Conditional Sale</li> <li>- Other mode of transfer</li> </ul>		Notary Public and Registry of Deeds		
Electronic-Certificate Authorizing Registration (eCAR), duplicate or photocopy (AO 186, s-2007)		Bureau of Internal Revenue		
Certificate Copy of Transfer Certificate of Title		Registry of Deeds		
Transfer Tax Order of Payment		Office of the Provincial Assessor		
Transfer Tax Receipt		Office of the Provincial Treasurer		
Realty Tax Clearance (current year)		Office of the Municipal/Provincial Treasurer		
Sworn Statement of True and Current Market Value		Office of the Municipal Assessor		
Special Power of Attorney (in case of a 2 <sup>nd</sup> person)		Notary Public		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submission of FAAS/TD w/ supporting documents	1. Receiving, of FAAS/TD and preliminary checking of supporting documents	None	1 hour	Authorized Personnel / Staff
	2. Encoding on the received tracker system	None	1 hour	Authorized Personnel / Staff
	3. Checking of documents attached	None	1 day	Tax Mapper IV
	3.1 Perform tax mapping operations.			Tax Mapper III Tax Mapper II
	3.2 Update the GIS maps and perform iGIS operation			Draftsman III

	<p>4. Reviewing the documents attached</p> <p>4.1 Perform appraisal and assessment operation.</p> <p>4.2 Encoding of the transaction/s on the RPTA System</p>	None	1 day	<p>LAOO IV</p> <p>LAOO II LAOO I LAOO I Statistician I Assessment Clerk II</p>
	5. Perform assessment valuation	None	30 minutes	LAOO IV
	6.0 Final review and validation of documents	None	30 minutes	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	1 hour	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	30 minutes	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	30 minutes	Authorized Personnel / Staff
	<p>10. Numbering of Tax FAAS &amp; TD</p> <p>10.1 Document-ation and annotation.</p> <p>10.2 Numbering &amp; filing of office's copy of transactions.</p> <p>10.3 Logbook recording of transactions</p>	None	2 hours & 55 minutes	<p>LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff</p>
2. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	5 minutes	<p>LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff</p>
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	



## 2.3 RE-CLASSIFICATION

Re-classification is the process of adjusting the classification based on the predominant use of the land. Lands with an area of not more than 1,000 square meters will solely be inspected by the Municipal Assessor where the land is located. Lands more than 1,000 square meters will be jointly inspected by the Municipal Assessor and Provincial Assessor.

**Simple** – involves reclassification of not more than 5 parcels of land/building/machinery/other improvements within 3 working days processing and approval of tax declaration.

**Complex** – involves reclassification of not more than 10 parcels of land/building/machinery/other improvements within 7 working days processing and approval of tax declaration.

**Highly Technical** – involves reclassification of a maximum of 20 parcels of land/building/machinery/other improvements within 20 working days processing and approval of tax declaration.

### 1.5.A RE-CLASSIFICATION OF LAND WITH AN AREA OF LESS THAN 1,000 SQUARE METERS

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>			
<b>Classification:</b>	Simple, Complex, Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Two (2) copies of Field Appraisal & Assessment Sheets (FAAS) & Three (3) copies of Tax Declarations (TD) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located			Office of the Municipal Assessor	
Letter Request			Property Owner	
Ocular Inspection Report			Office of the Municipal Assessor	
Realty Tax Clearance (current year)			Office of the Municipal/Provincial Treasurer	
Special Power of Attorney (in case of a 2 <sup>nd</sup> person)			Authorized Representative	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RES- PONSIBLE</b>
1. Submission of FAAS/TD w/	1. Receiving, of FAAS/TD and preliminary checking	None	1 hour	Authorized Personnel / Staff

supporting documents	of supporting documents			
	2. Encoding on the received tracker system	None	1 hour	Authorized Personnel / Staff
	3. Checking of documents attached  3.1 Perform tax mapping operations.  3.2 Update the GIS maps and perform iGIS operation	None	1 day	Tax Mapper IV  Tax Mapper III Tax Mapper II  Draftsman III
	4. Reviewing the documents attached  4.1 Perform appraisal and assessment operation.  4.2 Encoding of the transaction/s on the RPTA System	None	1 day	LAOO IV  LAOO II LAOO I LAOO I  Statistician I Assessment Clerk II
	5. Perform assessment valuation	None	30 minutes	LAOO IV
	6. Final review and validation of documents	None	30 minutes	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	1 hour	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	30 minutes	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	30 minutes	Authorized Personnel / Staff
	10. Numbering of Tax FAAS & TD  10.1 Documentation and annotation.  10.2 Numbering & filing of office's copy of transactions.	None	2 hours & 55 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II

	10.3 Logbook recording of transactions			and other Authorized Personnel / Staff
2. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	5 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

### 1.5.B RE-CLASSIFICATION OF LAND WITH AN AREA OF MORE THAN 1,000 SQUARE METERS

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>			
<b>Classification:</b>	Simple, Complex, Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Two (2) copies of Field Appraisal & Assessment Sheets (FAAS) & Three (3) copies of Tax Declarations (TD) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located		Office of the Municipal Assessor		
Letter Request		Property Owner		
Joint Ocular Inspection Report		Office of the Municipal Assessor/ Office of the Provincial Assessor		
Realty Tax Clearance (current year)		Office of the Municipal/Provincial Treasurer		
Special Power of Attorney (in case of a 2 <sup>nd</sup> person)		Authorized Representative		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of FAAS/TD w/ supporting documents	1. Receiving, of FAAS/TD and preliminary checking of supporting documents	None	1 hour	Authorized Personnel / Staff
	2. Encoding on the received tracker system	None	1 hour	Authorized Personnel / Staff
	3. Checking of documents attached	None	1 day	Tax Mapper IV

	3.1 Perform tax mapping operations 3.2 Update the GIS maps and perform iGIS operation			Tax Mapper III Tax Mapper II  Draftsman III
	4. Reviewing the documents attached  4.1 Perform appraisal and assessment operation  4.2 Encoding of the transaction/s on the RPTA System	None	1 day	LAOO IV LAOO II LAOO I LAOO I Statistician I Assessment Clerk II
	5. Perform assessment valuation	None	30 minutes	LAOO IV
	6. Final review and validation of documents	None	30 minutes	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	1 hour	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	30 minutes	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	30 minutes	Authorized Personnel / Staff
	10. Numbering of Tax FAAS & TD  10.1 Documentation and annotation.  10.2 Numbering & filing of office's copy of transactions.  10.3 Logbook recording of transactions	None	2 hours & 55 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment and other Authorized Personnel / Staff
2. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	5 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment and other Authorized Personnel / Staff

<b>TOTAL</b>	<b>None</b>	<b>3 days</b>	
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## 1.6. GENERAL REVISION OF THE SCHEDULE OF MARKET VALUES

Sec. 219 of the Local Government Code otherwise known as Republic Act 7160– General Revision of assessments and Property Classification - The provincial, city or municipal assessors shall undertake a general revision of real property assessments within two (2) years after the effectivity of this Code and every three (3) years thereafter.

**Simple** –involves General Revision transaction affecting not more than 5 parcels of land per transaction within 3 working days processing and approval of tax declaration.

**Complex** – involves General Revision transaction affecting not more than 10 parcels of land per transaction within 7 working days processing and approval of tax declaration.

**Highly Technical** – involves General Revision transaction affecting a maximum of 20 parcels of land within 20 working days processing and approval of tax declaration.

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>		
<b>Classification:</b>	Simple, Complex, Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government		
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Two (2) copies of Field Appraisal & Assessment Sheets (FAAS) & Three (3) copies of Tax Declarations (TD) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located		Office of the Municipal Assessor	
For Properties Without Cadastral Surveys:  1. Letter Request of the owner for revision subject for submission of actual survey 2. Provisional Form No. 1 3. Tax Clearance 4. Special Power of Attorney (in case of a 2 <sup>nd</sup> person)		Property Owner   Office of the Municipal Assessor Office of the Municipal Treasurer/ PTO Authorized Representative	

<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of FAAS/TD w/ supporting documents	1. Receiving, of FAAS/TD and preliminary checking of supporting documents	None	1 hour	Authorized Personnel / Staff
	2. Encoding on the received tracker system	None	1 hour	Authorized Personnel / Staff
	3. Checking of documents attached 3.1 Perform tax mapping operations  3.2 Update the GIS maps and perform iGIS operation	None	1 day	Tax Mapper IV  Tax Mapper III Tax Mapper II  Draftsman III
	4. Reviewing the documents attached  4.1 Perform appraisal and assessment operation  4.2 Encoding of the transaction/s on the RPTA System	None	1 day	LAOO IV  LAOO II LAOO I LAOO I  Statistician I Assessment Clerk II
	5. Perform assessment valuation	None	30 minutes	LAOO IV
	6. Final review and validation of documents	None	30 minutes	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	1 hour	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	30 minutes	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	30 minutes	Authorized Personnel / Staff
	10. Numbering of Tax FAAS & TD  10.1 Document-ation and annotation.  10.2 Numbering & filing of office's copy of transactions.  10.3 Logbook recording of transactions	None	2 hours & 55 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff

2. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	5 minutes	LAOO / LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

### 1.7 CANCELLATION OF ASSESSMENT (TOTAL DEMOLITION / CESSATION OR RETIREMENT OF MACHINERY OPERATION)

- 1. Simple** – involves cancellation of not more than 5 parcels of land/building/machinery/other improvements within 3 working days processing and approval.
- 2. Complex** – involves cancellation of not more than 10 parcels of land/building/machinery/other improvements within 7 working days processing and approval.
- 3. Highly Technical** – involves cancellation of a maximum of 20 parcels of land/building/machinery/other improvements within 20 working days processing and approval.

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request of the owner		Office of the Municipal Assessor		
Demolition Permit (for Building)		Office of the Municipal Engineer		
Real Property Tax Payment		Office of the Municipal Treasurer/PTO		
Ocular Inspection		Office of the Municipal Assessor		
Notarized Deed of Conveyance		Notary Public		
Transfer Tax as the case may be		PASSO & Provincial Treasurer's Office		
Registered Cancellation of Mortgaged or Bailbond as the case may be		Registry of Deeds		
Special Power of Attorney (in case of a 2 <sup>nd</sup> person)		Authorized Representative		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS - INGTIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of FAAS/TD w/	1. Receiving of Notice of Cancellation of Assessment	None	1 hour	Authorized Personnel / Staff

supporting documents	& preliminary checking of supporting documents including annotation of liens & encumbrances			
	2. Encoding on the received tracker system	None	1 hour	Authorized Personnel / Staff
	3. Checking of documents attached  3.1 Updating of TMCR, GIS maps and perform iGIS operation	None	1 day	Tax Mapper IV Tax Mapper III  Tax Mapper II  Draftsman III
	4. Verification of previous record  4.1 Reviewing the documents attached including annotations  4.2 Cancellation of the Tax Declaration on the RPTA System	None	1 day	LAOO IV  LAOO II LAOO I LAOO I  Statistician I Assessment Clerk II
	5. Perform assessment valuation	None	30 minutes	LAOO IV
	6. Final review and validation of documents	None	30 minutes	Asst. Provincial Assessor
	7. Approval of Notice of Cancellation of Assessment	None	1 hour	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	30 minutes	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	30 minutes	Authorized Personnel / Staff
	10. Verification on the RPTA System  10.1 Documentation, annotation & numbering  10.2 Filing of office's copy of transactions.  10.3 Logbook recording of transactions	None	2 hours & 55 minutes	LAOO I LAOO I  Book Binder Administrative Aide III: Reproduction Machine Operator Assessment  and other Authorized Personnel / Staff



2. Receives new copy of Tax Declaration.	11.0 Releasing of the owner's copy of approved transaction.	None	5 minutes	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

## 2. GENERAL REVISION OF THE SCHEDULE OF MARKET VALUES WITHIN THE GENERAL REVISION YEAR / PROJECT

**Simple** –involves General Revision transaction affecting not more than 100 parcels of land per transaction within 90 working days processing and approval of tax declaration not later than November 30<sup>th</sup> of the Revision Year.

**Complex** – involves General Revision transaction affecting not more than 200 parcels of land per transaction within 120 working days processing and approval of tax declaration not later November 30<sup>th</sup> of the Revision Year.

**Highly Technical** – involves General Revision transaction affecting a maximum of 300 parcels of land within 180 working days processing and approval of tax declaration not later than November 30<sup>th</sup> of the Revision Year.

<b>Office/Division:</b>	<b>Provincial Assessor's Office</b>			
<b>Classification:</b>	Simple, Complex, Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
One (1) copy of Field Appraisal & Assessment Sheets (FAAS) Batch Processed from RPTA System (soft copy) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located			Office of the Municipal Assessor	
<b>LIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBL E</b>

1.0 Submission of FAAS/TD w/ supporting documents & Batch Processed Data	1. Receiving, of FAAS/TD and preliminary checking of supporting documents	None	5 days	Authorized Personnel / Staff
	2. Encoding on the received tracker system	None	10 days	Authorized Personnel / Staff
	3. Checking of documents attached.  3.1 Perform tax mapping operations.  3.2 Update the GIS maps and perform iGIS operation	None	10 days	Tax Mapper IV Tax Mapper III  Draftsman III
	4. Reviewing the documents attached  4.1 Perform appraisal and assessment operation. 4.2 Encoding of the transaction/s on the RPTA System	None	15 day	LAOO IV  LAOO II LAOO I LAOO I Statistician I Assessment Clerk II
	5. Perform assessment valuation	None	5 days	LAOO IV
	6. Final review and validation of documents	None	7 days	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	3 days	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	4 days	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	5 days	Authorized Personnel / Staff
	10. Numbering of FAAS  10.1 Printing of three (3) copies of Tax Declaration, Assessment Roll and Notice of Assessment  10.2 Book bounding of FAAS, TD, AR & ROA  10.3 Logbook recording of transactions	None	20 days	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff

2. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	1 day	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>90 days</b>	

### 3. ASSESSMENT TRANSACTIONS WITHIN THE GENERAL REVISION YEAR/PROJECT

### **3.1 SUBDIVISION, CONSOLIDATION & SIMULTANEOUS CONSOLIDATION & SUBDIVISION OF LAND WITHIN GENERAL REVISION PROJECT**

**Simple** – involves subdivision/consolidation within the General Revision Project affecting not more than 5 parcels of land per transaction within 90 working days processing and approval of tax declaration.

**Complex** – involves subdivision/consolidation within the General Revision Project affecting not more than 10 parcels of land per transaction within 120 working days processing and approval of tax declaration.

**Highly Technical** – involves subdivision/consolidation within the General Revision Project affecting a maximum of 20 parcels of land within 180 working days processing and approval of tax declaration.

<b>Office/Division:</b>	<b>Provincial Assessor's Office</b>	
<b>Classification:</b>	Simple, Complex, Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government	
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
One (1) copy of Field Appraisal & Assessment Sheets (FAAS) Batch Processed from RPTA System (soft copy) prepared and recommended for approval by the Municipal		Office of the Municipal Assessor

Assessor of the municipality where the real property is located				
Letter Request			Property Owner	
Approved Subdivision Plan			CENRO	
Subdivision Plan prepared by a licensed Geodetic Engineer together with an approved sketch plan of mother lot (If subdivision plan is unapproved)			Geodetic Engineer	
Realty Tax Clearance (current year)			Office of the Municipal/Provincial Treasurer	
Special Power of Attorney (in case client is not the owner of the Tax Declaration)			Notary Public	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1.0 Submission of FAAS w/ supporting documents & Batch Processed Data	1.0 Receiving, of FAAS and preliminary checking of supporting documents	None	5 days	Authorized Personnel / Staff
	2.0 Encoding on the received tracker system	None	10 days	Authorized Personnel / Staff
	3. Checking of documents attached  3.1 Perform tax mapping operations  3.2 Update the GIS maps and perform iGIS operation	None	10 days	Tax Mapper IV Tax Mapper III  Tax Mapper II  Draftsman III
	4.0 Reviewing the documents attached  4.1 Perform appraisal and assessment operation  4.2 Encoding of the transaction/s on the RPTA System	None	15 day	LAOO IV  LAOO II LAOO I LAOO I  Statistician I Assessment Clerk II
	5. Perform assessment valuation	None	5 days	LAOO IV
	6.Final review and validation of documents	None	7 days	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	3 days	Provincial Assessor

	8. Recording of approved transactions on the logbook	None	4 days	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	5 days	Authorized Personnel / Staff
	10. Numbering of FAAS  10.1 Printing of three (3) copies of Tax Declaration, Assessment Roll and Notice of Assessment  10.2 Book bounding of FAAS, TD, AR & ROA  10.3 Logbook recording of transactions	None	20 days	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
2. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	1 day	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>90 days</b>	

### 3.2 NEW ASSESSMENT/DISCOVERY

**Simple** – involves New Assessment/Discovery within the General Revision Project affecting not more than 5 parcels of land per transaction within 90 working days processing and approval of tax declaration.

**Complex** – involves New Assessment/Discovery within the General Revision Project affecting not more than 10 parcels of land

per transaction within 120 working days processing and approval of tax declaration.

**Highly Technical** – involves New Assessment/Discovery within the General Revision Project affecting a maximum of 20 parcels of land within 180 working days processing and approval of tax declaration.

### 3.2.A. LAND

<b>Office/Division:</b>	<b>Provincial Assessor's Office</b>	
<b>Classification:</b>	Simple, Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government	
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Titled Property:</b>		
One (1) copy of Field Appraisal & Assessment Sheets (FAAS) & Batch Processed from RPTA System (soft copy) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located		Office of the Municipal Assessor
Letter Request, as the case may be		Property Owner
Certified True Copy of Free Patent, Homestead, Misc. Sales Application and other Patents		CENRO
Certified True Copy of Title		Registry of Deeds
Approved Survey Plan		CENRO
Sworn Statement of the True Value of Property, as the case may be		Office of the Municipal Assessor
Special Power of Attorney (in case client is not the owner of the tax declaration)		Notary Public
<b>For Untitled Property:</b>		
One (1) copy of Field Appraisal & Assessment Sheets (FAAS) & Batch Processed from RPTA System (soft copy) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located		Office of the Municipal Assessor
Letter Request, as the case may be		Property Owner
Survey Plan prepared by Geodetic Engineer and approved by LMB of DENR		CENRO/DENR
Certification that the Land is within alienable and disposable area		CENRO
Affidavit that the applicant is in long, continuous and notorious possession of the property		Notary Public
Barangay Certification that the declarant is the present possessor of the land		Office of the Barangay Captain
Certificate of Adjoining Owners		Office of the Barangay Captain

Affidavit of ownership and/or Sworn Statement declaring the Market Value of real property			Office of the Municipal Assessor	
Ocular Inspection/Investigation Report			Office of the Municipal Assessor	
Special Power of Attorney (in case client is not the owner of the Tax Declaration)			Notary Public	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBL E
1. Submission of FAAS/TD w/ supporting documents & Batch Processed Data	1. Receiving, of FAAS/TD and preliminary checking of supporting documents	None	5 days	Authorized Personnel / Staff
	2. Encoding on the received tracker system	None	10 days	Authorized Personnel / Staff
	3. Checking of documents attached  3.1 Perform tax mapping operations  3.2 Update the GIS maps and perform iGIS operation	None	10 days	Tax Mapper IV  Tax Mapper III Tax Mapper II  Draftsman III
	4. Reviewing the documents attached  4.1 Perform appraisal and assessment operation  4.2 Encoding of the transaction/s on the RPTA System	None	15 days	LAOO IV  LAOO II LAOO I LAOO I Statistician I Assessment Clerk II
	5. Perform assessment valuation	None	5 days	LAOO IV
	6.Final review and validation of documents	None	7 days	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	3 days	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	4 days	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	5 days	Authorized Personnel / Staff
	10. Numbering of FAAS	None	20 days	LAOO I LAOO I

	10.1 Printing of three (3) copies of Tax Declaration, Assessment Roll and Notice of Assessment  10.2 Book bounding of FAAS, TD, AR & ROA  10.3 Logbook recording of transactions			Book Binder Administrative Aide III: Reproduction Machine Operator Assessment and other Authorized Personnel / Staff
2. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	1 day	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>90 days</b>	

### 3.2.B. BUILDINGS AND OTHER SIMILAR STRUCTURES

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>	
<b>Classification:</b>	Simple, Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government	
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
One (1) copy of Field Appraisal & Assessment Sheets (FAAS) & Batch Processed from RPTA System (soft copy) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located		Office of the Municipal Assessor
Building Permit/Building Plan		Office of the Municipal Engineer
Certificate of Completion/Occupancy		Office of the Municipal Engineer
Sworn Statement		Office of the Municipal Assessor
Notice of the date of inspection (if the owner/administrator is not around during the discovery)		Office of the Municipal Assessor



Inspection Report			Office of the Municipal Assessor	
Affidavit of Ownership (in the absence of building permit & afore-cited certifications)			Office of the Municipal Assessor	
Special Power of Attorney (in case client is not the owner of the tax declaration)			Notary Public	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of FAAS/TD w/ supporting documents & Batch Processed Data	1. Receiving, of FAAS/TD and preliminary checking of supporting documents	None	5 days	Authorized Personnel / Staff
	2. Encoding on the received tracker system	None	10 days	Authorized Personnel / Staff
	3. Checking of documents attached  3.1 Perform tax mapping operations  3.2 Update the GIS maps and perform iGIS operation	None	10 days	Tax Mapper IV  Tax Mapper III Tax Mapper II  Draftsman III
	4. Reviewing the documents attached  4.1 Perform appraisal and assessment operation  4.2 Encoding of the transaction/s on the RPTA System	None	15 day	LAOO IV  LAOO II LAOO I LAOO I  Statistician I Assessment
	5. Perform assessment valuation	None	5 days	LAOO IV Engr. Richard C. Ombina, REA
	6. Final review and validation of documents	None	7 days	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	3 days	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	4 days	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	5 days	Authorized Personnel / Staff

	10. Numbering of FAAS  10.1 Printing of three (3) copies of Tax Declaration, Assessment Roll and Notice of Assessment  10.2 Book bounding of FAAS, TD, AR & ROA  10.3 Logbook recording of transactions	None	20 days	LAOO I LAOO I  Book Binder  Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
2. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	1 day	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>90 days</b>	

### 3.2.C. MACHINERY

<b>Office/Division:</b>	<b>Provincial Assessor's Office</b>	
<b>Classification:</b>	Simple, Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government	
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
One (1) copy of Field Appraisal & Assessment Sheets (FAAS) & Batch Processed from RPTA System (soft copy) prepared and recommended for approval by the Municipal Assessor of the municipality where the real property is located		Office of the Municipal Assessor
Itemized List of Machinery Installed		Office of the Municipal Assessor
Sworn Statement		Office of the Municipal Assessor
Special Power of Attorney (in case client is not the owner of the tax declaration)		Notary Public

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submission of FAAS/TD w/ supporting documents & Batch Processed Data	1. Receiving, of FAAS/TD and preliminary checking of supporting documents	None	5 days	Authorized Personnel / Staff
	2. Encoding on the received tracker system	None	10 days	Authorized Personnel / Staff
	3. Checking of documents attached  3.1 Perform tax mapping operations.  3.2 Update the GIS maps and perform iGIS operation	None	10 days	Tax Mapper IV  Tax Mapper III Tax Mapper II  Draftsman III
	4. Reviewing the documents attached  4.1 Perform appraisal and assessment operation.  4.2 Encoding of the transaction/s on the RPTA System	None	15 day	LAOO IV  LAOO II LAOO I LAOO I Statistician I Assessment Clerk II
	5. Perform assessment valuation	None	5 days	LAOO IV
	6. Final review and validation of documents	None	7 days	Asst. Provincial Assessor
	7. Approval of FAAS & Tax Declarations	None	3 days	Provincial Assessor
	8. Recording of approved transactions on the logbook	None	4 days	Administrative Aide
	9. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	5 days	Authorized Personnel / Staff
	10. Numbering of Tax FAAS & TD  10.1 Document-ation and annotation.  10.2 Numbering & filing of office's copy of transactions.	None	20 days	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator

	10.3 Logbook recording of transactions			Assessment Clerk II and other Authorized Personnel / Staff
2. Receives new copy of Tax Declaration.	11. Releasing of the owner's copy of approved transaction.	None	1 day	LAOO I LAOO I Book Binder  Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>90 days</b>	

### 3.3 CANCELLATION OF ASSESSMENT (TOTAL DEMOLITION / CESSATION OR RETIREMENT OF MACHINERY OPERATION)

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Office of the Municipal Assessor		
Demolition Permit for Building		Office of the Municipal Engineer		
Real Property Tax Payment		Office of the Municipal Treasurer		
Ocular Inspection		Office of the Municipal Assessor		
Special Power of Attorney (in case of a 2 <sup>nd</sup> person)		Authorized Representative		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Request form and other pertinent documents.	1. Officer-in-charge staff does the receiving of transactions.	None	5 days	Authorized Personnel / Staff

	2. Officer-in-charge staff does the initial tracking of transactions.	None	10 days	Authorized Personnel / Staff
	3. Officer-in-charge staff does the checking of information from the pertinent documents submitted.  3.1 Does the tax mapping operations of the said transaction.	None	10 days	Tax Mapper IV  Tax Mapper III Tax Mapper II Draftsman III LAOO I LAOO I Statistician I
	4. Officer-in-charge staff does the appraisal and assessment.  4.1 Does the validation, and encoding of the transaction/s being processed.	None	15 day	LAOO IV LAOO II LAOO II LAOO I LAOO I Tax Mapper III Tax Mapper II LAOO I Statistician I
	5. Officer-in-charge does the counterchecking of transaction in case of overlooked portions.	None	5 days	Asst. Provincial Assessor
	6. Officer-in-charge staff does the final validation and approval of transaction/s submitted.	None	7 days	Provincial Assessor
	7. Officer-in-charge staff does the logbook recording of approved transactions.	None	3 days	Administrative Aide
	8. Officer-in-charge staff does the finalization and completion of pertinent information in Data Tracker	None	4 days	Authorized Personnel / Staff
	9. Officer-in-charge staff does the numbering of transactions.  9.1 Does the documentation, and annotation.  9.2 Does the logbook recording of transactions.  9.3 Does the filing of office's copy of transactions.	None	5 days	LAOO I LAOO I  Book Binder Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff

	10. Officer-in-charge staff does the releasing of MASSO Copy of the Cancelled Transaction to the Municipal Assessor or staff.	None	20 days	LAOO I LAOO I Book Binder Administrative Aide III: Reproduction Machine Operator Assessment Clerk II and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>None</b>	<b>Average of 90 days</b>	

#### **4.0 FRONTLINE SERVICE – REQUEST FOR CERTIFIED TRUE COPY OF REAL PROPERTY ASSESSMENT DOCUMENTS, TAX MAPPING INFORMATION & PROPERTY CERTIFICATION**

##### **4.1 CERTIFICATE OF PROPERTY LOCATION & VICINITY**

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government	
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request Form		Office of the Provincial Assessor
Valid ID		Property Owner/Authorized Representative
Real Property Tax Payment		Office of the Municipal Treasurer
Notarized Copy of Deed of Conveyance - Deed of Sale / Donation / Waiver of Rights (if buyer/donee) - Extrajudicial Settlement of an Estate (if heirs) - Affidavit of Self-Adjudication (sole heir) - Deed of Conditional Sale Others (Specify): _____		Property Owner
Photocopy of the Contract of Real Estate Mortgage (if mortgaged)		Property Owner
Death Certificate (if deceased owner)		Authorized Representative
Birth Certificate (if direct heir)		Property Owner
Marriage Certificate (if direct heir)		Property Owner

Court Order (If the owner/heirs did not give permission and the property was not bought)		Office of the Municipal/Regional Trial Court		
Special Power of Attorney (in case of a 2 <sup>nd</sup> person)		Authorized Representative		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Fill-upping and Submission of Request form and other pertinent documents.	1. Officer-in-charge staff does the validation and receiving of transactions.  1.1 Verifies the property being requested.	None	3 hours	LAOO I  Book Binder and other Authorized Personnel / Staff
2. Owners pay the corresponding fee		₱ 100.00	3 hours	Office of the Provincial Treasurer, Billing/Cashier Officer
3. Presents corresponding OR	2. Officer-in-charge staff records the OR number, attaches receipt to the document requested.  2.1 Makes the Vicinity Map for approval.	None	1 day	Tax Mapper III Tax Mapper II  Draftsman III LAOO I
	3. Officer-in-charge staff does the validation and approval of the Vicinity Map.	None	1 day	Tax Mapper IV
4 Receives information requested/computer print-out	4.0 Officer in-charge releases the computer print-out of information requested.  5.1 Releases the certification being requested.	None	2 hours	LAOO I  Book Binder and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>₱ 100.00</b>	<b>3 days</b>	

**Processing Period:** Within 30 minutes or more waiting time per Vicinity Map depending on the number of Vicinity Map Copies to be prepared; First come, first served policy.

#### **4.2 ISSUANCE OF PROPERTY HOLDING CERTIFICATION (WITH PROPERTY/NO PROPERTY) & CERTIFICATION OF IMPROVEMENTS (WITH IMPROVEMENT/NO IMPROVEMENT)**

The Provincial Assessor's Office provides Certificate of Property Holdings or Certificate of No Property Holding upon the request of the

owner or his authorized representatives, any government agency or private entity. This service allows the taxpayer to obtain a listing of his/her property holdings as reference for payment of taxes, and for other legal purposes it may serve.

Certificate of No Improvement on the other hand, provides proof that a certain parcel of land is vacant upon the request of the owner or his/her authorized representative. Should there be an improvement or structure thereon, declared on record, the office will certify as to the improvement/s erected on the lot, as per existing database.

<b>Office/Division:</b>	<b>Provincial Assessor's Office</b>			
<b>Classification:</b>	Simple/Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Office of the Provincial Assessor		
Valid ID		Property Owner/Authorized Representative		
Real Property Tax Payment		Office of the Municipal Treasurer		
Notarized Copy of Deed of Conveyance - Deed of Sale / Donation (if buyer/donee) - Extrajudicial Settlement of an Estate (if heirs) - Affidavit of Self-Adjudication (sole heir) - Deed of Conditional Sale Others (Specify): _____		Property Owner		
Photocopy of the Contract of Real Estate Mortgage (if mortgaged)		Property Owner		
Death Certificate (if deceased owner)		Authorized Representative		
Birth Certificate (if direct heir)		Property Owner		
Marriage Certificate (if direct heir)		Property Owner		
Court Order		Office of the Municipal/Regional Trial Court		
Special Power of Attorney (in case of a 2 <sup>nd</sup> person)		Authorized Representative		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of pertinent documents.	1. Officer-in-charge staff does the validation and receiving of transactions.  1.1 Verifies the property being requested whether it is with/without land holdings /improvements.	None	2 hours	LAOO I Book Binder  and other Authorized Personnel / Staff



2. Fill-in the appropriate request form.	2. Officer-in-charge staff receives the form for checking.  2.1 Indicates the amount to be paid at PTO.	None	1 hour	LAOO I Book Binder and other Authorized Personnel / Staff
3. Owners pay the corresponding fee		₱ 150.00	2 hours	Office of the Provincial Treasurer, Billing/Cashier Officer
4. Presents corresponding OR	3. Officer-in-charge staff searches the needed FAAS books.  3.1 Creates draft of the said certification being requested.	None	1 day	LAOO I Book Binder and other Authorized Personnel / Staff
	4. Officer-in-charge staff does the checking and validation of the certification.	None	1 day	LAOO IV LAOO I Tax Mapper III Tax Mapper II
	5.0 Officer in-charge staff does the approval of the said request.	None	2 hours	Asst. Provincial Assessor
5.0 Applicant receives the copy of the approved transaction.	6. Officer in-charge releases certification requested.	None	1 hour	LAOO I Book Binder and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>₱ 150.00</b>	<b>3 days</b>	

**Processing Period:** Within 35 minutes or more waiting time depending on the type of request and the number of properties/improvements indicated in the Property Holdings.

### 3.3 ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION (OLD AND LATEST)

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government	
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request Form		Office of the Provincial Assessor
Valid ID		Property Owner/Authorized Representative

Real Property Tax Payment		Office of the Municipal Treasurer		
Notarized Copy of Deed of Conveyance - Deed of Sale / Donation (if buyer/donee) - Extrajudicial Settlement of an Estate (if heirs) - Affidavit of Self-Adjudication (sole heir) - Deed of Conditional Sale Others (Specify):_____		Property Owner		
Photocopy of the Contract of Real Estate Mortgage (if mortgaged)		Property Owner		
Death Certificate (if deceased owner)		Authorized Representative		
Birth Certificate (if direct heir)		Property Owner		
Marriage Certificate (if direct heir)		Property Owner		
Court Order		Office of the Municipal/Regional Trial Court		
Special Power of Attorney (in case of a 2 <sup>nd</sup> person)		Authorized Representative		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Fill-upping and Submission of Request form and other pertinent documents.	1. Officer-in-charge staff does the validation and receiving of transactions.  1.1 Verifies the property being requested whether it is	None	2 hours	LAOO I Book Binder and other Authorized Personnel / Staff
2. Owners pay the corresponding fee		₱ 150.00	1 hour	Office of the Provincial Treasurer, Billing/Cashier Officer
3. Presents corresponding OR	2. Officer-in-charge staff searches the needed FAAS books.  2.1 Creates draft of the said certification being requested.	None	1 day	LAOO I Book Binder and other Authorized Personnel / Staff
	3. Officer-in-charge staff does the checking and validation of the certification.	None	1 day	LAOO IV LAOO I Tax Mapper III Tax Mapper II
	3. Officer in-charge staff does the approval of the said request.	None	4 hours	Asst. Provincial Assessor
4. Applicant receives the copy of the approved transaction.	4. Officer in-charge releases certification requested.	None	1 hour	LAOO I Book Binder and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>₱ 150.00</b>	<b>3 days</b>	

**Processing Period:** Within 30 minutes or more waiting time; First come, first serve policy.

### 3.4 ISSUANCE OF CERTIFICATE OF HISTORY

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>			
<b>Classification:</b>	Simple/Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Office of the Provincial Assessor		
Valid ID		Property Owner/Authorized Representative		
Real Property Tax Payment		Office of the Municipal Treasurer		
Notarized Copy of Deed of Conveyance - Deed of Sale / Donation (if buyer/donee) - Extrajudicial Settlement of an Estate (if heirs) - Affidavit of Self-Adjudication (sole heir) - Deed of Conditional Sale Others (Specify): _____		Property Owner		
Photocopy of the Contract of Real Estate Mortgage (if mortgaged)		Property Owner		
Death Certificate (if deceased owner)		Authorized Representative		
Birth Certificate (if direct heir)		Property Owner		
Marriage Certificate (if direct heir)		Property Owner		
Court Order		Office of the Municipal/Regional Trial Court		
Special Power of Attorney (in case of a 2 <sup>nd</sup> person)		Authorized Representative		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RES- PONSIBLE</b>
1. Fill-upping and Submission of Request form and other pertinent documents.	1. Officer-in-charge staff does the validation and receiving of transactions.  1.1 Verifies the property being requested.	None	5-15 working days	LAOO I Book Binder and other Authorized Personnel / Staff
2. Owners pay the corresponding fee		₱ 150.00		Office of the Provincial Treasurer, Billing/Cashier Officer
3. Presents corresponding OR	2. Officer-in-charge staff searches the needed FAAS books.	None		LAOO I Book Binder and other Authorized

	2.1 Creates draft of the said certification being requested.			Personnel / Staff
	3. Officer-in-charge staff does the checking and validation of the certification.	None		LAOO IV LAOO I Tax Mapper III Tax Mapper II
	4. Officer in-charge staff does the approval of the said request.	None		Asst. Provincial Assessor
4. Applicant receives the copy of the approved transaction.	5. Officer in-charge releases certification requested.	None		LAOO I Book Binder and other Authorized Personnel / Staff
<b>TOTAL:</b>		<b>₱ 150.00</b>	<b>5-15 working days</b>	

**Processing Period:** Within 5-15 working days waiting time depending on the number of previous transactions made; First come, first served policy.

### 3.5 ANNOTATION/CANCELLATION OF LIENS AND ENCUMBRANCES

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>			
<b>Classification:</b>	Simple/Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All real property owners/taxpayers covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Office of the Provincial Assessor		
Valid ID		Property Owner/Authorized Representative		
Real Property Tax Payment		Office of the Municipal Treasurer		
Photocopy of the Contract of Real Estate Mortgage		Property Owner		
Tax Declaration (latest)		Property Owner		
Special Power of Attorney (in case of a 2 <sup>nd</sup> person)		Authorized Representative		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-upping and Submission of Request form and other pertinent documents.	1. Officer-in-charge staff does the validation and receiving of transactions.  1.1 Verifies the property being requested whether it	None	1 hour	LAOO I  Book Binder and other Authorized Personnel / Staff

	1.2 Indicates the amount to be paid.			
2. Owners pay the corresponding fee		₱ 150.00 to ₱ 500.00 (depends on the amount of mortgage )	2 hours	Office of the Provincial Treasurer, Billing/Cashier Officer
3. Presents corresponding OR	2. Officer-in-charge staff searches the needed FAAS book/s.  2.1 Annotates the TD of the owner and the FAAS book/s.	None	4 hours	LAOO I  Book Binder and other Authorized Personnel / Staff
	3. Officer-in-charge staff does the checking and validation of the certification.	None	1 day	<i>LAOO IV Provincial Assessor</i>
4. Applicant receives the annotated copy of Tax Declaration.	3. Officer in-charge releases certification requested.	None	1 hour	<i>LAOO I Book Binder and other Authorized Personnel / Staff</i>
<b>TOTAL:</b>		<b>₱ 150.00 to ₱ 500.00</b>	<b>2 days</b>	



**PROVINCIAL ASSESSOR'S OFFICE  
(PASSO)**

**INTERNAL SERVICES**

## 1. FRONTLINE SERVICE – REQUEST FOR JUST COMPENSATION

In accordance with the provision of the Local Government Code also known as R.A. 7160 and RA 8974 – AN ACT TO FACILITATE THE ACQUISITION OF RIGHT-OF-WAY, SITE OR LOCATION FOR NATIONAL GOVERNMENT INFRASTRUCTURE PROJECTS AND FOR OTHER PURPOSES. Article III, Section 9 of the Constitution states that private property shall not be taken for public use without just compensation. Towards this end, the State shall ensure that owners of real property acquired for national government infrastructure projects are promptly paid just compensation.

<b>Office/Division:</b>	<b>OFFICE OF THE PROVINCIAL ASSESSOR</b>			
<b>Classification:</b>	Simple, Complex, Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	- All Local Government Units covered under 17 Municipalities of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter addressed to the Provincial Governor			Local Government Unit	
Copy of Latest Tax Declaration			Office of the Municipal Assessor	
Copy of Title if titled			Registry of Deeds	
Notarized Deed of Absolute Sale of Comparable Property			Office of the Municipal Assessor or Property Owners within the vicinity	
Sketch Plan prepared if portion is to be acquired or delineate eroded area and/or traversed by a road			Geodetic Engineer	
Offer to Sell or Offer to Purchase			Property Owner	
Resolution (Barangay or Sanggunian)			Local Government Unit	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
GHD1. Submission of Letter Requests and pertinent documents to the Provincial Governor's Office	1. Receiving of Letter Request	None	5 days	Authorized Personnel / Staff
	1.1 Receiving, of approved Indorsement from the Provincial Governor, Letter Request and preliminary checking of supporting documents	None	5 days	Tax Mapper II (PAC Secretariat)  Authorized Personnel / Staff
	2. Scheduling of Ocular Inspection	None	10 days	Authorized Personnel / Staff Provincial Assessor (PAC Chairperson) Provincial Treasurer

				PAC Member Provincial Engineer (PAC Member)  PAC Technical Working Group
	3. Checking of documents attached  3.1 Conduct of Ocular Inspection & Site Investigation  3.2 Market Research in the vicinity	None	20 days	LAOO IV  Tax Mapper IV  LAOO II LAOO I
	4. Review documents (deed of conveyance) comparable property  4.1 Preparation of Appraisal Report  4.2 Pre-presentation to the Technical Working Group	None	15 day	PAC Technical Working Group  LAOO IV Tax Mapper IV  LAOO II LAOO I
	5. Scheduling of PAC Meeting	None	5 days	Authorized Personnel / Staff
	6. Conduct of Provincial Appraisal Committee Meeting  6.1 Documentation and on- going minutes of meeting.  6.2 Approval of Appraisal Reports	None	10 days	Provincial Assessor PAC Chairperson Provincial Treasurer PAC Member Provincial Engineer PAC Technical Working Group  LAOO IV Tax Mapper IV LAOO II LAOO I Tax Mapper II (PAC Secretariat)
	7. Final review and validation of approved Appraisal Reports	None	7 days	Tax Mapper II (PAC Secretariat)



	8. Preparation of Resolution	None	0.5 day	Tax Mapper II (PAC Secretariat)
	9. Preparation of Transmittal	None	0.5 day	Tax Mapper II (PAC Secretariat)
	10 Recording of approved Appraisal Reports on the logbook  10.1filing with attached documents	None	1 day	Tax Mapper II  (PAC Secretariat)
2. Receives copy of Approved Appraisal Report	11. Releasing of copy of approved Appraisal Reports to Authorized Representatives	None	1 day	Tax Mapper II (PAC Secretariat)
<b>TOTAL:</b>		<b>None</b>	<b>90 days</b>	

**Processing Period:** Within 90 working days, waiting time depending on the number of Letter Requests received; First come, first served policy.





**PSWDO**

PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

SURIGAO DEL SUR

**PROVINCIAL SOCIAL WELFARE & DEVELOPMENT  
OFFICE  
(PSWDO)**

**CITIZEN'S CHARTER**



## **Provincial Social Welfare & Development Office (PSWDO)**

### **I. Mandate**

Anchored from this mandate, the Provincial Social Welfare and Development Office shall take charge on social welfare and development services and shall:

1. Formulate measures for the approval of the Sanggunian and provide technical assistance and support to the governor, as the case may be, in carrying out measures to ensure the delivery of basic services and provisions of adequate facilities relative to social welfare and development services as provided for under Section 17 of this Code.
2. Develop plans and strategies and upon approval thereof by the governor, as the case may be, implement the same particularly those which have to do with social welfare programs and projects which the governor is empowered to implement and which the Sanggunian is empowered to provide for under this Code:
3. The social welfare and development office shall:
  - a. Identify the basic needs of the needy, the disadvantaged and the impoverished and develop and implement appropriate measures to alleviate their problems and improve their living conditions.
  - b. Provide relief and appropriate crisis intervention for victims of abuse and exploitation and recommend appropriate measures to deter further abuse and exploitation.
  - c. Assist the governor, as the case may be, in implementing the provincial level program for the total development and protection of children up to six (6) years of age.
  - d. Facilitate the implementation of welfare programs for the disabled, elderly, and victims of drug addiction, the rehabilitation of prisoners and parolees, the prevention of juvenile delinquency and such other activities which would eliminate or minimize the ill-effects of poverty.
  - e. Initiate and support youth welfare programs that will enhance the role of the youth in nation-building.
  - f. Coordinate with government agencies and non-governmental organizations which have for their purpose the promotion and the protection of all needy, disadvantaged, underprivileged or impoverished groups or individuals, particularly those identified to be vulnerable and high-risk to exploitation, abuse and neglect.
4. Be in the frontline or service delivery, particularly those which have to do with immediate relief during and assistance in the aftermath of man-made and natural disaster and natural calamities.
5. Lead agency in the programs and services on rebel returnees and a control mechanism in supporting the thrusts of the government.
6. Recommend to the Sanggunian and advise the governor, as the case may be, on all other matters related to social welfare and development services which will improve the livelihood and living conditions of the inhabitants; and

## **Provincial Social Welfare & Development Office (PSWDO)**

### **I. Mandate**

In addition to the aforementioned mandate:

7. Publish outcomes of the office to the general public for information dissemination and ensuring public trust.
8. Monitor and evaluate processes and outcomes essential for reflexivity of practice.
9. Ensure support to the professional growth of the staff where welfare is given with utmost value vis a vis client being served.

### **II. Vision**

The Provincial Social Welfare and Development envisions a province free from poverty, improved and sustainable quality of life for the disadvantage, vulnerable and marginalized people of Surigao del Sur.

### **III. Mission**

Converge social welfare endeavor of different stakeholders between and amongst government, non-government and semi government social welfare agencies aimed for synergistic and comprehensive partnership for poverty alleviation, empowerment and sustainable development planned change process in micro, mezzo and macro continuum.

### **IV. Goals and Objectives**

In order to realize our mission, we have adopted the following goals.

- Anchor the provincial social welfare programs and services at pace with the Provincial Local Government of Surigao del Sur, Caraga (Region XIII), national and global thrusts and New Norm trends.
- Improve and redesign inclusive social welfare programs and services to safeguard individual's right to a descent standard of living.
- Inform people of Surigao del Sur about the programs and services they can avail when such need arises.
- To promote social welfare initiatives and complement the social welfare endeavors of respective municipalities within the province aiming for an improved MLGU and BLGU's responses for social protection, rehabilitation and prevention of social unrest.

## **Provincial Social Welfare & Development Office (PSWDO)**

### **V. Goals and Objectives**

- Provide technical assistance to the social welfare agency counterparts (government, non-government and community –based organizations) in the implementation of development works to ensure multidisciplinary cooperation local, regional, national and international welfare arm in poverty alleviation.
- Benchmark from other provinces to emulate their best practices and share the same to colleagues.
- Ensure organizational and professional self-care to social workers of the province aimed for the continuity of excellent social welfare services.

### **VI. Service Pledge**

The Provincial Social Welfare and Development Office commit to:

1. Provide quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks.
2. Ensure that all applicants or requesting parties who are within the PSWDO premises prior to the end of the official working hours and during lunch break shall be attended to.
3. Provide on-call services that needs social worker's assistance especially on special cases concerning VAWC, CICL, trafficking in persons, and other related cases.
4. Ensure availability of Officers-in-Charge of our frontline services at all times for consultations, counselling, and other related services.
5. Endeavor to complete transactions within the day or as per set timelines and in the event that we are unable to do so, we shall inform clients promptly of our actions taken so far and clearly explain the reason/s for such delay.

We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

All these we pledge for the best interest of the clients/customers we serve.



## **PROVINCIAL SOCIAL WELFARE & DEVELOPMENT OFFICE (PSWDO)**

### **EXTERNAL SERVICES**

## FRONTLINE SERVICE – DEVELOPMENTAL AND PROMOTIVE SERVICES DIVISION

### 1. SPECIAL PROJECTS SERVICES

- Monitor the implementations of special projects (Supplementary Feeding Program, Sustainable livelihood program, Social Pension) and other related projects/ programs/ services.
- Provide technical assistance to C/MSWDOs to ensure effective and efficient implementation of special projects.

OFFICE/ DIVISION	PSWDO - DEVELOPMENTAL AND PROMOTIVE SERVICES DIVISION			
CLASSIFICATION	Simple/ Complex			
TYPE OF TRANSACTION	G2G			
WHO MAY AVAIL	C/MSWDOs who are implementing supplementary feeding program, sustainable livelihood program, social pension, and other related programs and services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project proposals duly signed by authorized persons		DSWD Caraga C/MSWDOs		
Monitoring checklists and tools Validated reports				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	RESPONSIBLE PERSON
1. The C/MSWDOs will submit their project proposals for review	1.1 PSWDO shall review project proposals following the required minimum standards and provide feedback for improvements.	None	1 hour	Designated Project Development Officer/ Staff  PSWDO
2. C/MSWDOs shall submit a letter to PSWDO requesting for the monitoring pf projects or the PSWDO will be the one to provide schedule of monitoring	2.1 PSWDO shall receive the letter and schedule the monitoring and evaluation process	None	5 minutes	PSWDO
	2.2 Conduct the monitoring and evaluation process	None	8 hours	Designated Project Development Officer/ Staff  PSWDO



	2.3 Conduct of the exit conference session	None	3 hours	Designated Project Development Officer/ Staff  PSWDO
	<b>TOTAL</b>	<b>None</b>	<b>12 hours and 5 minutes</b>	

## 2. FAMILY AND COMMUNITY/ DISASTER RESPONSE SERVICE

- Provide timely and appropriate assistance to help alleviate the conditions/situations of distressed/displaced individuals/families and those who are victims of disaster and are in need food, clothing temporary shelter and other emergency requirements. This service is usually done thru the following: (1) Efficient management of evacuation centers/institutions; (2) Provision of ready-to-eat food/mass feeding; and (3) Crisis debriefing sessions and provision of financial/material assistance.
- Attend Disaster-related trainings, coordination meetings, and other related activities.
- Conduct validation and assessment of disaster affected individuals and communities.

<b>OFFICE/ DIVISION</b>	<b>PSWDO - DEVELOPMENTAL AND PROMOTIVE SERVICES DIVISION</b>			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C			
<b>WHO MAY AVAIL</b>	Disaster affected individuals, families, and communities			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1. Disaster Report using the prescribed DROMIC forms and Rapid Damage and Need Analysis (RDNA) report from LGU indicating the number of affected individuals/ families 2. Report on Post Disaster Needs Assessment Result (PDNA) 3. LGU Rehabilitation and Recovery Plan signed by LCE or any authorized representative 4. Project Proposal signed by the LCE or any authorized representative 5. Validated final report on affected families signed by the LCE or any authorized representative 6. Certificate of Eligibility/ Master list of qualified beneficiaries signed by the LCE or any authorized representative 7. Photocopy of Valid ID or Original Barangay Certificate of the beneficiaries with picture				C/MSWDOs Requesting party/ claimant/ client
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>

The requesting party will endorse the reports to the PSWDO including the master lists	Designated Disaster Response focal shall receive the reports and related papers.	None	3 minutes	Designated Focal Person / Staff
	Disaster response focal shall review, crossmatch, verify, and finalize the reports.	None	5 hours	Designated Focal Person / Staff
	Disaster Response Focal shall coordinate with concern agencies for schedule of distribution of assistance for the affected families.	None	1 hour	Designated Focal Person / Staff
	Conduct distribution of assistance to eligible individuals and families.	None	8 hours	Designated Focal Person / Staff
<b>Total</b>		<b>None</b>	<b>16 hours and 3 minutes</b>	

### 3. WOMEN/CHILDREN/YOUTH WELFARE SERVICES

- Formulate programs to maximize the contribution of the children and youth to nation building.
- Provide services and activities designed for the care, protection, participation and rehabilitation of children and youth in difficult situations and ensure their social adjustment, total growth and development.
- Advocate for the rights of children and youth
- Promote the welfare of women giving special attention to prevention or eradication of exploitation of women in any form, including prostitution, illegal recruitments as well as promotion of skills for employment and self- actualization.

<b>OFFICE/ DIVISION</b>	<b>PSWDO - DEVELOPMENTAL AND PROMOTIVE SERVICES DIVISION</b>			
<b>CLASSIFICATION</b>	Simple, Complex			
<b>TYPE OF TRANSACTION</b>	G2C, G2G			
<b>WHO MAY AVAIL</b>	Women/Children/Youth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Walk-in Clients: Visitor's log For Written Requests: Letter Request/ Referral Letter		C/MSWDOs Requesting party/ claimant/ client Office Security Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES S-ING TIME</b>	<b>RESPONSIBLE PERSON</b>

Clients shall pass through the security guard for identification, security purposes, and for identification of the nature of the client's request	The security guard shall identify the request of the clients and forward them to the concern PSWDO employee for assistance on their presented concerns.	None	5 minutes	Security Guard
	Concern employee/ focal person shall discuss the concern with the client to assess for further interventions.	None	10-15 minutes	Designated Focal Person / Staff
	Advise the client on the appropriate agency/ institution with mandate or competence to provide the needed assistance. When needed, referral letter is provided to the client for presentation to the service provider of another agency/ institution.	None	10 minutes	Designated Focal Person / Staff
C/MSWDOs shall submit a letter requesting for technical assistance from PSWDO	PSWD Officer or the designated staff shall take action on the letter depending upon the nature of the request provided by the C/MSWDOs	None	10 minutes	Designated Focal Person / Staff
<b>Total</b>		<b>None</b>	<b>40 minutes</b>	

#### 4. SENIOR CITIZEN'S WELFARE SERVICES

- Plan, implement and monitor programs and services for senior citizens.
- To maintain and regularly update a list of senior citizens.
- Advocate for the rights of senior citizens.
- To strengthen collaboration and partnership among government (GAs and LGUs); non-government organizations (NGOs), particularly NGOs supporting senior citizens; business sectors; and allied professionals in the development, implementation, monitoring and replication of effective and efficient programs

<b>OFFICE/ DIVISION</b>	<b>PSWDO - DEVELOPMENTAL AND PROMOTIVE SERVICES DIVISION</b>	
<b>CLASSIFICATION</b>	Simple, Complex	
<b>TYPE OF TRANSACTION</b>	G2C, G2G	
<b>WHO MAY AVAIL</b>	Senior Citizens	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	

<b>For Walk-in Clients:</b> Visitor's log <b>For Written Requests:</b> Letter Request/ Referral Letter		C/MSWDOs Requesting party/ claimant/ client Office Security Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Clients shall pass through the security guard for identification, security purposes, and for identification of the nature of the client's request	The security guard shall identify the request of the clients and forward them to the concern PSWDO employee for assistance on their presented concerns.	None	5 minutes	Security Guard
	Concern employee/ focal person shall discuss the concern with the client to assess for further interventions.	None	10-15 minutes	Designated Focal Person / Staff
	Advise the client on the appropriate agency/ institution with mandate or competence to provide the needed assistance. When needed, referral letter is provided to the client for presentation to the service provider of another agency/ institution.	None	10 minutes	Designated Focal Person / Staff
C/MSWDOs shall submit a letter requesting for technical assistance from PSWDO	PSWD Officer or the designated staff shall take action on the letter depending upon the nature of the request provided by the C/MSWDOs	None	10 minutes	Designated Focal Person/ Staff  PSWDO
Senior Citizen's Federation and OSCA officers to attend the set meeting schedules	Focal person shall provide communication letters for the set meetings.	None	10 minutes	Designated Focal Person / Staff
<b>Total</b>		<b>None</b>	<b>50 minutes</b>	

## 5. DIFFERENTLY ABLED/ PWD WELFARE SERVICES

- Develop, promote, monitor implementation policies, plans, programs and services for the development of persons with disabilities in coordination with national, regional and local

agencies.

- Plan, implement and monitor programs and services for PWDs.

<b>OFFICE/ DIVISION</b>		<b>PSWDO - DEVELOPMENTAL AND PROMOTIVE SERVICES DIVISION</b>		
<b>CLASSIFICATION</b>		Simple, Complex		
<b>TYPE OF TRANSACTION</b>		G2C, G2G		
<b>WHO MAY AVAIL</b>		Differently Abled Persons/PWDs		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For Walk-in Clients:</b> Visitor's log <b>For Written Requests:</b> Letter Request/ Referral Letter			C/MSWDOs Requesting party/ claimant/ client Office Security Officer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>RESPONSIBLE PERSON</b>
Clients shall pass through the security guard for identification, security purposes, and for identification of the nature of the client's request	The security guard shall identify the request of the clients and forward them to the concern PSWDO employee for assistance on their presented concerns.	None	5 minutes	Security Guard
	Concern employee/ focal person shall discuss the concern with the client to assess for further interventions.	None	10-15 minutes	Designated Focal Person / Staff
	Advise the client on the appropriate agency/ institution with mandate or competence to provide the needed assistance. When needed, referral letter is provided to the client for presentation to the service provider of another agency/ institution.	None	10 minutes	Designated Focal Person / Staff
C/MSWDOs shall submit a letter requesting for technical assistance from PSWDO	PSWD Officer or the designated staff shall take action on the letter depending upon the nature of the request provided by the C/MSWDOs	None	10 minutes	Designated Focal Person/ Staff  PSWDO
PWD Federation officers to attend the set meeting schedules	Focal person shall provide communication letters for the set meetings.	None	10 minutes	Designated Focal Person / Staff
<b>Total</b>		<b>None</b>	<b>50 minutes</b>	

## FRONTLINE SERVICE – RESTORATIVE AND PROTECTIVE SERVICES DIVISION

### 6. COURT-RELATED/ SPECIAL CASES SERVICES

- Coordinate and collaborate with government and non-government entities in planning and organizing programs, projects, and activities towards improving and sustaining thrusts and initiatives for the protection against all faces of violence.
- Recommend for the allocation of funds and augmentation support for the establishment of crisis/ drop-in center.
- Provide restorative and protective services and care for individuals in neglectful or abusive situations.
- Assist survivors of abuse/ violence and other disadvantaged individuals of special cases for any legal actions relative to their cases.
- Ensure proper case management and monitoring of cases.

<b>OFFICE/ DIVISION</b>	<b>PSWDO – RESTORATIVE AND PROTECTIVE SERVICES DIVISION</b>	
<b>CLASSIFICATION</b>	Simple, Complex	
<b>TYPE OF TRANSACTION</b>	G2C, G2G	
<b>WHO MAY AVAIL</b>	Victim/Survivors of VAWC, rape, TIP, CICL, CAR and other related cases	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Walk-in Clients:</b> Visitor's log Barangay/ Police Blotter Affidavit of victim Valid I.D. of the client Letter Request/ Referral Letter from C/MSWDOs <b>For Written Requests:</b> Letter Request/ Referral Letter from C/MSWDOs Barangay/ Police Blotter Affidavit of victim Valid I.D. of the client		C/MSWDOs Requesting party/ claimant/ client
<b>Financial Assistance for Indigent Victim/Survivors</b>		
Any valid identification card of the client/ person to be interviewed		Government agencies issuing an identification Card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.)		From the Police Station
Barangay Certificate/ Certificate of Residency		From the Barangay where the client is presently residing

Social Case Study Report/Case Summary/Intake sheet and Eligibility Certificate		Licensed social worker		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	RESPONSIBLE PERSON
Clients shall pass through the security guard for identification, security purposes, and for identification of the nature of the client's request	The security guard shall identify the request of the clients and forward them to the concern PSWDO employee for assistance on their presented concerns	None	5 minutes	Security Guard
	Concern employee/ focal person shall conduct intake interview and shall discuss the concern with the client to assess for further interventions	None	1 hour	Designated Focal Person / Staff
	Social Worker to process the assistance of client, conduct intake interview and facilitate for the additional attachments needed (Assistance will be subject for submission and approval of the approving authorities)	None	20 minutes	Designated Focal Person / Staff
	Advise the client on the appropriate agency/ institution with mandate or competence to provide the needed assistance. When needed, referral letter is provided to the client for presentation to the service provider of another agency/ institution.	None	10 minutes	Designated Focal Person / Staff
<b>Total</b>		<b>None</b>	<b>1 Hour and 25 Minutes</b>	

## 7. ENHANCED LOCAL COMPREHENSIVE INTEGRATION PROGRAMS SERVICES

- Formulate, develop, implement programs, projects and services that aim to help and capacitate former rebels with the goal to reintegrated them back to the community, be with their families, and start over with their new, normal lives.
- Maintain database of former rebels.
- Coordinate with government and non-government agencies in



providing holistic intervention for former rebels.

<b>OFFICE/ DIVISION</b>	<b>PSWDO – RESTORATIVE AND PROTECTIVE SERVICES DIVISION</b>			
<b>CLASSIFICATION</b>	Simple, Complex			
<b>TYPE OF TRANSACTION</b>	G2C, G2G			
<b>WHO MAY AVAIL</b>	FORMER REBELS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Walk-in Clients:</b> Visitor's log  <b>For Written Requests:</b> Letter Request/ Referral Letter/ Endorsement Letter		C/MSWDOs, PNP, AFP Requesting party/ claimant/ client Office Security Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>RESPONSIBLE PERSON</b>
Clients shall pass through the security guard for identification, security purposes, and for identification of the nature of the client's request	The security guard shall identify the request of the clients and forward them to the concern PSWDO employee for assistance on their presented concerns	None	5 minutes	Security Guard
	Concern employee/ focal person shall discuss the concern with the client to assess for further interventions.	None	10-15 minutes	Designated Focal Person / Staff
	Advise the client on the appropriate agency/ institution with mandate or competence to provide the needed assistance. When needed, referral letter is provided to the client for presentation to the service provider of another agency/ institution.	None	10 minutes	Designated Focal Person / Staff
Clients shall join the Basic Business Management Training (BBMT) in preparation for the Livelihood Assistance that will be provided to them.	Conduct the BBMT and provide training certificate to participants	None	8 hours	Designated Focal Person / Staff
Clients shall submit to the validation/	PSWDO staff to conduct intake interview and validation	None	20 minutes	Designated Focal Person / Staff



interview by PSWDO as per set schedule.				
<b>Total</b>		<b>None</b>	<b>50 minutes</b>	

## 8. CRISIS INTERVENTION SERVICES

- AICS serves as a social safety net or stop-gap measure to support the recovery of individuals and families identified to be suffering from any unexpected life event or crisis through provision of psychosocial intervention and/or direct financial/material assistance that will enable the clients to meet their basic needs in the form of food, transportation, medical, educational and burial assistance among others.
- The provision of counseling, referral for psychological service, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the PSWDO. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death, loss of job or source of income.

OFFICE/ DIVISION	PSWDO – RESTORATIVE AND PROTECTIVE SERVICES DIVISION	
CLASSIFICATION	Simple, Complex	
TYPE OF TRANSACTION	G2C, G2G	
WHO MAY AVAIL	Indigent, marginalized and vulnerable/disadvantaged individuals and families or are otherwise in crisis situation based on the assessment of the Social Worker.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Transportation Assistance</b>		
Any valid identification card of the client/ person to be interviewed		Government agencies issuing an identification. Card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)
Police Blotter/ Police Certification (for victims of pickpockets, illegal recruitment, etc.);		From the Police Station
Barangay Certificate/ Certificate of Residency		From the Barangay where the client is presently residing.
Social Case Study Report/ Case Summary/Intake sheet and Eligibility Certificate		Licensed social worker
<b>Medical Assistance</b>		
Any valid identification card of the client/ person to be interviewed		Government agencies issuing an identification. Card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)

Medical Certificate/Clinical Abstract complete with name, license number and signature of the Physician issued within three months (Original / Certified true copy)	Attending Physician or from Medical Records of the hospital/clinic.			
Hospital bill / Statement of Account (outstanding balance) with name and signature Medical Prescriptions Price quotations	Attending physician/ billing clerk			
Social Case Study Report/ Case Summary/Intake sheet and Eligibility Certificate	Licensed social worker			
Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.			
<b>Burial Assistance</b>				
Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification. Card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)			
Social Case Study Report/ Case Summary/Intake sheet and Eligibility Certificate	Licensed social worker			
Barangay Certificate/ Certificate of Residency	From the Barangay where the client is presently residing.			
Funeral Contract	Authorized staff of the Funeral Parlor/ Memorial Chapel			
<b>Hospital Eligibility Certificate (for ASTMMC patients)</b>				
Any valid identification card of the client/ person to be interviewed	Government agencies issuing an identification. Card (SSS, Philhealth, LTO, PAG-IBIG, Comelec, NBI, DFA and among others)			
Assistance note depicting the amount of assistance to be catered	Any offices providing assistance to individuals in crisis situations			
Hospital Billing Statement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	RESPONSIBLE PERSON
Clients shall pass through the security guard for identification, security purposes, and for identification of the nature of the client's request.	The security guard shall identify the request of the clients and forward them to the concern PSWDO employee for assistance on their presented concerns	None	2 minutes	Security Guard
Screening of documents, Interview, Assessment and recommendation	Social Worker will check the presented requirements if the documents are complete; the client will be interviewed and assessed (If the documents	None	2 minutes	Designated Focal Person / Staff

	are not complete the client will be asked to comply.)			
	Encoding of the client and beneficiary's Information and family's composition	None	5 minutes	Designated Focal Person / Staff
	Probing interview	None	10 minutes	Designated Focal Person / Staff
	Assessment will be conducted by the social worker based on interview, social case study report and presented documents needed for the requested assistance.  Recommended assistance warranted per social worker assessment.	None	5 minutes	Designated Focal Person / Staff
	Review and Approval of the Office Head or officer in charge to the Social Workers Recommendation of assistance needed.	None	5 minutes	PSWDO
	Provision of guaranteed letter (if needed)	None	3 minutes	Designated Focal Person / Staff
	Provision of Hospital Eligibility (if needed)	None	3 minutes	Designated Focal Person / Staff
<b>TOTAL</b>		<b>None</b>	<b>35 minutes</b>	

## FRONTLINE SERVICE – TECHNICAL ASSISTANCE AND RESOURCE AUGMENTATION DIVISION

### 9. TECHNICAL ASSISTANCE AND RESOURCE AUGMENTATION SERVICES

- Formulate, develop and implement capacity building activities like trainings, seminars, orientations, demonstration sessions, forums, consultation or sharing sessions, conferences, coaching, and mentoring.
- Provide augmentation support to LGUs for immediate response and in the implementation of LSWDO-led programs and projects as mandated by existing laws, policies, and programs in the form of supplies and materials, funding, and human resource.

<b>OFFICE/ DIVISION</b>	<b>PSWDO – TECHNICAL ASSISTANCE AND RESOURCE AUGMENTATION DIVISION</b>			
<b>CLASSIFICATION</b>	Simple, Complex			
<b>TYPE OF TRANSACTION</b>	G2G			
<b>WHO MAY AVAIL</b>	C/MSWDOs and other Requesting Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Walk-in Clients:</b> Visitor's log <b>For Written Requests:</b> Letter Request/ Referral Letter		C/MSWDOs Requesting party Office Security Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>RESPONSIBLE PERSON</b>
C/MSWDOs or requesting offices shall pass through the security guard for identification, security purposes, and for identification of the nature of the client's request	The security guard shall identify the request of the clients and forward them to the concern PSWDO employee for assistance on their presented concerns.	None	5 minutes	Security Guard
C/MSWDOs or any requesting offices shall submit a letter requesting for technical assistance from PSWDO	PSWD Officer or the designated staff shall take action on the letter depending upon the nature of the request provided by the C/MSWDOs	None	10 minutes	PSWDO
<b>Total</b>		<b>None</b>	<b>15 minutes</b>	



**PROVINCIAL ENGINEER'S OFFICE  
(PEO)**

**CITIZEN'S CHARTER**



## **Provincial Engineer's Office (PEO)**

### **I. Mandate**

Initiate, review and recommend change in policies and objectives, plans and programs, techniques, procedure and practices provide engineering services, designs and feasibility studies and administer, coordinate, supervise and control the implementation of engineering public works projects of the Provincial Government.

### **II. Vision**

PEO envisioned Surigao del Sur through its competent and dedicated work force to be a progressive community and highly competitive province in its role as a frontline service provider for infrastructure development.

### **III. Mission**

In coordination with LGU's/Barangay constituency, PEO is committed to be responsive in providing Engineering and Technical support and act as a frontline Office of the Province of Surigao del Sur for infrastructure development.

### **IV. Service Pledge**

- A. To administer, coordinate, supervise and control the construction, maintenance, improvement and repair of roads, bridges and other engineering and public works projects of the Local Government.
- B. To provide engineering services to the local government unit concerned, including investigation and survey, engineering designs, feasibility studies and project management.



**PROVINCIAL ENGINEER'S OFFICE  
(PEO)**

**EXTERNAL SERVICES**

## 1. RENTAL OF PROVINCIAL EQUIPMENT

Focuses on the rentals of the different equipment, depending on its availability, in the Provincial Government of Surigao del Sur.

<b>Office/Division:</b>	<b>Office of the Provincial Engineer/Motor Pool Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Requesting Office		
Equipment Rental Request Order (ERRO)		Provincial Engineer's Office		
Official Receipt of Payment		Provincial Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter.	1. Receive and record request.	None	10 minutes	Administrative Aide VI
	1.1 Review request by the Provincial Engineer		20 minutes	Provincial Engineer
	2. Check availability of equipment and set schedule.	None	20 minutes	Engineer IV
	2.1 Confirm Schedule with client.			
	3. Compute equipment rental fees	None	20 minutes	Engineer IV
	3.1 Prepare the Equipment Rental Request Order (ERRO)	None	10 minutes	Engineer III
	3.2 Approve the Equipment Rental Request Order (ERRO).	None	15 minutes	Provincial Engineer
	3.3 Advice client to pay computed rental fees to Provincial Treasurer's Office.	None	10 minutes	Engineer III
2. Present ERRO and pay to Provincial Treasurer's Office	4. Receive and examine ERRO.  4.1 Receive payment and Issue Official Receipt.	<i>Please refer to table below</i>		Provincial Treasurer's Office



3. Present the paid ERRO to PGO for approval	5. Receive and Examine ERRO.	None		Provincial Governor's Office
	5.1 Approve ERRO.	None		
4. Submit copy of Official Receipt to Provincial Engineer's Office	6. Receive and file copy of Official Receipt.	None	5 minutes	Engineer III
	6.1 Prepare Memorandum and trip ticket for release of rental of equipment.	None	30 minutes	Engineer III
	6.2 Provide copy of approved ERRO to client.	None	10 minutes	Engineer IV
5. Guide Operator of equipment to Project Site.	7. Mobilize and render rental services at Project Site.	None	1 hour	Engineer III
<b>TOTAL:</b>		<b>None</b>	<b>3 hours and 30 minutes</b>	

Equipment	Rental Rate	
	Per hour	Per day
Bulldozer	Php 2,299.00	Php 18,392.00
Payloader	1,733.00	13,864.00
Grader	2,173.00	17,384.00
Back Hoe	1,875.00	15,000.00
Road Roller (Vibratory)	1,507.00	12,056.00
Dump Truck	875.00	7,000.00
Low Bed Trailer	1,906.00	15,248.00

## 2. ENGINEERING SUPPORT SERVICES

This is for the different government agencies/office/LGUs who want to avail or utilize the different equipment, depending on its availability, in the Provincial Government of Surigao del Sur.

<b>Office/Division:</b>	<b>Office of the Provincial Engineer's /Motorpool Division</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	LGUS, BLGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter/ Resolution from Council		Requesting Office		
Equipment Utilization Form		Provincial Engineer's Office		
Memorandum		Provincial Engineer's Office		
Trip Ticket		Provincial Engineer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit request letter or Resolution from Council.	1. Receive and record request.	None	10 minutes	Administrative Aide VI
	If request is addressed to PEO, advise the client to course the letter to PGO		30 minutes	Administrative Officer V
	2. PGO receives the letter/ Resolution from council.	None		Provincial Governor's Office
	2.1 PGO endorses the letter/ Resolution to PEO.	None		
	3. Receive and record request.	None	10 minutes	Administrative Aide VI
	3.1 Provincial Engineer reviews request or endorsement from the PGO.	None	1 day	Provincial Engineer
	4. Check availability of equipment and set schedule.	None	20 minutes	Engineer IV Motorpool Div
	4.1 Prepare and send communication to the client on the status of their request.		3 days	Engineer IV Const. & Maint. Div
	5. Prepare the Memorandum and Trip Ticket.	None	20 minutes	Engineer IV Const & Maint.
	5.1 Approval of the Memorandum.			Provincial Governor
2. Facilitate assistance to PEO personnel during operation.	6. Mobilize equipment and render services at Project Site.	None	1 hour	Const. and Maint. Gen Foreman
<b>TOTAL:</b>		<b>None</b>	<b>4 days, 2 hours and 30 minutes</b>	

### 3. TECHNICAL ASSISTANCE SERVICES

This includes the preparation of Program of works, Detailed Engineering Design, and Survey to aide with the different offices/LGUs who need assistance with these technical services.

<b>Office/Division:</b>	<b>Office of the Provincial Engineer/Design and Programming Division</b>
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G-Government to Government
<b>Who may avail:</b>	Government Sector

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request or Resolution Addressed to Provincial Governor thru the Provincial Engineer		Requesting Office		
Program of Works (POW)				
Detailed Engineering Design (DED)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter or Resolution from Council to PGO	1. PGO receives the letter/ Resolution from council.	None		Provincial Governor's Office
	1.1 PGO endorses the letter/ Resolution to PEO.	None		
	2. Provincial Engineer reviews request or endorsement from the PGO.	None	1 day	Provincial Engineer
	3. Designate personnel/team	None	20 minutes	Engineer IV
	3.1 Coordinate the client with the schedule of site visit.		3 days	
2. Assist and guide team to the proposed site of project.	4. Conduct ocular/field inspection	None	3 days	Engineer III/ Architect/ Engineer II/ Draftsman III
	5. Prepare Detailed Engineering Design (DED)	None	Minor: 7 days Major: 30 days	Engineer III Architect Engineer II Draftsman III
	5.1 Prepare Program of Works (POW)	None		
	5.2 Approval of the POW and DED	None		
	6. Prepare and send transmittal approved POW and DED to client.	None	15 minutes	Engineer IV
3. Receive the approved POW and DED.	7. Release the approved POW and DED to client	None	20 minutes	Administrative Aide VI
TOTAL:		None	Minor: 21 days & 55 minutes Major: 67 days & 55 minutes	



## **PROVINCIAL ENGINEER'S OFFICE (PEO)**

### **INTERNAL SERVICES**

#### 4. REPAIR, IMPROVEMENT AND MAINTENANCE OF BUILDING FACILITIES

Focuses on the repair, improvement and maintenance on buildings facilities in the Provincial Government of Surigao del Sur.

Office/Division:	Provincial Engineer's Office / Construction & Maintenance Division			
Classification:	Highly Complex, Highly Technical			
Type of Transaction:	G2G-Government to Government			
Who may avail:	For the Provincial Government of Surigao del Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Office/Department		
Approval of Request		Provincial Engineer's Office		
Detailed Engineering Design				
Program of Works				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter.	1. Receive and record request for repair.	None	15 minutes	Administrative Aide VI
	1.1Inform concerned employee regarding the schedule of Inspection.	None	15 minutes	Engineer IV
	1.1 Conduct inspection.	None	3 days	Engineer III/ Architect II/Engineer II
	2. Prepare Program of Works and Detailed Engineering Design.	None	Minor: 7 days Major: 30 days	Engineer III/Architect II/Engineer II
2. Provide construction materials and manpower needed.	3. Supervise project.	None	Minor: 5 days Major:10 days	Engineer III/Architect II/ Engineer II/ Draftsman/ Carpenter Foreman/Construction and Maintenance General Foreman
	4. Prepare and submit progress report.	None	1 hour	Engineer III/Architect II/ Engineer II/ Draftsman
TOTAL:		None	Minor : 15 days, 1 hour and 30 minutes Major: 43 days, 1 hour and 30 minutes	

## 5. REPAIR AND MAINTENANCE ON MOTOR VEHICLES AND EQUIPMENT

Focuses on the repair and maintenance of motor vehicles and equipment for the Provincial Government of Surigao del Sur.

<b>Office/Division:</b>	Office of the Provincial Engineer/Motor Pool Division			
<b>Classification:</b>	Simple, Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	For the employees of the Provincial Government of Surigao del Sur			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Provincial Engineer’s Office		
Job Order Form				
Report ofPre-Inspection Form				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request letter.	1. Receive and record request of repair.	None	5 minutes	Administrative Aide VI
	1.1 Review request by the Provincial Engineer	None	20 minutes	Provincial Engineer
	1.2 Conduct Pre-inspection.	None	Within 2 days	Mechanical Shop Foreman
	If repairs will be done outside the Motorpool Repair shop, Pre-inspection report is provided to the requesting Office.			
2. Provide spare parts needed for repair.	<i>If repairs will be done inside the Motorpool Repair Shop:</i>			
	2. Prepare Job Order form.	None	20 minutes	Engineer III
	2.1 Prepare list of spare parts to be replaced.	None	20 minutes	Mechanical Shop Foreman
	2.2 Conduct repair.	None	<b>Minor:</b> 1day <b>Major:</b> Depends on the type of work based on actual	Mechanic III/ Mechanic II/ Electrician II

3. Test drive and receive vehicle.	3. Turn over the vehicle to the concerned office or personnel.	None	1 hour	Mechanical Shop Foreman
<b>TOTAL:</b>		<b>None</b>	<b>Minor (Simple):</b> 3 days, 1 hour and 5 minutes <b>Major (Highly Technical):</b> required no. of days as per type of work based on the manual and 1 hour and 5 minutes.	







**PROVINCIAL ENVIRONMENT AND NATURAL  
RESOURCES OFFICE  
(PENRO-LGU)**

**CITIZEN'S CHARTER**



## **Provincial Environment & Natural Resources Office (PENRO-LGU)**

### **I. Mandate**

Implementation of devolved Function Pursuant to R.A. 7160 otherwise known as the 1991 Local Government Code & Order No. 192 dated June 10, 1992 and 1997 Administrative Code.

### **II. Vision**

A progressive province endowed with balanced ecosystem, sustaining its resources in a clean and healthy environment.

### **III. Mission**

The PENRO-LGU shall be the lead agency towards sustainable development enabling people's participation in the protection, conservation, wise utilization, and management of environment and natural resources for present and future generation.

### **IV. Service Pledge**

We commit to:

1. Act and speak professionally as public servants and do our part to help maintain a professional work environment.
2. Ensure a high level of transparency and openness in providing accurate and reasonable information to our clients at all times.
3. Protect and properly manage the environment and the utilization of natural resources within the devolved areas of jurisdiction in the province of Surigao del Sur.
4. Implement and enforce Environmental Laws, Policies, and Ordinances properly to protect the environment and conserve land, minerals and other natural resources.
5. Formulate and implement plans and programs, measures and policies relative to the sustainable development and protection of the environment and natural resources.
6. Exercise and perform such other related duties and function as maybe prescribe by law, ordinance, or higher authorities.



**PROVINCIAL ENVIRONMENT & NATURAL RESOURCES  
OFFICE  
(PENRO-LGU)**

**EXTERNAL SERVICES**

# 1. ISSUANCE OF COMMERCIAL SAND AND GRAVEL (INCLUDES ORDINARY EARTH, BOULDERS, MOUNTAIN MIX PERMIT APPLICATION)

This permit is issued to those qualified applicants who want to obtain Sand and Gravel/Quarry Permit

<b>Office/Division:</b>	<b>PENRO-LGU</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	- All Qualified Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Client		
Sketch Map of the Area Applied		Deputized Geodetic Engineer		
Barangay Resolution		Barangay LGU		
Municipal Resolution		Municipal LGU		
Area Status Clearance		Mines and Geo-sciences Bureau R-13		
Environmental Compliance Certificate		Environment Management Bureau R-13		
Application Fee		Provincial Treasurer's Office		
Filing Fee		Provincial Treasurer's Office		
Inspection and Verification Fee		Provincial Treasurer's Office		
Endorsement Fee		Provincial Treasurer's Office		
PMRB Certification Fee		Provincial Treasurer's Office		
Processing Fee		Provincial Treasurer's Office		
Governor's Fee		Provincial Treasurer's Office		
Occupation Fee		Provincial Treasurer's Office		
Registration Fee		Provincial Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of letter of intent	1. The letter of intent must be received by the Office of the Provincial Governor and then will be endorsed to PENRO-LGU	None	Average of 30 minutes	CDA II
2. Payment for Application Fee and Inspection and Verification Fee	2.1. Issuance of Order of Payment for Application Fee and Inspection and Verification Fee	4,500.00	10 minutes	Assistant PENR Officer
	2.2. Payment to Provincial Treasurer's Office			Provincial ENR Officer
	2.3. Conduct inspection and verification of the area applied and will		1 day	RCC II PTO  CDA II and CDA I

	render report upon completion			
3. Filling up of CSAG application form (to be notarized)	3.1. Provision of CSAG and other resources application form to be filled up by applicant	None	10 mins	CDA II
4. Submission of Notarized CSAG application with attached documents	4.1. Review of submitted notarized application form with attached documents.  4.2. Record and designate application number of submitted notarized application	None	5 minutes	CDA II
5. Payment for Filing fee, Endorsement Fee, and PMRB Certification Fee	5.1. Issuance of Order of Payment for Filing fee, Endorsement Fee, and PMRB Certification Fee  5.2. Payment to Provincial Treasurer's Office  5.3. Review of attached Mandatory Requirements  5.4. Preparation and approval of endorsement letter  5.5. Preparation of PMRB Certification to be endorsed to MGB R13	2,500.00	20 minutes	Assistant PENR Officer  Provincial ENR Officer  RCC II PTO  CDA II
6. Payment for Processing Fee, Governor's Permit Fee, Projection Fee, Occupation Fee, and Registration Fee	6.1. Review of Mandatory Requirements/Documents and Preparation of Permit  6.2. Recommending for Approval to the Provincial Governor  6.3. Approval of Permit by Provincial Governor  6.4. Issuance of Order of Payment for Processing fee, Governor's Permit	5,575.00	30 minutes	CDA II  Assistant PENR Officer  Provincial ENR Officer  Provincial Governor  RCC II PTO

	Fee, Projection Fee, Occupation Fee, and Registration Fee  6.5. Payment to Provincial Treasurer's Office  6.6. Record and Designate Control Number of Approved Permit  6.7. Release of Approved Permit			CDA II
<b>TOTAL:</b>		<b>12.575.00</b>	<b>Average of 1 day, 1 hour and 45 minutes</b>	

## 2. PAYMENT FOR MINERAL TAX FOR EXTRACTION FEE

Payment for the extraction of commercial Sand and Gravel and Quarry Resources as Mineral Tax and Extraction Fee, respectively.

<b>Office/Division:</b>		<b>PENRO-LGU</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business Entity		
<b>Who may avail:</b>		- All Qualified Applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Permit		PENRO-LGU		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Payment for Mineral Tax for Extraction Fee (refer to table 1 for other mineral fees)	1.1. Issuance of Order of Payment for Mineral Tax	75.00 Php per cubic meter	3 minutes	Assistant PENR Officer Provincial ENR Officer
	1.2. Payment to Provincial Treasurer's Office		5 minutes	RCC II PTO
	1.3. Receive and Record Copy of Payment	150.00 Php per stub	5 minutes	CDA II
	1.4. Issuance of Delivery Receipt			CDA II
<b>TOTAL:</b>			<b>Average of 13 minutes</b>	

<b>TABLE 1. EXTRACTION FEES (COMMERCIAL)</b>	
<b>REVENUE TOOLKIT ON LOCAL FEES &amp; CHARGES UPDATED</b>	
Gold Ore	250/ton
Manganese	100/ton
Chromite and other Metallic Minerals	100/ton
Tailings	100/ton
Sand and Gravel	75/cu.m
Ordinary Earth	50/cu.m
Mountain Mix	50/cu.m
Boulders	50/cu.m
Lime (Filling Materials)	50/cu.m
Limestone and Other Non-metallic Minerals	50/ton
Hydrated Lime	150/ton
Agricultural Lime	100/ton
Gypsum	100/ton
White Clay	100/ton
Marble	100/ton
Pebbles	100/cu.m

### **3. QUARRY PERMIT APPLICATION (INCLUDES LIMESTONE, LIME, PEBBLES, MARBLE, GYPSUM, WHITE CLAY)**

This permit is issued to those qualified applicants who want to obtain Quarry Permit

Office/Division:	PENRO-LGU		
Classification:	Complex		
Type of Transaction:	G2B – Government to Business Entity		
Who may avail:	- All Qualified Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Intent		Client	
Sketch Map of the Area Applied		Deputized Geodetic Engineer	
Barangay Resolution		Barangay LGU	
Municipal Resolution		Municipal LGU	
Area Status Clearance		Mines and Geo-sciences Bureau R-13	
Environmental Compliance Certificate		Environment Management Bureau R-13	
Application Fee		Provincial Treasurer's Office	
Filing Fee		Provincial Treasurer's Office	
Inspection and Verification Fee		Provincial Treasurer's Office	
Endorsement Fee		Provincial Treasurer's Office	

PMRB Certification Fee		Provincial Treasurer's Office		
Processing Fee		Provincial Treasurer's Office		
Governor's Fee		Provincial Treasurer's Office		
Occupation Fee		Provincial Treasurer's Office		
Registration Fee		Provincial Treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter of intent	1. The letter of intent must be received by the Office of the Provincial Governor and then will be endorsed to PENRO-LGU	None	Average of 30 minutes	CDA II
2. Payment for Application Fee and Inspection and Verification Fee	2.1. Issuance of Order of Payment for Application Fee and Inspection and Verification Fee  2.2. Payment to Provincial Treasurer's Office  2.3. Conduct inspection and verification of the area applied and will render report upon completion	6,000.00	10 minutes   1 day	Assistant PENR Officer Provincial ENR Officer  RCC II PTO  CDA II and CDA I
3. Filling up of Quarry application form (to be notarized)	3.1. Provision of quarry application form to be filled up by applicant	None	10 mins	CDA II
4. Submission of Notarized Quarry application with attached documents	4.1. Review of submitted notarized application form with attached documents.  4.2. Record and designate application number of submitted notarized application	None	5 minutes	CDA II
5. Payment for Filing fee, Endorsement Fee, and PMRB Certification Fee	5.1. Issuance of Order of Payment for Filing fee, Endorsement Fee, and PMRB Certification Fee  5.2. Payment to Provincial Treasurer's Office  5.3. Review of attached Mandatory Requirements	2,500.00	20 minutes	Assistant PENR Officer Provincial ENR Officer  RCC II PTO  CDA II



	5.4. Preparation and approval of endorsement letter  5.5. Preparation of PMRB Certification to be endorsed to MGB R13			
6. Payment for Processing Fee, Governor's Permit Fee, Projection Fee, Occupation Fee, and Registration Fee	6.1. Review of Mandatory Requirements/ Documents and Preparation of Permit 6.2. Recommending for Approval to the Provincial Governor 6.3. Approval of Permit by Provincial Governor 6.4. Issuance of Order of Payment for Processing fee, Governor's Permit Fee, Projection Fee, Occupation Fee, and Registration Fee 6.5. Payment to Provincial Treasurer's Office 6.6. Record and Designate Control Number of Approved Permit 6.7. Release of Approved Permit	6,075.00	30 minutes	CDA II  Assistant PENR Officer  Provincial ENR Officer  Provincial Governor  RCC II PTO  CDA II
<b>TOTAL:</b>		<b>14,575.00</b>	<b>Average of 1 day, 1 hour and 45 minutes</b>	

#### 4. SMALL-SCALE MINING PERMIT/CONTRACT APPLICATION (INCLUDES GOLD, MANGANESE, CHROMITE AND OTHER METALLIC MINERALS)

This permit is issued to those qualified applicants who want to obtain Small-scale Mining Contract/Permit Application

<b>Office/Division:</b>	<b>PENRO-LGU</b>
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B – Government to Business Entity
<b>Who may avail:</b>	- All Qualified Applicants

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client		
Sketch Map of the Area Applied		Deputized Geodetic Engineer		
Barangay Resolution		Barangay LGU		
Municipal Resolution		Municipal LGU		
Area Status Clearance		Mines and Geo-sciences Bureau R-13		
Environmental Compliance Certificate		Environment Management Bureau R-13		
Mineral Processing License Fee		Provincial Treasurer's Office		
Small-scale Miners License Fee		Provincial Treasurer's Office		
Application Fee		Provincial Treasurer's Office		
Filing Fee		Provincial Treasurer's Office		
Inspection and Verification Fee		Provincial Treasurer's Office		
Endorsement Fee		Provincial Treasurer's Office		
PMRB Certification Fee		Provincial Treasurer's Office		
Processing Fee		Provincial Treasurer's Office		
Governor's Fee		Provincial Treasurer's Office		
Occupation Fee		Provincial Treasurer's Office		
Registration Fee		Provincial Treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter of intent	1. The letter of intent must be received by the Office of the Provincial Governor and then will be endorsed to PENRO-LGU	None	Average of 30 minutes	CDA II
2. Payment for Application Fee, Mineral Processing License Fee, Small-scale Miners License Fee and Inspection and Verification Fee	2.1. Issuance of Order of Payment for Application Fee, Mineral Processing License Fee, Small-scale Miners License Fee and Inspection and Verification Fee	25,300.00	15 minutes	Assistant PENR Officer Provincial ENR Officer
	2.2. Payment to Provincial Treasurer's Office  2.3. Conduct inspection and verification of the area applied and will render report upon completion		1 day	RCC II PTO  CDA II and CDA I
3. Filling up of Small-scale mining permit application form (to be notarized)	3.1. Provision of Small-scale mining permit/contract application form to be filled up by applicant	None	10 mins	CDA II
4. Submission of Notarized SSM	4.1. Review of submitted notarized application	None	5 minutes	CDA II

permit application with attached documents	form with attached documents  4.2. Record and designate application number of submitted notarized application			
5. Payment for Filing fee, Endorsement Fee, and PMRB Certification Fee	5.1. Issuance of Order of Payment for Filing fee, Endorsement Fee, and PMRB Certification Fee  5.2. Payment to Provincial Treasurer's Office  5.3. Review of attached Mandatory Requirements  5.4. Preparation and approval of endorsement letter  5.5. Preparation of PMRB Certification to be endorsed to MGB R13	3,500.00	20 minutes	Assistant PENR Officer Provincial ENR Officer RCC II  PTO    CDA II
6. Payment for Processing Fee, Governor's Permit Fee, Projection Fee, Occupation Fee, and Registration Fee	6.1. Review of Mandatory Requirements/Documents and Preparation of Permit  6.2. Recommending for Approval to the Provincial Governor  6.3. Approval of Permit by Provincial Governor  6.4. Issuance of Order of Payment for Processing fee, Governor's Permit Fee, Projection Fee, Occupation Fee, and Registration Fee  6.5. Payment to Provincial Treasurer's Office	8,075.00	30 minutes	CDA II Assistant PENR Officer  Provincial ENR Officer  Provincial Governor RCC II  PTO

	6.6. Record and Designate Control Number of Approved Permit 6.7. Release of Approved Permit			CDA II
<b>TOTAL:</b>		<b>36,875.00</b>	<b>Average of 1 day, 1 hour and 50 minutes</b>	

## 5. MINERAL TRANSPORT PERMIT FOR SAND AND GRAVEL AND OTHER RESOURCES

This permit is issued to those qualified applicants who want to obtain Mineral Transport Permit for Sand and Gravel and other resources.

<b>Office/Division:</b>	<b>PENRO-LGU</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	- All Qualified Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Client		
Barangay Resolution		Barangay LGU		
Municipal Resolution		Municipal LGU		
Environmental Compliance Certificate		Environment Management Bureau R-13		
Application Fee		Provincial Treasurer's Office		
Filing Fee		Provincial Treasurer's Office		
Inspection and Verification Fee		Provincial Treasurer's Office		
Processing Fee		Provincial Treasurer's Office		
Governor's Fee		Provincial Treasurer's Office		
Governor's Clearance per Shipment		Provincial Governor's Office		
Governor's Clearance per Shipment Fee		Provincial Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of letter of intent	1. The letter of intent must be received by the Office of the Provincial Governor and then will be endorsed to PENRO-LGU	None	Average of 30 minutes	CDA II
2. Payment for Application Fee, Inspection and Verification Fee	2.1. Issuance of Order of Payment for Application Fee, and Inspection and Verification Fee  2.2. Payment to Provincial Treasurer's Office	4,000.00	15 minutes	Assistant PENR Officer Provincial ENR Officer RCC II  PTO

	2.3. Conduct inspection and verification of the area applied and will render report upon completion		1 day	CDA II and CDA I
4. Governor's Clearance per Shipment for CSAG and other resources	4.1. Checking and Review of Mandatory Requirements/Documents  4.2. Preparation of Governor's Clearance and Recommending for Approval to the Provincial Governor  4.3. Approval by the Provincial Governor  4.4. Issuance of Order of Payment for Shipment fee  4.5. Payment to Provincial Treasurer's Office	4,000.00/shipment	30 minutes	CDA II Assistant PENR Officer  Provincial ENR Officer  Provincial Governor  RCC II  PTO
<b>TOTAL:</b>		<b>15,000.00</b>	<b>Average of 1 day, 1 hour and 45 minutes</b>	

### ORE TRANSPORT PERMIT FOR SMALL-SCALE MINING MINERALS

This permit is issued to those qualified applicants who want to obtain Ore Transport Permit for Small-scale mining resources per shipment.

<b>Office/Division:</b>	<b>PENRO-LGU</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	- All Qualified Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Client		
Barangay Resolution		Barangay LGU		
Municipal Resolution		Municipal LGU		
Environmental Compliance Certificate		Environment Management Bureau R-13		
Application Fee		Provincial Treasurer's Office		
Filing Fee		Provincial Treasurer's Office		
Inspection and Verification Fee		Provincial Treasurer's Office		
Processing Fee		Provincial Treasurer's Office		
Governor's Fee		Provincial Treasurer's Office		
Governor's Clearance per Shipment		Provincial Governor's Office		
Governor's Clearance per Shipment Fee		Provincial Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submission of letter of intent	1. The letter of intent must be received by the Office of the Provincial Governor and then will be endorsed to PENRO-LGU	None	Average of 30 minutes	CDA II
2. Payment for Application Fee, Inspection and Verification Fee	<p>2.1. Issuance of Order of Payment for Application Fee, and Inspection and Verification Fee</p> <p>2.2. Payment to Provincial Treasurer's Office</p> <p>2.3. Conduct inspection and verification of the area applied and will render report upon completion</p>	5,000.00	<p>15 minutes</p> <p>1 day</p>	<p>Assistant PENR Officer Provincial ENR Officer RCC II</p> <p>PTO</p> <p>CDA II and CDA I</p>
3. Filling up of Ore Transport Permit (SSM) application form and Payment for Filing fee, Processing Fee, and Governor's Permit Fee	<p>3.1. Review of Mandatory Requirements/Documents</p> <p>3.2. Provision of Ore Transport Permit (SSM) application form to be filled up by applicant</p> <p>3.3. Preparation of Permit</p> <p>3.4. Recommending for Approval to the Provincial Governor</p> <p>3.5. Approval of Permit by Provincial Governor</p> <p>3.6. Issuance of Order of Payment for Filing fee</p> <p>3.7. Payment to Provincial Treasurer's Office</p> <p>3.8. Record and Designate Control Number of Approved Permit</p> <p>3.9. Release of Approved Permit</p>	9,000.00	30 minutes	<p>CDA II</p> <p>Assistant PENR Officer Provincial ENR Officer</p> <p>Provincial Governor</p> <p>RCC II</p> <p>PTO</p> <p>CDA II</p>

4. Governor's Clearance per Shipment for SSM resources	4.1. Checking and Review of Mandatory Requirements/Documents  4.2. Preparation of Governor's Clearance and Recommending for Approval to the Provincial Governor  4.3. Approval by the Provincial Governor  4.4. Issuance of Order of Payment for Filing fee  4.5. Payment to Provincial Treasurer's Office	5,000.00/shipment	30 minutes	CDA II   Assistant PENR Officer Provincial ENR Officer  Provincial Governor  RCC II  PTO
<b>TOTAL:</b>		<b>19,000.00</b>	<b>Average of 1 day, 1 hour and 45 minutes</b>	

## 6. ORE TRANSPORT PERMIT FOR LARGE-SCALE MINING MINERALS

This permit is issued to those qualified applicants who want to obtain Ore Transport Permit for Large-scale mining resources per shipment

<b>Office/Division:</b>	<b>PENRO-LGU</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	- All Qualified Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Client		
Barangay Resolution		Barangay LGU		
Municipal Resolution		Municipal LGU		
Environmental Compliance Certificate		Environment Management Bureau R-13		
Application Fee		Provincial Treasurer's Office		
Filing Fee		Provincial Treasurer's Office		
Inspection and Verification Fee		Provincial Treasurer's Office		
Processing Fee		Provincial Treasurer's Office		
Governor's Fee		Provincial Treasurer's Office		
Governor's Clearance per Shipment		Provincial Governor's Office		
Governor's Clearance per Shipment Fee		Provincial Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submission of letter of intent	1. The letter of intent must be received by the Office of the Provincial Governor and then will be endorsed to PENRO-LGU	None	Average of 30 minutes	CDA II
2. Payment for Application Fee, Inspection and Verification Fee	<p>2.1. Issuance of Order of Payment for Application Fee, and Inspection and Verification Fee</p> <p>2.2. Payment to Provincial Treasurer's Office</p> <p>2.3. Conduct inspection and verification of the area applied and will render report upon completion</p>	7,500.00	<p>15 minutes</p> <p>1 day</p>	<p>Assistant PENR Officer Provincial ENR Officer RCC II</p> <p>PTO</p> <p>CDA II and CDA I</p>
3. Filling up of Ore Transport Permit (LSM) application form and Payment for Filing fee, Processing Fee, and Governor's Permit Fee	<p>3.1. Review of Mandatory Requirements/Documents</p> <p>3.2. Provision of Ore Transport Permit (LSM) application form to be filled up by applicant</p> <p>3.3. Preparation of Permit</p> <p>3.4. Recommending for Approval to the Provincial Governor</p> <p>3.5. Approval of Permit by Provincial Governor</p> <p>3.6. Issuance of Order of Payment for Filing fee</p> <p>3.7. Payment to Provincial Treasurer's Office</p> <p>3.8. Record and Designate Control Number of Approved Permit</p> <p>3.9. Release of Approved Permit</p>	10,500.00	30 minutes	<p>CDA II</p> <p>Assistant PENR Officer Provincial ENR Officer</p> <p>Provincial Governor</p> <p>RCC II</p> <p>PTO</p> <p>CDA II</p>



4. Governor's Clearance per Shipment for LSM resources	4.1. Checking and Review of Mandatory Requirements/Documents  4.2. Preparation of Governor's Clearance and Recommending for Approval to the Provincial Governor  4.3. Approval by the Provincial Governor  4.4. Issuance of Order of Payment for Filing fee  4.5. Payment to Provincial Treasurer's Office	75,000.00/shipment	30 minutes	CDA II   Assistant PENR Officer Provincial ENR Officer  Provincial Governor  RCC II PTO
<b>TOTAL:</b>		<b>93,000.00</b>	<b>Average of 1 day, 1 hour and 45 minutes</b>	

## 7. ANNUAL TRANSPORT PERMIT FOR SAND AND GRAVEL OTHER QUARRY RESOURCES (COMING FROM SOURCES OUTSIDE THE PROVINCE)

This permit is issued to those qualified applicants who want to transport sand and gravel and quarry resources inside the province of Surigao del Sur.

<b>Office/Division:</b>	<b>PENRO-LGU</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	- All Qualified Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business Permit		Municipal/City Local Government Unit		
Official Receipt		Provincial Treasurer's Office, SDS		
Sticker		PENRO-LGU		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Payment for Annual Transport Permit	1.1. Conduct Checkpoint and Verify client's place of origin	2,500.00	4 minutes	CDA II CDA I of PENRO-LGU and RCC II of PTO
	1.2. Issuance of Official Receipt and Payment of		4 minutes	RCC II PTO

	Annual Transport Permit  1.4. Record and Release sticker to client		2 minutes	CDA II CDA I of PENRO-LGU and RCC II of PTO
<b>TOTAL:</b>		<b>2,500.00</b>	<b>Average of 10 minutes</b>	

## 8. GRATUITOUS PERMIT FOR SAND AND GRAVEL AND OTHER RESOURCES (GOVERNMENT AND PRIVATE)

This permit is issued to those qualified applicants who want to obtain a gratuitous permit for sand and gravel and other resources

<b>Office/Division:</b>	<b>PENRO-LGU</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	- All Qualified Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Client		
Sketch Map of the Area Applied		Deputized Geodetic Engineer		
Barangay Resolution		Barangay LGU		
Municipal Resolution		Municipal LGU		
Area Status Clearance		Mines and Geo-sciences Bureau R-13		
Environmental Compliance Certificate		Environment Management Bureau R-13		
Application Fee		Provincial Treasurer's Office		
Filing Fee		Provincial Treasurer's Office		
Inspection and Verification Fee		Provincial Treasurer's Office		
Endorsement Fee		Provincial Treasurer's Office		
Processing Fee		Provincial Treasurer's Office		
Governor's Fee		Provincial Treasurer's Office		
Occupation Fee		Provincial Treasurer's Office		
Registration Fee		Provincial Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of letter of intent	1. The letter of intent must be received by the Office of the Provincial Governor and then will be endorsed to PENRO-LGU	None	Average of 30 minutes	CDA II
2. Payment for Application Fee and Inspection and Verification Fee	2.1. Issuance of Order of Payment for Application Fee and Inspection and Verification Fee	1,100.00	10 minutes	Assistant PENR Officer Provincial ENR Officer

	2.2. Payment to Provincial Treasurer's Office  2.3. Conduct inspection and verification of the area applied and will render report upon completion		1 day	RCC II PTO  CDA II and CDA I
3. Filling up of CSAG application – gratuitous permit form (to be notarized)	3.1. Provision of CSAG and other resources application form to be filled up by applicant	None	10 mins	CDA II
4. Submission of Notarized CSAG application – gratuitous permit with attached documents	4.1. Review of submitted notarized application form with attached documents  4.2. Record and designate application number of submitted notarized application	None	5 minutes	CDA II
5. Payment for Filing fee, Endorsement Fee	5.1. Issuance of Order of Payment for Filing fee, Endorsement Fee  5.2. Payment to Provincial Treasurer's Office  5.3. Review of attached Mandatory Requirements  5.4. Preparation and approval of endorsement letter	1,000.00	15 minutes	Assistant PENR Officer Provincial ENR Officer  RCC II PTO  CDA II
6. Payment for Processing Fee, Governor's Permit Fee, Projection Fee, Occupation Fee, and Registration Fee	6.1. Review of Mandatory Requirements/Documents and Preparation of Permit  6.2. Recommending for Approval to the Provincial Governor  6.3. Approval of Permit by Provincial Governor  6.4. Issuance of Order of Payment for Processing fee, Governor's Permit Fee, Projection Fee,	1,675.00	30 minutes	CDA II  Assistant PENR Officer Provincial ENR Officer  Provincial Governor  RCC II

	Occupation Fee, and Registration Fee  6.5. Payment to Provincial Treasurer's Office  6.6. Record and Designate Control Number of Approved Permit  6.7. Release of Approved Permit			PTO  CDA II
<b>TOTAL:</b>		<b>3,375.00</b>	<b>Average of 1 day, 1 hour and 40 minutes</b>	

## 9. GRATUITOUS PERMIT FOR QUARRY RESOURCES (GOVERNMENT AND PRIVATE)

This permit is issued to those qualified applicants who want to obtain a gratuitous permit for quarry resources.

<b>Office/Division:</b>	<b>PENRO-LGU</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	- All Qualified Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Client		
Sketch Map of the Area Applied		Deputized Geodetic Engineer		
Barangay Resolution		Barangay LGU		
Municipal Resolution		Municipal LGU		
Area Status Clearance		Mines and Geo-sciences Bureau R-13		
Environmental Compliance Certificate		Environment Management Bureau R-13		
Application Fee		Provincial Treasurer's Office		
Filing Fee		Provincial Treasurer's Office		
Inspection and Verification Fee		Provincial Treasurer's Office		
Endorsement Fee		Provincial Treasurer's Office		
Processing Fee		Provincial Treasurer's Office		
Governor's Fee		Provincial Treasurer's Office		
Occupation Fee		Provincial Treasurer's Office		
Registration Fee		Provincial Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of letter of intent	1. The letter of intent must be received by the Office of the Provincial Governor and then will be endorsed to PENRO-LGU	None	Average of 30 minutes	CDA II

2. Payment for Application Fee and Inspection and Verification Fee	<p>2.1. Issuance of Order of Payment for Application Fee and Inspection and Verification Fee</p> <p>2.2. Payment to Provincial Treasurer's Office</p> <p>2.3. Conduct inspection and verification of the area applied and will render report upon completion</p>	1,500.00	<p>10 minutes</p> <p>1 day</p>	<p>Assistant PENR Officer Provincial ENR Officer RCC II</p> <p>PTO</p> <p>CDA II and CDA I</p>
3. Filling up of quarry application – gratuitous permit form (to be notarized)	3.1. Provision of quarry application form to be filled up by applicant	None	10 mins	CDA II
4. Submission of Notarized quarry application – gratuitous permit with attached documents	<p>4.1. Review of submitted notarized application form with attached documents</p> <p>4.2. Record and designate application number of submitted notarized application</p>	None	5 minutes	CDA II
5. Payment for Filing fee, Endorsement Fee	<p>5.1. Issuance of Order of Payment for Filing fee, Endorsement Fee</p> <p>5.2. Payment to Provincial Treasurer's Office</p> <p>5.3. Review of attached Mandatory Requirements</p> <p>5.4. Preparation and approval of endorsement letter</p>	1,000.00	15 minutes	<p>Assistant PENR Officer</p> <p>Provincial ENR Officer RCC II</p> <p>PTO</p> <p>CDA II</p>
6. Payment for Processing Fee, Governor's Permit Fee, Projection Fee, Occupation Fee, and Registration Fee	<p>6.1. Review of Mandatory Requirements/Documents and Preparation of Permit</p> <p>6.2. Recommending for Approval to the Provincial Governor</p> <p>6.3. Approval of Permit by Provincial Governor</p>	2,175.00	30 minutes	<p>CDA II</p> <p>Assistant PENR Officer Provincial ENR Officer</p> <p>Provincial Governor</p>

	6.4. Issuance of Order of Payment for Processing fee, Governor's Permit Fee, Projection Fee, Occupation Fee, and Registration Fee			RCC II
	6.5. Payment to Provincial Treasurer's Office			PTO
	6.6. Record and Designate Control Number of Approved Permit			CDA II
	6.7. Release of Approved Permit			
<b>TOTAL:</b>		<b>4,675.00</b>	<b>Average of 1 day, 1 hour and 40 minutes</b>	

## 10. MINERAL EXTRACTION PAYMENT CERTIFICATION

This document is issued to clients who want to obtain a certification of the payment that they have paid for their extracted mineral resources in a certain quarry area.

<b>Office/Division:</b>		<b>PENRO-LGU</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business Entity		
<b>Who may avail:</b>		- All Qualified Applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt		Provincial Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Payment for Mineral Extraction Payment Certification	1.1. Issuance of Order of Payment for Certification Fee	Php 500.00	5 minutes	Assistant PENR Officer Provincial ENR Officer
	1.2. Payment to Provincial Treasurer's Office		5 minutes	RCC II PTO
	1.3. Receive and Record Copy of Payment			CDA II
	1.4. Issuance of Mineral Extraction Payment Certification		3 minutes	

<b>TOTAL:</b>		<b>500.00</b>	<b>Average of 13 minutes</b>	

## 11. PAYMENT FOR ORE TRANSPORT PERMIT PER CERTIFICATION

This document is issued to clients who want to obtain a certification for golden ore.

<b>Office/Division:</b>		<b>PENRO-LGU</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business Entity		
<b>Who may avail:</b>		- All Qualified Applicants		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Permit		PENRO-LGU		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Payment for Mineral Tax for Extraction Fee (refer to table 1 for other mineral fees)	1.1. Issuance of Order of Payment for Mineral Tax	200 Php per ton per certification	3 minutes	Assistant PENR Officer Provincial ENR Officer
	1.2. Payment to Provincial Treasurer's Office		5 minutes	RCC II PTO
	1.3. Receive and Record Copy of Payment			T CDA II
	1.4. Issuance of Delivery Receipt		5 minutes	CDA II
<b>TOTAL:</b>			<b>Average of 13 minutes</b>	

TABLE 2. ORE TRANSPORT PERMIT/CERTIFICATION	
Gold Ore	200Php/ton/cert
Tailings	50/ton
Marble	50/ton

Manganese and Other Metallic Minerals	50/ton
Limestone and Other Non-metallic Minerals	50/ton
Lime (Industrial/Agricultural)	50/ton
Gypsum	50/ton
White Clay	50/ton
Pebbles	50/cu.m





## **OFFICE OF THE PROVINCIAL AGRICULTURISTS (OPAG)**

### **CITIZEN'S CHARTER**



## **Office of the Provincial Agriculturist (OPAG)**

### **I. Mandate**

To provide agricultural extension and on-site research services and facilities which include the prevention and control of plant and animal pests and diseases, dairy farms, livestock markets, animal breeding stations and artificial insemination centers, and assistance in the organization of farmers and fishermen's cooperatives and other collective organizations as well as the transfer of appropriate technology and to provide industrial research and development services. (Local Government Code of the Philippines. R.A. 7160)

### **II. Vision**

Food Basket in Caraga with globally-competitive agricultural produce and a climate-resilient province.

### **III. Mission**

To develop a pool of competent agricultural experts and empowered farmers thereby creating responsive and self-fulfilled families with sustainable livelihood

### **IV. Service Pledge**

1. To improve sufficiency levels for both crops and livestock.
2. To enhance the capability and productive capacity of both environment as well as human resource base for agriculture.
3. To develop local agribusiness as potential investment areas.
4. To maintain active convergence with the Municipal and City Local Government Units (M/CLGUs), national government agencies, people's organizations and other stakeholders in agricultural development.



**OFFICE OF THE PROVINCIAL AGRICULTURISTS  
(OPAG)**

**EXTERNAL SERVICES**

## 1. PROVISION OF TECHNOLOGIES ON CROPS

Facilitate and Provide Rice, Corn, Soybean, High Value Crops (Fruits & Vegetables) and Organic Technologies to upgrade knowledge and skills to empower farmers.

<b>Office/Division:</b>	<b>Crops, Research, Institutional Development Divisions</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Farmers, Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Crops Division, Research Division, Institutional Development Division.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personally file/express inquiries relative to farming technologies	1. Receives/record and referral of transactions	None	2 minutes	Administrative Aide Officer of the Day
	2. Evaluation/ Consultation	None	5 minutes	Supervising Agriculturist
	▪ Rice	None	15 minutes	Senior Agriculturist
				Agricultural Technologist
	▪ Corn	None	15 minutes	Agriculturist II
				Agricultural Technologist
				Agricultural Technologist
	▪ Soybean	None	15 minutes	Senior Agriculturist
				Agriculturist II
				Agricultural Technologist
	▪ HVCDP/ Vegetable	None	15 minutes	Senior Agriculturist
				Agricultural Technologist

				Agricultural Technologist
	▪ Organic Agriculture	None	15 minutes	Supervising Home Mgt. Specialist
				Agricultural Technologist
<b>Total</b>		<b>None</b>	<b>22 minutes</b>	

## 2. PROVISION OF SEEDS, PLANTING MATERIALS AND OTHER AGRICULTURAL INPUTS

Availability of rice, corn, assorted vegetable seeds and sexually and asexually propagated high value fruit seedling.

<b>Office/Division:</b>	<b>Crops Division &amp; Research Divisions</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Farmers, Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Crops, Research Division, & Provincial Nursery		
Payment Fee		Administrative Division/Collecting Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request to avail services & other program / project interventions.	1. Receives/record and referral of request	None	2 minutes	Administrative Aide Officer of the Day
	2. Assessment/ Evaluation of request	None	4 minutes	Supervising Agriculturist
	▪ Vegetable Seeds	None	2 minutes	Senior Agriculturist
				Agricultural Technologist
				Agricultural Technologist
	▪ Rice Seeds	None	15 minutes	Agricultural Technologist
	▪ Corn/Soybean Seeds	None	15 minutes	Agriculturist II

				Agricultural Technologist
				Agricultural Technologist
	▪ Fruit Planting Materials	70.00 per hill Asexually propagated 30.00 per hill Sexually propagated	15 minutes	Senior Agriculturist
				Agricultural Center Chief I
	3.Approval of the Supervisor & Chief of Office	None	2 minutes	Supervising Agriculturist
2. Payment of Planting Materials	4.Acknowledgement Payment		2 minutes	Provincial Agriculturist
	5.Release		5 minutes	Administrative Aide VI
	<b>Total</b>	<b>70.00/hill asexually 30.00/hill sexually</b>	<b>30 minutes</b>	Job Order

### 3. CUSTOM PLOWING SERVICES

Primary tillage and harrowing.

<b>Office/Division:</b>	<b>Agricultural &amp; Fisheries Engineering Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Engineering Unit		
Payment Fee		Administrative Division/Collecting Officer		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request to avail services & other program / project interventions.	1. Receives/records and referral of request	None	2 minutes	Administrative Aide Officer of the Day
	2. Assessment, Evaluation, approval of request	None	6 minutes	Engineer IV
				Engineer II

	3. Approval of the Chief of Office	None	2 minutes	Provincial Agriculturist
2. Payment of Plowing	3.Acknowledgement of payment	3,000.00/ha.	5 minutes	Administrative Aide VI
	<b>Total</b>	<b>3,000.00/ha.</b>	<b>15 minutes</b>	

#### 4. PROVISION OF AGRICULTURAL & FISHERY MACHINERY, EQUIPMENT& FACILITIES SUPPORT SERVICES

Increase level of mechanization, reduction of production cost & postproduction losses of farmers.

<b>Office/Division:</b>	<b>Agricultural &amp; Fisheries Engineering Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Engineering Unit		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request to avail engineering services & other program / project interventions.	1.Receives/ records and referral of request	None	2 minutes	Administrative Aide Officer of the Day
	2. Evaluation/ assessment of request on:			Engineer IV
	▪ Agricultural & Fishery Infrastructure & Irrigation Development Services	None	30 minutes	Engineer II
	▪ Farm Mechanization & Agricultural & Fishery Engineering Process Development Services	None	30 minutes	Agricultural Technologist

	3.Final review, evaluation, assessment of requirements and other documents and recommend approval	None	2 hours	Engineer IV
	4. Approval/ endorsement of the Chief of Office	None	10 minutes	Provincial Agriculturist
	<b>Total</b>	<b>None</b>	<b>2 hours &amp; 42 minutes</b>	

## 5. PROVISION OF TECHNOLOGIES ON ANIMALS

Improvement of Local Breeds of Livestock & Poultry & Empowered Livestock & Poultry Raisers.

<b>Office/Division:</b>	<b>Livestock Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Livestock Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Personally file /express inquiries relative to livestock farming technologies.	1.Receives/ records and referral of transaction	None	2 minutes	Administrative Aide Officer of the Day
	2. Evaluation/ Consultation	None	5 minutes	Supervising Agriculturist
	▪ Large Ruminants (Cattle & Carabao)	None	45 minutes	Agriculturist II
				Agricultural Technologist
				Administrative Officer III
	▪ Small Ruminants (Poultry, Swine & Goat)	None	45 minutes	Agriculturist II Agriculturist II Farm Foreman
<b>Total</b>		<b>None</b>	<b>52 minutes</b>	

## 6. HEAT DETECTION AND PREGNANCY DIAGNOSIS SERVICES

Obtain higher conception rate of breeding and progenies reproduction.



Office/Division:	Livestock Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			Livestock Division	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Request to avail services and other program / project interventions.	1.Receives/ records and referral of request	None	2 minutes	Administrative Aide Officer of the Day
	2.Evaluation/ assessment and approval of request	None	3 minutes	Supervising Agriculturist
	3.Field/ocular inspection and actual services	None	30 minutes (heat detection)	Agriculturist II Agriculturist II
			30 minutes (pregnancy detection)	Agriculturist II Agricultural Technologist
Total		None	35 minutes	

## 7. AVAIL OF DUCK AND NATIVE CHICKS

Quality Chicks of Native Chickens/Duck Produced.

<b>Office/Division:</b>	<b>Livestock Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form			Livestock Division	
Payment Fee			Administrative Division/Collecting Officer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request to avail services and other program /	1. Receives/ records referral of request	None	2 minutes	Administrative Aide Officer of the Day
		None	20 minutes	Agriculturist II

project interventions.	2. Briefing on care, maintenance and production			Agriculturist II
				Agriculturist II
				Agricultural Technologist
	3. Final evaluation & recommending approval of the Supervisor & approval of the Chief of Office	None	4 minutes	Supervising Agriculturist
				Provincial Agriculturist
2. Payment of chicks	4.Acknowledgement of payment & issuance of official receipt	50.00/ head	2 minutes	Administrative Aide VI
	5. Release		2 minutes	Job Order - Farm Worker
	<b>Total</b>	<b>50.00/ head</b>	<b>30 minutes</b>	

## 8. ARTIFICIAL INSEMINATION SERVICES

Genetic Improvement of Local Stocks.

<b>Office/Division:</b>	<b>Livestock Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
			Livestock Division	
Payment Fee			Administrative Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request to avail services & other program / project interventions.	1.Receives/records and referral of request	None	2 minutes	Administrative Aide Officer of the Day
	2.Evaluation/assessment and recommending approval of request	None	3 minutes	Supervising Agriculturist

	3. Approval of request	None	3 minutes	Provincial Agriculturist
	4. Field / ocular inspection & actual services ▪ Large ruminants	None	30 minutes	Agriculturist II
				Administrative Officer III
	▪ Small ruminants	None	30 minutes	Agricultural Technologist
				Agriculturist II
	▪ Swine	None	30 minutes	Agriculturist II
2. Payment of piglet or cash	5. Acknowledgement of payment & issuance of request	1 head piglet or 3,000.00/head	3 minutes	Administrative Aide VI
<b>Total</b>		<b>3,000.00/head</b>	<b>41 minutes</b>	

## 9. PROVISION OF PLANTING MATERIALS & BREEDERSTOCKS (Maglambing Plant Nursery & Multiplier Farm, Maglambing, Tagbina, Surigao del Sur)

Available offspring of small ruminants, breeders, native chickens and asexually propagated fruits, high value Planting Materials.

<b>Office/Division:</b>	<b>Assistant Provincial Agriculturist – Livestock Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Assistant Provincial Agriculturist-Agricultural Center Facility Provincial Plant Nursery & Multiplier Farm, Maglambing, Tagbina, SDS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request to avail services and other program / project interventions.	1. Receives/records and referral of request	None	2 minutes	Desk Officer
	2. Evaluation / assessment of request	None	5 minutes	Agricultural Center Chief I

	and recommending approval of the Chief of Office		3 minutes	Assistant Provincial Agriculturist
	3. Final evaluation & Approval of the Chief of Office	None	5 minutes	Provincial Agriculturist
	4. Technical consultation	None	30 minutes	Supervising Agriculturist
				Agricultural Center Chief I
				Agriculturist II
	5.On site validation	None	1 hour	Supervising Agriculturist
				Agricultural Center Chief I
				Agriculturist II
Total		None	1 hour & 45 minutes	

## 10. PROVISION OF BIOLOGICAL CONTROL AGENTS (*T. evanescens*, *T. japonicum*, *M. anisopleae*)

The natural way of controlling insect pests.

<b>Office/Division:</b>		Research Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Research Division		
Payment Fee		Administrative Division/Collecting Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request to avail services & other program / project interventions.	1. Receives/records and referral of request	None	2 minutes	Administrative Aide Officer of the Day
	2. Evaluation, approval and release of biological control agents	None	3 minutes	Supervising Agriculturist
		None	3 minutes	Provincial Agriculturist

2. Payment of BCA	3. Receive payment & issuance of official receipt	None	2 Minutes	Administrative Aide VI
	▪ T. evanescens	2.50/ tricho card	20 minutes	Agricultural Technologist
	▪ T. japonicum	2.50/ tricho card	20 minutes	Agricultural Technologist
	▪ Meta packs	20.00/ pack	20 minutes	Agricultural Technologist
	<b>Total</b>		<b>30 minutes</b>	

## 11. LABORATORY SERVICES FOR SOIL ANALYSIS

Determining fertility status of soil and identify/recommend right amount of fertilizer application.

<b>Office/Division:</b>	<b>Research Division</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Correct Soil Sample		Research Division		
Submit Soil Sample with Label		Soil Analysis Center, OPAg Compound		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request to avail services and other program / project interventions.	1. Receives, records and referral of request	None	2 minutes	Administrative Aide Officer of the Day
	2. Evaluation of request & recommending approval	None	3 minutes	Supervising Agriculturist
	3. Approval of request	None	5 minutes	Provincial Agriculturist
	4. Receive soil sample, actual soil analysis & release of soil test result & fertilizer recommendation	None	2 hours	Agricultural Technologist Agricultural Technologist

	<b>Total</b>	<b>None</b>	<b>2 hours &amp; 10 minutes</b>
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## 12. CONSULTATION, IDENTIFICATION OF INSECT PEST AND DISEASES AND MANAGEMENT CONTROL SERVICES

Integrated Pest Management Approach to Control insect Pest & Diseases.

<b>Office/Division:</b>		<b>Crops, Research Divisions</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Research Division		
None		Crops Division		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Information on pest and disease management and its related technologies	1.Receives / records and referral of transaction	None	2 minutes	Administrative Aide Officer of the Day
	2.Evaluation and consultation	None	3 minutes	Supervising Agriculturist
				Supervising Agriculturist
	•Rice/Corn/Soybean	None	1 hour	Senior Agriculturist
				Administrative Officer IV
				Agricultural Technologist
				Agricultural Technologist
	•HVCDP/Vegetable	None	1 hour	Senior Agriculturist
				Agricultural Technologist
<b>TOTAL</b>			<b>1 hour &amp; 5 minutes</b>	

## 13. INFORMATION ABOUT FIELD TRIALS OF RICE VARITIES / GOAT PRODUCTION

Evaluation on the Production of Different Rice Varieties & breeds of Goat through Field trials.

Office/Division:	Research 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		
None		Research Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Request for research & other Information.	1. Receives/records and referral of transaction	None	2 minutes	Administrative Aide Officer of the day
	2. Appraisal and provision of point of reference	None	1 hour	Supervising Agriculturist
				Senior Agriculturist
				Agricultural Technologist
				Agricultural Technologist
Total		None	1 hour & 2 minutes	

#### 14. PROVISION OF AGRICULTURAL BROCHURES

Reproduced IEC materials for distribution.

<b>Office/Division:</b>	<b>Institutional Development Division – Fits Center</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Institutional Development Division		
None		Fits Center		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request intention to avail IEC materials	1.Receives/records and referral of transaction	None	2 minutes	Administrative Aide Officer of the Day
	2. Consultation and Evaluation on the request	None	10 minutes	Cooperative Development Specialist II
	3. Approval of Chief Office	None	5 minutes	Provincial Agriculturist
	<b>Total</b>	<b>None</b>	<b>17 minutes</b>	

## 15. ASSISTANCE TO AGRIBUSINESS LINKAGES

Market Development and Commodity Flow Analysis.

<b>Office/Division:</b>	Institutional Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Institutional Development Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to avail marketing assistance	1. Receives/records and referral of transaction	None	2 minutes	Agricultural Technologist
	2. Consultation / Evaluation	None	1 hour	Supervising Home Mgt. Specialist
				Agricultural Technologist
	<b>Total</b>	<b>None</b>	<b>1 hour &amp; 2 minutes</b>	

GHJ

## 16. ORGANIZING, STRENGTHENING AND REGISTRATION OF FARMERS, RURAL BASED ORGANIZATIONS, AND COOPERATIVES



RBO's profiling, Conduct of training & seminars Workshop & Technical Briefings, Cooperative Development program.

<b>Office/Division:</b>	<b>Institutional Development Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Institutional Development Division		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request assistance in community organizing and other community development initiatives.	1. Receives / records and referral of transaction	None	2 minutes	Home Management Technologist
	2. Consultation and evaluation of the nature of the group	None	2 minutes	Supervising Home Mgt. Specialist
	▪ Cooperatives	None	2 hours	Cooperative Development Specialist II
	▪ Farmer's Association	None	2 hours	Home Management Technologist
	▪ Women's Organization	None	2 hours	Senior Home Mgt. Specialist
	▪ MAFC/PCAF	None	2 hours	Senior Home Mgt. Specialist
2. Request requisites re: registration	3. Receives/records and referral of transaction	None	2 minutes	Home Management Technologist
	4. Examination and consolidation of the documents	None	30 minutes	Supervising Home Mgt. Specialist
	▪ RIC,4-H	None	2 hours	Home Management Technologist Agricultural Technologist

	▪ Cooperatives	None	2 hours	Cooperative Development Specialist II
	<b>Total</b>	<b>None</b>	<b>2 hours &amp; 36 minutes</b>	

## 17. CONSULTATION SERVICES ABOUT PROJECT, RESEARCH, TRAINING PROPOSALS AND LIVELIHOOD PROJECTS

Precise Data System, Project Development & Capability enhancement.

<b>Office/Division:</b>	<b>Assistant Provincial Agriculturist, Livestock &amp; Research Divisions, Planning Unit</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Assistant Provincial Agriculturist, Planning Unit		
None		Livestock Division, Research Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request assistance/personal consultation	1.Receives / records and referral of transaction	None	2 minutes	Administrative Aide Officer of the Day
	2.Review and discussion of the proposal	None	3 days	Asst. Provl. Agriculturist
				Agriculturist II
				Agricultural Technologist
				Agriculturist II
				Agriculturist II
				Agriculturist II
				Agricultural Technologist
				Agricultural Technologist
				Agricultural Technologist

				Agricultural Technologist
				Agricultural Technologist
<b>Total</b>		<b>None</b>	<b>3 days &amp; 2 minutes</b>	



**PROVINCIAL FISHERIES & AQUATIC RESOURCES  
OFFICE  
(PFARO)**

**CITIZEN'S CHARTER**



## **Provincial Fisheries & Aquatic Resources Office (PFARO)**

### **I. Mandate**

The Provincial Fisheries and Aquatic Resources Office (PFARO) is responsible for the development, improvement, management, and conservation of the Province of Surigao del Sur fishery and aquatic resources in partnership with the City and Municipal LGUs counterparts.

### **II. Vision**

Dynamic, self – reliant and resilient coastal communities propelled by fisherfolks' entrepreneurs' who have equitable access and control of fishery resources guided by sound management practices of resource sustainability and social equity amidst changing environmental conditions.

### **III. Mission**

The Provincial Fisheries and Aquatic Resources Office, in convergence with Local Governments Units, National Government Agencies, Non- Government Organizations, and the Civil Society, commits to:

- Conserve, Protect and Sustain the management of the Province Fishery and Aquatic Resources consistent with the principle of equitable and sustainable development.
- Empower Fisheries Stakeholders enabling them to adapt to changing environmental conditions and global trade.
- Extend support services necessary to make the Fishing Industry profitable for the marginal fisherfolk.

### **IV. Service Pledge**

We commit for the empowerment of fisherfolks, provide equitable and broader access to and control of fishery resources through the technological advances compatible with environmental integrity for sustainable development, management, conservation and utilization of the fishery resources to increase productivity, alleviate poverty among coastal and inland communities and eventually improve their quality of life.



## **PROVINCIAL FISHERIES & AQUATIC RESOURCES OFFICE (PFARO)**

### **EXTERNAL SERVICES**

## 1. Tilapia Fry/ Fingerlings Dispersal

Fry/ fingerlings dispersal of Tilapia is one of the flagship services of the office given to the marginal/backyard fish farmers within the province. Fisherfolk who wish to engage freshwater culture like Tilapia in their backyard or allotted area are given fry/ fingerlings for free of charge after they booked their request at the office and conducted site validation in the proposed area. It is first come/book first to serve basis. The purpose of this dispersal is to promote aquaculture and can be income generated which can alleviate poverty.

<b>Office/ Division:</b>		<b>Provincial Fisheries and Aquatic Resources Office/ Provincial Fish Nursery Division</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who May Avail:</b>		ALL		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Accomplished PFARO Service Request Logbook for fish dispersal/ Letter of Request		PFARO Receiving/ Provincial Fish Nursery Officer -In – charge/ Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Filing/ Booking of request at PFARO Service Request Logbook/ Submit request letter for availment of Tilapia fry/ fingerlings.	1. Officer -in – charge provides the client with the service request logbook for fish dispersal.	None	1 minute	Receiving Staff  Aquaculturist-II
2. Waiting for site validation schedule	2. Officer -In -charge shall schedule the site visit for proposed area in freshwater culture.	None	2 days	Aquaculturist-II
	3. The PFARO Technical employees will conduct site validation/ area assessment on the proposed site for Tilapia culture on set schedule.	None	1 day	Aquaculturist-II  Agricultural Technologist
3. Waiting for dispersal schedule	4. Officer- In-charge shall set the dispersal day for fry/ fingerlings	None	1 week	Aquaculturist-II

4. Receive the Tilapia fry/ fingerlings.	5. Client receives / claim the Tilapia fry/fingerlings requested in the set scheduled at Provincial fish Nursery Facility in Gamut, Tago, SDS.	None	30 mins	Aquaculturist-II  PFN Staff
<b>TOTAL:</b>		<b>None</b>	<b>9 days and 31 minutes</b>	

## 2. SITE VALIDATION

Site validation is the assessing of the area proposed for culture / fish farming. It is needed to validate the area in order to know if the area met the requirements needed for suitability on culturing fish and can be enhance if it is necessarily. All constituents from the province of Surigao del Sur are welcome to request for area validation.

<b>Office/Division:</b>	<b>Provincial Fisheries and Aquatic Resources Office- Provincial Fish Nursery Division/ Extension Division</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who May Avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Accomplished PFARO Service Request Logbook for Site Validation/ Letter Request		PFARO Receiving/ Provincial Fish Nursery Officer -In – charge/ Extension Division Officer-In-Charge/ Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Filing/ Booking of request at PFARO Service Request Logbook for site validation/ Submit request letter for assessing/site validation.	1. Officer -in – charge provides the client with the service request logbook for site validation.	None	1 minute	Receiving Staff Aquaculturist-II
2. Waiting for site validation schedule	2. Officer -In -charge shall schedule the site visit for proposed area for aquaculture.	None	2 days	Aquaculturist-II
3. Assist the PFARO Technical employees to the proposed site.	3. The PFARO Technical employees will conduct site	None	1 day	Aquaculturist-II Agrit'l. Technologist



	validation/ area assessment on the proposed site for aquaculture on set schedule.			
<b>TOTAL</b>		<b>None</b>	<b>3 days and 1 minute</b>	

### 3. AQUACULTURE TRAINING

Aquaculture training provides opportunity to the constituent of the province of Surigao del Sur/ LGU's technical know-how and skills on different aquaculture that anyone can venture and make it as their primary livelihood or for personal consumption. The end of this program is to ease the life and alleviate poverty as well as to produce fish. Aquaculture is a method used to produce food and other commercial products, restore habitat and replenish wild stocks and rebuild populations of threatened and endangered species.

<b>Office/ Division:</b>	<b>Provincial Fisheries and Aquatic Resources Office- Provincial Fish Nursery Division/ Extension Division</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who May Avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Letter request for aquaculture training.		Client/ LGU'S		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request for aquaculture training to the PFAR Office address to chief of office.	Chief of office shall address the letter to the officer in-charge of the PFN Division or extension division for immediate action.	None	30 minutes	Receiving Staff  PFARO
2. Waiting for training schedule.	Officer -In -charge shall schedule the aquaculture training requested by the client/LGU's.	None	2 days	Aquaculturist-II
3. Attend the Aquaculture Training	The PFARO Technical Employees conduct the request aquaculture training on the set schedule and venue.	None	1 day	Aquaculturist-II Agricultural Technologist
4. Receive the Certificate of Training	The Client receives an aquaculture training	None	1 hour	Aquaculture-II

	certificate after the training conducted.			
<b>TOTAL</b>		<b>None</b>	<b>3 days, 1 hour and 30 mins.</b>	

#### 4. STUDENT WORK IMMERSION

The student work immersion is a partnership together with the DEP ED for the K-12 senior high school student who took the aquaculture strand. This immersion serves their exposure and hands-on works where they will gain skills and technical know-how on aquaculture as well as part of the requirement during the graduation. Thus, the school will request a slot and set schedule to the Provincial Fisheries and Aquatic Resources Office when to undergone their senior high school student for work immersion.

<b>Office/ Division:</b>	<b>Provincial Fisheries and Aquatic Resources Office/ Provincial Fish Nursery Division</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who May Avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. Letter request from the school for work immersion. 2. MOA- Memorandum of Agreement			School	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request for work immersion slot to the PFAR Office address to chief of office.	1. Chief of office shall address the letter to the officer in-charge of the PFN Division for immediate action, like set the slot and schedule.	None	30 minutes	Receiving Staff  PFARO
2. MOA- Memorandum of Agreement	2. The school representative/ school aquaculture coordinator will draft the memorandum of agreement and present it to the chief officer of PFARO and officer in-charge in the PFN Division for signing.	None	3 days	Aquaculturist-II  PFARO
3. Work Immersion Proper	3. Facilitate/ conduct lecture and hands-on training for two (2) weeks.	None	14 days	Aquaculturist-II  Agriculturist Technology

4. Culmination Activity	4. Conduct closing program and distribution of certificate to the students who undergo work immersion for two weeks.	None	1 day	PFN Staff Aquaculturist-II
<b>TOTAL</b>		<b>None</b>	<b>18 days and 30 mins.</b>	

## 5. FISH PROCESSING/ VALUE ADDED PRODUCTS

The fish processing or value adding products is associated with the fish processing and fish preserving. Its increase the shelf life of the fish by inhibiting the mechanisms that promote spoilage and degradation thereby food safety. Among the process are heating, freezing, controlling water activity (by drying or adding chemicals) and irradiating. All interested people's organizations and individuals are welcome to seek a training on fish processing.

<b>Office/ Division:</b>		<b>Provincial Fisheries and Aquatic Resources Office/ Extension Services Division</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who May Avail:</b>		ALL		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Letter request for Fish Processing Training.		Client/ LGU'S		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request for fish processing training to the PFAR Office address to chief of office.	1. Chief of office shall address the letter to the officer in-charge of extension division for immediate action.	None	30 minutes	Receiving Staff PFARO
2. Waiting for training schedule.	2. Officer -In -charge shall schedule the fish processing training requested by the client/LGU's.	None	2 days	Admin. Aide-III
3. Attend the Fish Processing Training	3. The PFARO Technical Employees conduct the request fish	None	1 day	Admin. Aide-III PFARO Staff/

	processing training on the set schedule and venue.			
4. Receive the Certificate of Training	4. The Client receives s certificate training after the training conducted.	None	1 hour	Admin. Aide-III
<b>TOTAL</b>		<b>None</b>	<b>3 days, 1 hour and 30 mins.</b>	

## 6. PROVISION OF LIVELIHOOD PROJECT

One of the highlight programs of the office. It is granting a whole package of fishery livelihood project to the qualified peoples' organization who's track record is impressive and can sustain a big amount of project. The P.O is selected carefully together with PFARO and MLGU.

<b>Office/ Division:</b>	<b>Provincial Fisheries and Aquatic Resources Office/ Extension Services Division</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who May Avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Good track record Peoples' Org. (LGU Recommendation) / Letter of request to avail livelihood project.		LGU/Client (P.Os')		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request for the availment of the livelihood project to the PFAR Office address to chief of office.	1. Chief of office shall address the letter to the officer in-charge of extension division for immediate action and validation of the P.O track record.	None	30 minutes	Receiving Staff  PFARO
	2. Officer -In -charge shall conduct thoroughly validation on the requester.	None	2 days	Aquaculturist-II
	3. The P.O requester including the LGU will be inform regarding the upcoming livelihood	None	1 day	Aquaculturist-II

	project and will conduct site validation on proposed area of the P.O.			
	4. For purchase	None	1 month	Aquaculturist-II Admin. Staff
	5. Installation of the livelihood project	None	5 days	Aquaculturist-II Agricultural Technology
2. Attend training	6. The PFARO technical team will conduct a training relative the livelihood project prior to the turn-over of the project.	None	1 day	Aquaculturist-II Agril't. Technology
3. Turn-Over ceremony	7. Awarding the certificate of turn-over to the peoples' organization	None	1 day	PFARO Aquaculturist-II Agricultural. Technology
<b>TOTAL</b>		<b>None</b>	<b>1 month, 10 days and 30 mins.</b>	

## 7. PROVISION OF FISHING GEAR, PARAPHERNALIA'S AND MPA MATERIALS

This program is for all constituents in the province, illegal fishers want to change their course of fishing, and maintenance or support in protection, conservation and maintaining our fishery resources.

<b>Office/ Division:</b>	<b>Provincial Fisheries and Aquatic Resources Office- Extension Services Division/ Regulatory Division</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who May Avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Letter of request in availment of the fishing gear and other fishery materials.		LGU/ Clients (Fisherfolks)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request for the availment on fishing gear and other fishery materials to the PFAR Office	1. Chief of office shall address the letter to the officer in-charge of extension/ regulatory division for immediate action.	None	30 minutes	Receiving Staff  PFARO

address to chief of office.				
	2. Officer -In -charge shall consolidate all requested materials and prepare the program of work.	None	2 days	Aquaculturist-II
	3. For purchase	None	1 month	Admin. Staff
2. Receive the requested items	4. Turn-over the fishery materials requested.	None	1 day	PFARO Aquaculturist-II
<b>TOTAL</b>		<b>None</b>	<b>1 month, 3 days and 30 mins.</b>	





## **PROVINCIAL VETERINARY'S OFFICE (PVO)**

## **CITIZEN'S CHARTER**





## **Provincial Veterinary's Office (PVO)**

### **I. Mandate**

To develop plans and strategies for the implementation of veterinary related activities.

### **II. Vision**

To increase livestock and poultry population through veterinary services that contributes to a healthy progressive and globally competitive community.

### **III. Mission**

To implement veterinary services to the different MLGU's complementing national programs in managing animal health threats through quality, affordable, sustainable livestock production, and application of updated and modern veterinary technologies insuring peoples' livelihood with effective legislative support.

### **IV. Service Pledge**

The office commits to strengthen animal and public health services to have a progressive and competitive province.



## **PROVINCIAL VETERINARY'S OFFICE (PVO)**

### **EXTERNAL SERVICES**

## 1. CONSULTATION AND PRESCRIPTION

The Consultation and Prescription is being conducted to walk-in clients needing veterinary interventions and discuss of any concerns about the well-being of animals and explain the details what can be done to help their farm animals/pet best possible outcome.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Livestock, Poultry Raisers, and Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip		PVO Front Desk		
2. Securing of Fee		PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up of Client Service Slip	1. Interview and fill-up Client Service Slip for what particular animal health services needed.	None	3 minutes	Assigned Staff/Personnel  Veterinarians
2. Pay the corresponding fee (upon claiming the requested documents)	2. Process payment and issue Official Receipt (O.R.)	PhP 50.00	1 Minute	Admin Officer IV Provincial Treasurer's Office  Assigned Staff/Personnel
3. Receive the prescription slip and Doctor's advice	3. Release of Prescription Slip and Official Receipt.	None	1 minute	Veterinarians  Assigned Staff/Personnel
<b>TOTAL:</b>		<b>P50.00</b>	<b>Average of 5 Minutes</b>	

## 2. RABIES VACCINATION TO WALK-IN CLIENTS

Rabies can affect both domestic and wild animals. It is spread to people and animals thru bites or scratches, usually via saliva. Interrupting the spread is feasible through vaccination and avoidance of their bites.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen

<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
By concerned parties involved:				
1. Client Service Slip 2. Updated Dog Barangay Registration 3. Securing of Fee 4. Rabies Vaccination Certificate			1. PVO Front Desk 2. Respective Barangay  3. PTO/PVO Office 4. PVO Front Desk	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Updated Dog Barangay Registration and Vaccination Record Card	1. Validate updated Dog Barangay Registration and Vaccination Record Card	None	1 minute	Veterinarians Assigned Staff/ Personnel
2. Fill-up of Client Service Slip	1. Interview and fill-up Client Service Slip for what particular animal health services needed.	None	3 minutes	Veterinarians Assigned Staff/ Personnel
3. Pay the corresponding fee (upon claiming the requested documents)	2. Process payment and issue Official Receipt (O.R.)	PhP 50.00	1 Minute	Admin Officer IV Provincial Treasurer's Office Assigned Staff/ Personnel
	4. Administration of rabies vaccine	None	1 minute	Veterinarians Assigned Staff/ Personnel
4. None	5. Release of Vaccination Certificate and Official Receipt.	None	1 minute	Veterinarians Assigned Staff/ Personnel
<b>TOTAL: P50.00</b>			<b>Average of 7 Minutes</b>	

### 3. MASSIVE RABIES VACCINATION TO LGU's

Rabies can affect both domestic and wild animals. It is spread to people and animals thru bites or scratches, usually via saliva. Interrupting the spread is feasible through massive vaccination and avoidance of their bites.

<b>Office/Division:</b>	Provincial Veterinary Office/Technical Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	Pet Owners		
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>		

By concerned parties involved:				
1. Letter Request from LGU 2. Updated Dog Barangay Registration 3. Rabies Vaccination Certificate		1. Respective LGU 2. Respective Barangay 3. PVO Vaccinator/staff		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Updated Dog Barangay Registration and Vaccination Record Card	1. Validate updated Dog Barangay Registration and Vaccination Record Card	None	1 minute	Veterinarians Assigned Staff/ Personnel
2. None	2. Interview the owner/s for the general condition of their pet/s.	None	3 minutes	Veterinarians Assigned Staff/ Personnel
3. None	3. Administration of rabies vaccine	None	1 minute	Veterinarians Assigned Staff/ Personnel
4. None	4. Release of Vaccination Certificate	None	1 minute	Veterinarians Assigned Staff/ Personnel
<b>TOTAL</b>			<b>Average of 6 Minutes</b>	

#### 4. VACCINATION FOR ND, HEMO, SEPT., HOG CHOLERA (FIELD/MASSIVE)

Provide massive vaccination services for ND, Hemo, Sept., Hog Cholera at the field or at requesting LGUs

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
By concerned parties involved:				
1. Client Letter Request		1. PVO Front Desk		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request	1. Receives Letter Request and Confirmation	None	3 minutes	Assigned Staff/ Personnel

	of Schedules dates			
2. Provide Information on Dog & Cat Inventory Dissemination of schedule to barangay level	2. Preparation of all logistical needs for the said activity	None	1 day	Veterinarians Assigned Staff/ Personnel
3. Provision of other logistical needs	3. Conduct massive ND, Hemo, Sept., Hog Cholera vaccination	None	4 days	Veterinarians Assigned Staff/ Personnel
4. None	4. Release of Vaccination Certificate	None	1 minute	Veterinarians Assigned Staff/ Personnel
<b>TOTAL</b>			<b>Average of 5 days &amp; 3 Minutes</b>	

## 5. ND, HEMO, SEPT., HOG CHOLERA VACCINATION TO PETS/ANIMALS OF WALK-IN CLIENTS

ND, Hemo, Sept., Hog Cholera Vaccinations provided to pets/animals of walk-in clients.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
By concerned parties involved:				
1. Client Service Slip 2. Updated Dog Barangay Registration 3. Securing of Fee			1. PVO Front Desk 2. Respective Barangay 3. PTO/PVO Office	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide information regarding on the condition of the animals	1. Interview and Filling up of Customer Service Slip	None	5 minutes	Assigned Staff/ Personnel
2. Prepare the prescribed container of vaccines	2. Withdrawal of Vaccines from Storage	None	3 minutes	Veterinarians Assigned Staff/ Personnel
3. Pay the corresponding fee (upon claiming the requested service)	3. Process payment and issue Official Receipt (O.R.)	PhP 50.00	3 Minutes	Admin Officer IV Provincial Treasurer's Office

4. Receives Vaccines	5. Administration of Vaccines	None	3 minutes	Veterinarians Assigned Staff/ Personnel
<b>TOTAL: P50.00</b>			<b>Average of 14 Minutes</b>	

## 6. RE-ISSUANCE OF ANTI-RABIES VACCINATION CERTIFICATE

Vaccination Certificates re-issued to requesting clients.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:  1. Client Service Slip 2. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide information regarding the details of pet's vaccination	1. Interview and securing of clients pets vaccination records	None	5 minutes	Assigned Staff/ Personnel
2. Pay the corresponding fee (re-issuance of anti-rabies vaccination certificates)	2. Received Payment and Issuance of Official Receipt	PhP 50.00	3 minutes	Admin Officer IV <i>Provincial Treasurer's Office</i>
3. Receives Vaccines	3. Preparation/Issuance of Anti-Rabies Vaccination Certificate	None	3 minutes	Veterinarians Assigned Staff/ Personnel
<b>TOTAL: P50.00</b>		<b>Average of 11 Minutes</b>		

## 7. PETS/ANIMALS TREATMENT FOR WALK-IN PET/ANIMAL OWNERS

Treatment provided to pets/animals of walk-in clients.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:  1. Client Service Slip		1. PVO Front Desk 2. PTO/PVO Office		

2. Securing of Fee				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide information regarding the condition of pets/animals	1. Interview and filling up of Client Service Slip	None	3 minutes	Assigned Staff/ Personnel
2. Pay the corresponding fee (Payment for Services)	2. Received Payment and Issuance of Official Receipt	PhP 50.00	3 minutes	Admin Officer IV <i>Provincial Treasurer's Office</i>
3. Receives the needed service	3. Issuance of Prescription Slip	None	3 minutes	Veterinarian
	4. Withdrawal & Administration of Drugs	None	3 minutes	Veterinarians Assigned Staff/ Personnel
		<b>TOTAL: P50.00</b>		<b>Average of 12 Minutes</b>

## 8. PETS/ANIMALS TREATMENT (HOME SERVICE)

Home Services provided to requesting clients for the treatment of their pets/animals.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
By concerned parties involved:				
1. Client Service Slip 2. Client's Letter Request 3. Securing of Fee		1. PVO Front Desk  2. PTO/PVO Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for Home Service Treatment of Pets/Animals	1. Receive Letter Request and routed to responsible personnel	None	1 minute	Assigned Staff/ Personnel
2. Provide information regarding the condition of pets/animals	2. Interview and filling up of Client Service Slip	None	3 minutes	Assigned Staff/ Personnel
3. Pay the corresponding fee (Payment for Services)	3. Received Payment and Issuance of Official Receipt	PhP 50.00	3 minutes	Admin Officer IV Provincial Treasurer's Office
4. Receives the services and ensure proper handling of pets/animals	3. Issuance of Prescription Slip	None	3 minutes	Veterinarian



	4. Withdrawal & Onsite Administration of Drugs	None	3 minutes	Veterinarians Assigned Staff/ Personnel
<b>TOTAL: P50.00</b>			<b>Average of 13 Minutes</b>	

## 9. PETS/ANIMALS DEWORMING FOR WALK-IN PET/ANIMAL OWNERS

Deworming provided to pets/animals of walk-in clients.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip 2. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide information regarding the condition of pets/animals	1. Interview and filling up of Client Service Slip	None	3 minutes	Assigned Staff/ Personnel
2. Pay the corresponding fee (Payment for Services)	2. Received Payment and Issuance of Official Receipt	PhP 50.00	3 minutes	Admin Officer IV Provincial Treasurer's Office
3. Receives the services and ensure proper handling of pets/animals	3. Issuance of Prescription Slip	None	3 minutes	Veterinarian
	4. Withdrawal & Onsite Administration of Deworming	None	3 minutes	Veterinarians Assigned Staff/ Personnel
<b>TOTAL: P50.00</b>		<b>Average of 12 Minutes</b>		

## 10. MASSIVE DEWORMING CONDUCTED ONSITE/ON FIELD

Ensures deworming services provided to requesting LGUs/clients on field/onsite.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		

By concerned parties involved:				
1. Client Service Slip 2. Client's Letter Request 3. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for Home Service Deworming of Pets/Animals	1. Receive Letter Request and provide confirmation of scheduled dates	None	3 minutes	Assigned Staff/ Personnel
2. Pay the corresponding fee (Payment for Services)	2. Received Payment and Issuance of Official Receipt	PhP 50.00	3 minutes	Admin Officer IV Provincial Treasurer's Office
3. Provide information on livestock, poultry & pet inventory, dissemination schedule to barangay level	3. Preparation of logistical needs for the conduct of deworming on field	None	1 day	Assigned Staff/ Personnel
4. Receives the services and ensure proper handling of pets/animals	4. Actual onsite conduct of massive deworming	None	4 days	Veterinarian & Assigned Staff/Personnel
<b>TOTAL: P50.00</b>			<b>Average of 5 days &amp; 6 Minutes</b>	

## 11. VITAMINS & MINERALS SUPPLEMENTATION PROVIDED TO WALK-IN CLIENTS

Ensures satisfaction from walk-in clients in the provision of deworming services to their respective pets/animals.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
By concerned parties involved:				
1. Client Service Slip 2. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide information regarding the condition of pets/animals	1. Interview and filling up of Client Service Slip	None	3 minutes	Assigned Staff/ Personnel

2. Pay the corresponding fee (Payment for Services)	2. Received Payment and Issuance of Official Receipt	PhP 50.00	3 minutes	Admin Officer IV Provincial Treasurer's Office
3. Receives the services and ensure proper handling of pets/animals	3. Issuance of Prescription Slip	None	3 minutes	Veterinarian
	4. Withdrawal & Onsite Administration of Deworming	None	3 minutes	Veterinarians Assigned Staff/ Personnel
<b>TOTAL: P50.00</b>			<b>Average of 12 Minutes</b>	

## 12. MASSIVE/FIELD PROVISIONS OF VITAMINS & MINERALS SUPPLEMENTATION

Massive/Field Vitamins and Minerals Supplementation conducted at field within the set schedules.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip 2. Client Letter Request 3. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Letter Request	1. Receives letter request and confirmation of scheduled dates	None	3 minutes	Assigned Staff/ Personnel
2. Provide information on livestock, poultry & pet inventory, dissemination of schedule to barangay level	2. Preparation of all logistical needs for the said activity	None	1 day	Admin Officer IV Provincial Treasurer's Office
3. Provision of other logistical needs	3. Conduct of massive vitamins & minerals supplementation	None	4 days	Veterinarians Assigned Staff/ Personnel
<b>TOTAL: P50.00</b>			<b>Average of 5 days &amp; 3 Minutes</b>	

### 13. CASTRATION OF CATS (SMALL & LARGE) ACTED FOR WALK-IN CLIENTS

Castration of Small and Large Cats conducted for Walk-In pet owners.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
By concerned parties involved:				
1. Client Service Slip 2. Securing of Fee			1. PVO Front Desk 2. PTO/PVO Office	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide information regarding the condition of pets/animals	1. Interview and filling up of Client Service Slip	None	3 minutes	Assigned Staff/ Personnel
2. Pay the corresponding fee (Payment for Services)	2. Received Payment and Issuance of Official Receipt	PhP 200.00 (small)  PhP 500.00 (large)	3 minutes	Admin Officer IV Provincial Treasurer's Office
3. Receives the services and ensure proper handling of pets/animals	3. Issuance of Prescription Slip	None	3 minutes	Veterinarian
	4. Withdrawal & Administration of Drugs	None	3 minutes	Veterinarians Assigned Staff/ Personnel
3. Wait until the recovery of pet	4. Perform Castration Procedure	None	30 minutes	Veterinarians
<b>TOTAL: PhP 200.00 for small cats PhP 500.00 for Large Cats</b>			<b>Average of 42 Minutes</b>	

### 14. CASTRATION OF DOGS (SMALL & LARGE) ACTED FOR WALK-IN CLIENTS

Castration of Small and Large Dogs conducted for Walk-In pet owners.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen

<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
By concerned parties involved:				
1. Client Service Slip 2. Securing of Fee			1. PVO Front Desk 2. PTO/PVO Office	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide information regarding the condition of pets/animals	1. Interview and filling up of Client Service Slip	None	3 minutes	Assigned Staff/ Personnel
2. Pay the corresponding fee (Payment for Services)	2. Received Payment and Issuance of Official Receipt	PhP 500.00 (small) PhP 1,000.00 (large)	3 minutes	Admin Officer IV Provincial Treasurer's Office
3. Receives the services and ensure proper handling of pets/animals	3. Issuance of Prescription Slip	None	3 minutes	Veterinarian
	4. Withdrawal & Administration of Drugs	None	3 minutes	Veterinarians Assigned Staff/ Personnel
5. Wait until the recovery of pet	6. Perform Castration Procedure	None	30 minutes	Veterinarians
<b>TOTAL: PhP 500.00 for small dogs PhP 1,000.00 for Large dogs</b>			<b>Average of 12 Minutes</b>	

## 15. CASTRATION OF PIGLETS, JR. BOAR, & LARGE RUMINANTS (ON-SITE)

Castration of Piglets, Jr. Boar, and Large Ruminants conducted onsite within the set schedules per areas.

<b>Office/Division:</b>	Provincial Veterinary Office/Technical Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
By concerned parties involved:				
1. Client Service Slip 2. Letter Request 3. Securing of Fee			1. PVO Front Desk 2. PTO/PVO Office	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Provide information regarding the condition of pets/animals	1. Interview and filling up of Client Service Slip	None	3 minutes	Assigned Staff/ Personnel
2. Pay the corresponding fee (Payment for Services)	2. Received Payment and Issuance of Official Receipt	PhP 500.00 (piglet)  PhP 1,000.00 (boar)  PhP 1,000.00 (large ruminants)	3 minutes	Admin Officer IV Provincial Treasurer's Office
3. Receives the services and ensure proper handling of pets/animals	3. Issuance of Prescription Slip	None	3 minutes	Veterinarian
	4. Withdrawal & Administration of Drugs	None	3 minutes	Veterinarians Assigned Staff/ Personnel
7. Wait until the recovery of pet	8. Perform Castration Procedure	None	1.5 hours	Veterinarians
<b>TOTAL: PhP 500.00 for piglets PhP 1,000.00 for boars PhP 1,000.00 for large ruminants</b>			<b>Average of 2 hours &amp; 12 Minutes</b>	

## 16. SPAYING OF SMALL AND LARGE DOGS AND CATS (WALK-IN)

Spaying of small and large dogs and cats conducted to walk-in pet owners.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip 2. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide information regarding the condition of pets/animals	1. Interview and filling up of Client Service Slip	None	3 minutes	Assigned Staff/ Personnel

2. Pay the corresponding fee (Payment for Services)	2. Received Payment and Issuance of Official Receipt	PhP 1,000.00 (small dogs & cats)  PhP 1,500.00 (big dogs & cats)	3 minutes	Admin Officer IV Provincial Treasurer's Office
3. Receives the services and ensure proper handling of pets/animals	3. Issuance of Prescription Slip	None	3 minutes	Veterinarian
	4. Withdrawal & Administration of Drugs	None	3 minutes	Veterinarians Assigned Staff/ Personnel
9. Wait until the recovery of pet	10. Perform Spaying Procedure	None	1 hour	Veterinarians
<b>TOTAL: PhP 1,000 for small dogs &amp; cats PhP 1,500.00 for large dogs &amp; cats</b>			<b>Average of 1 hour &amp; 12 Minutes</b>	

## 17. ASSIST PARTURITION/FARROWING(ON-SITE)

Parturition/Farrowing conducted/assisted onsite within the set schedules per areas.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip 2. Letter Request 3. Securing of Fee		1. PVO Front Desk  2. PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide information regarding the condition of pets/animals	1. Interview and filling up of Client Service Slip	None	3 minutes	Assigned Staff/ Personnel
2. Pay the corresponding fee (Payment for Services)	2. Received Payment and Issuance of Official Receipt	PhP 500.00	3 minutes	Admin Officer IV Provincial Treasurer's Office
3. Receives the services and ensure	3. Issuance of Prescription Slip	None	3 minutes	Veterinarian

proper handling of pets/animals				
	4. Withdrawal & Administration of Drugs	None	3 minutes	Veterinarians Assigned Staff/ Personnel
	5. Perform proper parturition & farrowing assistance procedure	None	1 hour	Veterinarians Assigned Staff/ Personnel
<b>TOTAL: PhP 500.00</b>			<b>Average of 1 hour &amp; 12 Minutes</b>	

### 18. UMBILICAL HERNIA REMOVAL OF CARABAO/CATTLE, SMALL SWINE, LARGE SWINE (ON-SITE)

Umbilical Hernia Removal of Carabao/Cattle, Small Swine, and Large Swine conducted/assisted onsite within the set schedules per areas.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Technical Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip 2. Letter Request 3. Securing of Fee		1. PVO Front Desk  2. PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide information regarding the condition of pets/animals	1. Interview and filling up of Client Service Slip	None	3 minutes	Assigned Staff/ Personnel
2. Pay the corresponding fee (Payment for Services)	2. Received Payment and Issuance of Official Receipt	PhP 1,500.00 (Carabao & Cattle)  PhP 200.00 (Small Swine)  PhP 400.00 (Large Swine)	3 minutes	Admin Officer IV Provincial Treasurer's Office
3. Receives the services and ensure	3. Issuance of Prescription Slip	None	3 minutes	Veterinarian



proper handling of pets/animals				
	4. Withdrawal & Administration of Drugs	None	3 minutes	Veterinarians Assigned Staff/ Personnel
	5. Perform umbilical hernia removal procedure	None	1 hour	Veterinarians Assigned Staff/ Personnel
<b>TOTAL: PhP 500.00</b>			<b>Average of 1 hour &amp; 12 Minutes</b>	

## 19. MINOR SURGERY (WALK-IN)

Minor surgery for pets/animals conducted to pets/animals brought to office by walk-in pet/animal owners.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Laboratory Research and Development Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip 2. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide information regarding the condition of pets/animals	1. Interview and filling up of Client Service Slip	None	3 minutes	Assigned Staff/ Personnel
2. Pay the corresponding fee (Payment for Services)	2. Received Payment and Issuance of Official Receipt	PhP 500.00	3 minutes	Admin Officer IV Provincial Treasurer's Office
3. Receives the services and ensure proper handling of pets/animals	3. Issuance of Prescription Slip	None	3 minutes	Veterinarian
	4. Withdrawal & Administration of Drugs	None	3 minutes	Veterinarians Assigned Staff/ Personnel

4. Wait until the recovery of pet	5. Perform Minor Surgery Procedure	None	1 hour	Veterinarians
<b>TOTAL:</b>				
PhP 500.00			Average of 1 hour & 12 Minutes	

## 20. BLOOD SAMPLING & ANALYSIS (WALK-IN)

Blood Sampling & Analysis conducted in response to walk-in pet/animal owners' request.

<b>Office/Division:</b>	Provincial Veterinary Office/Laboratory Research and Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip 2. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide information regarding the condition of pets/animals	1. Interview and filling up of Client Service Slip	None	3 minutes	Assigned Staff/ Personnel
2. Pay the corresponding fee (Payment for Services)	2. Received Payment and Issuance of Official Receipt	PhP 50.00	3 minutes	Admin Officer IV Provincial Treasurer's Office
3. Submission of blood sample	3. Receive and tagging of blood sample	None	3 minutes	Veterinarian
	4. Perform Standard Laboratory Procedures	None	10 minutes	Veterinarians Assigned Staff/ Personnel
<b>TOTAL: PhP 50.00</b>		<b>Average of 19 Minutes</b>		

## 21. BLOOD SAMPLING & ANALYSIS (FIELD/MASSIVE)

Field/Massive Blood Sampling & Analysis conducted onsite in response to pet/animal owners' request.

<b>Office/Division:</b>	Provincial Veterinary Office/Laboratory Research and Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		

By concerned parties involved:				
1. Client Service Slip 2. Letter Request 3. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request	1. Receives letter request and confirmation of schedule dates	None	3 minutes	Assigned Staff/ Personnel
2. Provide information on livestock, dissemination of schedule to barangay level	2. Preparation of all logistical needs for the said activity	None	1 day	Assigned Staff/ Personnel
3. Receive services onsite	3. Actual conduct of massive blood sampling	None	4 days	Laboratory Technicians Assigned Staff/ Personnel
<b>TOTAL: None</b>			<b>Average of 5 days and 3 Minutes</b>	

## 22. FECAL SAMPLING & ANALYSIS (WALK-IN)

Fecal Sampling & Analysis conducted in response to walk-in pet/animal owners' request.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Laboratory Research and Development Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
By concerned parties involved:				
1. Client Service Slip 2. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide information regarding the condition of pets/animals	1. Interview and filling up of Client Service Slip	None	3 minutes	Assigned Staff/ Personnel
2. Pay the corresponding fee (Payment for Services)	2. Received Payment and Issuance of Official Receipt	PhP 50.00	3 minutes	Admin Officer IV Provincial Treasurer's Office
3. Submission of fecal sample	3. Receive and tagging of fecal sample	None	3 minutes	Veterinarian

	4. Perform Standard Laboratory Procedures	None	10 minutes	Veterinarians Assigned Staff/ Personnel
<b>TOTAL: PhP 50.00</b>			<b>Average of 19 Minutes</b>	

## 23. FECAL SAMPLING ANALYSIS (FIELD/MASSIVE)

Field/Massive Fecal Sampling & Analysis conducted onsite in response to pet/animal owners' request.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Laboratory Research and Development Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip 2. Letter Request 3. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Letter Request	1. Receives letter request and confirmation of schedule dates	None	3 minutes	Assigned Staff/ Personnel
2. Provide information on livestock, dissemination of schedule to barangay level	2. Preparation of all logistical needs for the said activity	None	1 day	Assigned Staff/ Personnel
3. Receive services onsite	3. Actual conduct of massive fecal sampling	None	4 days	Laboratory Technicians Assigned Staff/ Personnel
<b>TOTAL: None</b>			<b>Average of 5 days and 3 Minutes</b>	

## 24. ISSUANCE OF VETERINARY HEALTH CERTIFICATE (PET, LIVESTOCK/POULTRY)

Veterinary Health Certificate issued to requesting clients.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Veterinary and Public Health Regulatory Division</b>
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip 2. Vaccination Record 3. Securing of Fee		1. PVO Front Desk  2. PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Pet Vaccination on Record	1. Validates Pet Vaccination Record	None	3 minutes	Assigned Staff/ Personnel
2. Provide Information Regarding on the Condition of Animal/ Pet	2. Interview & Filling Up of Customer Service Slip	None	3 minutes	Assigned Staff/ Personnel
3. Provide Pet Owner's Information and the Place of Origin & Destination of Pet	3. Process Veterinary Health Certificate	None	5 minutes	Assigned Staff/ Personnel  Provincial Veterinarian
4. Pay the corresponding fee (Payment for Services)	4. Received Payment and Issuance of Official Receipt	PhP 50.00	3 minutes	Admin Officer IV Provincial Treasurer's Office
5. Receives Needed Services	5. Issuance and release of Veterinary Health Certificate	None	3 minutes	Veterinarian
		<b>TOTAL: PhP 50.00</b>	<b>Average of 17 Minutes</b>	

## 25. ANTE/POST-MORTEM INSPECTION (RANDOM/PER LGU REQUEST)

Ante/Post-Mortem Inspection randomly conducted to requesting LGUs within the set schedules.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Veterinary and Public Health Regulatory Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip 2. Letter Request 3. Securing of Fee		1. PVO Front Desk  2. PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submission of Letter Request	1. Receives letter request and confirmation of scheduled dates	None	3 minutes	Assigned Staff/ Personnel
2. Present Veterinary Health Certificate	2. Validates documents presented	None	3 minutes	Assigned Staff/ Personnel
3. Provides assistance and logistics needs	3. Conduct ante-mortem and post-mortem inspection	None	1 day	Assigned Staff/ Personnel  Provincial Veterinarian
4. Pay the corresponding fee (Payment for Services)	4. Received Payment and Issuance of Official Receipt	PhP 500.00	3 minutes	Admin Officer IV Provincial Treasurer's Office
5. Receives Needed Services	5. Issuance and release of Meat Inspection Certificate	None	4 days	Veterinarians
<b>TOTAL: PhP 50.00</b>			<b>Average of 17 Minutes</b>	

## 26. UNANNOUNCED POST ABATTOIR INSPECTION/ ENFORCEMENT OF PROVINCIAL MEAT INSPECTION ORDINANCE

Unannounced Post Abattoir Inspection/Enforcement of Provincial Meat Inspection Ordinance acted randomly to LGUs within the set schedules/based on the order from the LCE.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Veterinary and Public Health Regulatory Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Secure Mission Order from LCE	None	3 minutes	Assigned Staff/ Personnel
1. Present required documents for inspection	2. Coordinate with City Veterinary Office/ Municipal Agriculturist Office, Local PNP, Barangay Officials	None	3 minutes	Assigned Staff/ Personnel
2. Provides assistance and logistics needs	3. Conduct On-site inspection	None	1 day	Assigned Staff/ Personnel

				Provincial Veterinarian
4. Pay the corresponding fee (Payment for Services)	4. Received Payment and Issuance of Official Receipt	PhP 500.00	3 minutes	Admin Officer IV Provincial Treasurer's Office
5. Receives Needed Services	5. Issuance and release of Meat Inspection Certificate	None	4 days	Veterinarians
<b>TOTAL: PhP 50.00</b>			<b>Average of 17 Minutes</b>	

## 27. INSTALLATION/REHABILITATION OF BIOGAS (TPID)

Ante/Post-Mortem Inspection randomly conducted to requesting LGUs within the set schedules.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Veterinary and Public Health Regulatory Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip 2. Letter Request 3. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Letter Request	1. Receives letter request and confirmation of scheduled dates	None	3 minutes	Assigned Staff/ Personnel
2. Provides assistance and logistics needs	2. On-site validation of proposed area	None	3 minutes	Assigned Staff/ Personnel
	3. Provide list of needed materials	None	3 minutes	
3. Procurement of listed materials	4. Installation/ Rehabilitation of Biogas	None	1 day	Assigned Staff/ Personnel  Provincial Veterinarian
4. Pay the corresponding fee (Payment for Services)	4. Received Payment and Issuance of Official Receipt	PhP 500.00	3 minutes	Admin Officer IV Provincial Treasurer's Office
<b>TOTAL: PhP 500.00</b>			<b>Average of 1 day &amp; 12 Minutes</b>	

## 28. MEAT PROCESSING TRAINING & COOKING DEMO (PER REQUEST FROM LGU AND WITHIN THE OFFICE)

Meat processing training and cooking demo conducted as a response to the request of clients within the set schedules.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Veterinary and Public Health Regulatory Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip 2. Letter Request 3. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Letter Request	1. Receives letter request and confirmation of scheduled dates	None	3 minutes	Assigned Staff/Personnel
2. Provides assistance and logistics needs	2. Provide list of needed ingredients & materials	None	3 minutes	Assigned Staff/Personnel
3. Procurement of listed materials for meat processing	4. Actual conduct of meat processing and cooking demo	None	2 days	Assigned Staff/Personnel
<b>TOTAL: None</b>			<b>Average of 2 days &amp; 6 Minutes</b>	

## 29. SLICING/GRINDING OF MEAT (WALK-IN)

Provided assistance to walk-in clients in the slicing/grinding of meat.

<b>Office/Division:</b>	<b>Provincial Veterinary Office/Veterinary and Public Health Regulatory Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
By concerned parties involved:				
1. Client Service Slip 2. Letter Request 3. Securing of Fee		1. PVO Front Desk 2. PTO/PVO Office		



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide information on customer choice of cuts	1. Interview & Filling up of Customer Service Slip	None	3 minutes	Assigned Staff/ Personnel
	2. Preparation of all logistical needs for the said activity	None	15 minutes	Assigned Staff/ Personnel
2. Payment for Services	3. Issuance of Official Receipt	PhP 150/ kilo	3 minutes	Admin Officer IV Provincial Treasurer's Office
<b>TOTAL: None</b>			<b>Average of 21 Minutes</b>	



# **PROVINCIAL GENERAL SERVICES OFFICE (PGSO)**

## **CITIZEN'S CHARTER**

# Provincial General Services Office (PGSO)

## I. Mandate

To be able to act as the frontliner in providing technical assistance and support to the Governor in carrying out measures to ensure the delivery of the provision of adequate facilities which requires general services expenses and support services.



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## II. Vision

The Provincial General Services Office has a commitment to good governance and its effort to adhere to the principle of transparency, accountability, equity, efficiency, and economy in its procurement process. To adopt a standard and uniform set of rules and regulations governing the procurement of infrastructure projects, goods and consulting services for government projects and other related activities that embodies a streamline procurement process.

## III. Mission

To efficiently plan, provide and manage a much improve system of procurement, care utilization, custody and disposal of supplies and properties in the local government as officially prescribed.

## IV. Service Pledge

In line with our efforts to bring the best in public service, we hereby commit to:

- a. Adhere to R.A. 9184 otherwise known as the Government Procurement Reform Act of the Philippines and all policies promulgated and all amendments by the General Procurement Policy Board (GPPB) of the Philippines.
- b. To develop and capacitate ourselves in procurement process.
- c. Promote and implement procurement process which is transparent and less bureaucratic.
- d. To use procurement socially, technically, and fairly wherever possible.
- e. To seek feedback from all transacting clienteles of the office.



**PROVINCIAL GENERAL SERVICES OFFICE  
(PGSO)**

**EXTERNAL SERVICES**

## 1. CUSTOMER'S ASSISTANCE

Clients directly asking for assistance immediately provided with accurate information.

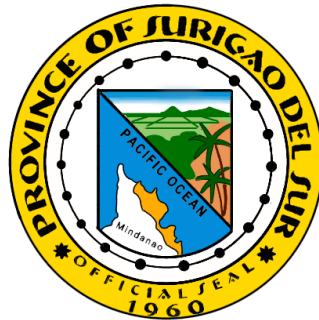
<b>Office/Division:</b>	<b>Provincial General Services Office/ Security and Services Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	PGSDS Employees and Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID		Citizen		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Guest and Visitors of the agency searched, logged in the record book and present valid ID	1.1 Security-in-charge assist the guest/visitors and issued visitors identification number upon entry in the area of responsibility to ensure no untoward incidents for the safety of Officials/Capitol Employees	None	10 minutes	<i>Security-in-charge on Area of Responsibility/Post</i>
	1.2 Chief of Security acted directly to immediately provide direct assistance with accurate information	None	5 minutes	<i>Security Officer IV Gilbert S. Manjares (Chief Security)</i>
<b>TOTAL:</b>		<b>None</b>	<b>Average of 15 minutes</b>	

## 2. INSPECTION AND ACCEPTANCE OF DELIVERY

Inspection is a process of actual examinations of all items indicated in the approved Purchase Order with exact specification and other procurement documents related.

<b>Office/Division:</b>	<b>Provincial General Services Office/ Supply and Inventory Management Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Requisitioner/ Private Entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Order Delivery Receipt/ Official Receipt		PGSO-Procurement Division Supplier		

CLIENTS STEPS	AGENC ACTION	FEEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present Purchase Order and Delivery Receipt/ Official Receipts	1. 1. Staff-in-charge received and checked Purchase Order together with the Delivery/Official Receipt to its specification of Items.	None	5 minutes	<i>Administrative Officer I</i> <i>Administrative Officer III</i>
	1.2. Staff-in-charge prepare and handed to PGS Officer a letter request for COA representative, and forwarded to COA with Photocopy of Purchase Order/ Delivery Receipt	None	10 minutes	<i>PGSO Staff</i> <i>PGS Officer</i>
2. Present items delivered	2.1. Conduct inspection from actual and compare it with the purchase order and delivery receipt by the inspectorate team from PGO, PGSO, COA Representative and Requesting Office representative, and acceptance of delivery	None	25 Minutes (small delivery) 2 hours (bulk delivery)	<i>Administrative Aide III</i> <i>Administrative Aide III</i> <i>Administrative Officer V</i>
	2.2. Staff-in-charge prepare property sticker for any equipment delivery when needed	None	5 minutes	<i>Administrative Officer I</i>
<b>TOTAL:</b>		<b>None</b>	<b>Average of 2 hours and 50 minutes</b>	



**PROVINCIAL GENERAL SERVICES OFFICE  
(PGSO)**

**INTERNAL SERVICES**

## 1. PROCUREMENT TRANSACTION

Procurement process under Republic Act (RA) 9184 and its Implementing Rules and Regulations (IRR) and done through competitive bidding except as provided in R.A.9184 with highly exceptional cases restore to Alternative Mode of Procurement. Process such Purchase Request, RFQ/ITB, Abstract of Bids/Quotation, Purchase Order down to Request for Issuance Slip.

<b>Office/Division:</b>	<b>Provincial General Services Office/Procurement Division</b>			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	Provincial Government of Surigao del Sur Offices and Employees/ Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request(approved) PPMP, APP (Consolidated) OBR		Requesting Office(Other supporting documents) Requesting Office /Procurement Division Provincial Budget Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Purchase Request with approved OBR and PPMP (End user) if such is included to APP	1.1 Review PR for technical specification at PPMP	None	30 minutes	Administrative Aide III
	1.2 Post Purchase Request in the Procurement Monitoring sheet and assign PR Number and date and determine the appropriate method of procurement to be used : (A). Competitive/Public Bidding – BAC office-in-charge (B). Direct Contracting (C). Alternative Mode of Procurement (D). Common use Supplies for PS DBM	None	15 minutes	Administrative Officer III



	1.3 Prepare Invitation to Bid and Bidding Documents forwarded to BAC Sec. for review and Pre-Bid Conference, with ITB control number in case of Public Bidding and for PGS Officer approval and post at PhilGeps website and to conspicuous places	None	1 day	Administrative Aide III (PhilGeps) BAC Sec. Administrative Officer V Administrative Officer III PGS Officer
	1.4 Prepare RFQ from PR for approval with RFQ control number and post to PhilGeps website depends on ABC	None	15 minutes	Administrative Aide III (Non-PhiGeps) Administrative Officer V Administrative Officer III PGS Officer
	1.5 Releasing of ITB to bonafide suppliers who will join and participate to this bidding, and RQF to canvasser for canvass	None	10 minutes	BAC Sec. Administrative Aide IV
2. Submission of ITB with price quotation for opening of bidding and other related documents Submission of RFQ with price quotation	2.1 Staff-in-charge received ITB/RFQ for their price quotation from suppliers and sorting of bidding documents and prepare Minutes/Resolution of the Opening of Bidding	None	1 hour	Administrative Officer III Administrative Officer III
	2.2 Staff-in-charge prepare abstract of bids/ abstract of quotation and routed to BAC members for approval	None	3 days (Depending on the availability of signatories)	Administrative Aide III (Provincial Offices) Administrative Aide III (Hospital Transaction) Administrative Aide VI
	3.1 Staff-in-charge prepare NOA with specified date	None	1 days	Administrative Aide III

	forwarded to Provincial Governor's office for approval			(PhilGeps) Administrative Aide III (Non-PhilGeps) Administrative Officer V
3. Received approved NOA	3.2 Received Notice of Award (NOA) conform by the supplier and attached to bidding documents	None	10 minutes	Administrative Officer III
4. Received approved Purchase Order	4.1 Staff-in-charge prepare Purchase Order (PO)with specified date and forwarded to PGO for approval	None	15 minutes	Administrative Aide III (PhilGeps)  Administrative Aide III Administrative Aide III (Provincial Offices) (Non-PhilGeps)  Administrative Officer V
5. Received approved Notice to Proceed (NTP)	5.1 Staff-in-charge prepare Notice to Proceed (NTP)with specified date and forwarded to PGO for approval.	None	15 minutes	Administrative Aide III (PhilGeps) Administrative Aide III (Non-PhilGeps) Administrative Officer V
	6.1 Endorse documents to Supply and Inventory Management Division for monitoring and Inspection of delivery and issuance of supplies.	None	5 minutes	Administrative Officer V Delia V. Suarez
7. Requesting Office received released procurement documents together with approved Inspection and Acceptance Report, Referral and Request of Issuance Slip received/signed by supply officer-in-charge for complete delivery	7.1 Staff-in-charge together with Property and Inventory Management Division prepare supporting documents and forwarded to Supervising Administrative officer for review, counter sign and to PGS Officer for approval	None	10 minutes	Administrative Officer V  PGS Officer

<b>TOTAL:</b>	<b>None</b>	<b>Average of 5 days, 3 hours and 5 Minutes</b>
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## 2. REQUEST FOR PHYSICAL INVENTORY TAKING FOR DEPT. HEAD/ SUPPLY OFFICER/RETIREE'S

Request letter for special Physical Inventory taking for offices and hospitals when Department Head, Chief of Hospital and Supply Officer retire. Inventory needed for turn-over or re issuance of accountability of office property plant and equipment.

<b>Office/Division:</b>	<b>Provincial General Services Office/ Supply and Inventory Management Division</b>			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PGSDS Department Head, Chief of Hospital and Supply Officer designate			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request Updated Physical Inventory Report – Non- Expandable Property Updated Physical Inventory Report – Semi-Expandable Property		Requesting Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request letter together with the updated Physical Inventory Report	1.1 Staff-in-charge Received and record the request letter forwarded to Officer in charge for approval handed to the Property and Inventory Management Division for schedule of inventory taking	None	5 minutes	Administrative Asst. III
2. Requesting office assist the Inventory taking	2.1 Physical Inventory committee conduct the Physical inventory Report of requesting office	None	3 days	Administrative Officer III Administrative Officer V
	2.2 Physical Inventory with recommendation forwarded to end user for finalization	None	10 minutes	Administrative Officer I
<b>TOTAL:</b>		<b>None</b>	<b>Average of 3 days and 15 Minutes</b>	

### 3. REQUEST FOR PROPERTY ACCOUNTABILITY CLEARANCE

Clearance is issued to employee that he/she has no property, plant and equipment accountability with the Provincial Government of Surigao del Sur.

<b>Office/Division:</b>	<b>Provincial General Services Office/Property and Inventory Management Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PGSDS Employees concerned			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance PAR/ICS Old and New Property Return Slip Invoice Receipts of Property Secure List of Employee Accountability		PHRMO Concern Office(those with accountability) Concern Office(those with return property) Concern Office(only for Agency Head accountability) PGSO-Property and Inventory Division(optional)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents required to PGSO-Property and Inventory Management Division	1. Inventory Staff received the following documents, and crosschecked from the Inventory Report of the concerned Office together with their individual PAR and ICS and any returned property for inspections and signed PRS	None	30 minutes	Administrative Officer V
	1.2. When employee is already cleared prepare Property Clearance	None	2 Minutes	Administrative Officer I Administrative Officer III
	1.3. Signed and certify accountability clearance	None	15 minutes	PGS Officer
<b>TOTAL:</b>			<b>Average of 47 Minutes</b>	

#### 4. LTO REGISTRATION RENEWAL OF GOVERNMENT VEHICLES

Provincial Government of Surigao del Sur vehicles for LTO renewal and GSIS Insurance process.

<b>Office/Division:</b>	<b>Provincial General Services Office/Property and Inventory Management Division</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PGSDS Employees concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Emission Test Result Stencil GSIS COC OR/CR		Emission Testing Center Office Concern PGSO-Inventory Division Office Concern		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit the documents required to PGSO-Property and Inventory Management Division	1. Inventory Staff received the following documents and checked any change engine. And consolidate the ending numbers with attached documents.	None	45 minutes	Administrative Aide VI
	2. Staff prepares OBR and Voucher together with the attached documents consolidated for LTO renewal and GSIS Insurance, and double check the amount.	None	30 Minutes	Administrative Aide VI Administrative Officer III
	3. Documents Signed by the PGS Officer and forwarded to Provincial Budget Office, Prov. Accounting Office and to Provincial Treasurers Office for cheque processing for payment.	None	7 day per batch	PGS Officer
	4. Forward documents to LTO for inspection attached with emission result, GSIS certificate cover	None	30 minutes	Administrative Aide VI Administrative Officer III

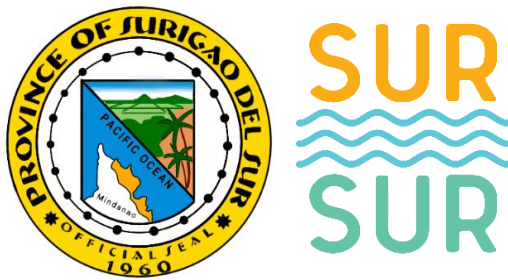
	5. Approved voucher and approved cheque forwarded to LTO for processing of registration	None	10 days	Administrative Aide VI Administrative Officer III Concern office
	6. Inventory Staff claim the OR of the newly registered vehicles and the corresponding sticker and availability of vehicles plate number and released to office concern	None	30 minutes	Administrative Aide VI Administrative Officer III
2. Get registered vehicles OR\ with CR attached	7. Advices /Released to office concern the availability of the OR and GSIS Insurance	None	5 minutes	Administrative Aide VI Administrative Officer III
<b>TOTAL:</b>		<b>None</b>	<b>Average of 17 days 2hours and 30 Minutes</b>	

## 5.DISPOSAL OF UNSERVICEABLE PROPERTIES - EQUIPMENT THRU PUBLIC BIDDING

Disposal of properties declared as unserviceable for any cause but found valuable, it may be sold to public auction to the highest bidder or private sale at such price under the supervision of the proper committee on award or body concern.

<b>Office/Division:</b>	<b>Provincial General Services Office/Supply and Inventory Management Division</b>			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Private Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Bidding Documents			Provincial Treasurer's Office	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure bid form and coordinate with the property officer/Staff-in-charge for the conduct of inspection for public bidding	1. With the approved Disposal and Appraisal Committee Resolution the same shall advertise the unserviceable	None	30 minutes	Supervising Administrative Officer Disposal and Appraisal Committee In-charge

	properties for disposal thru public bidding			
	2. Staff-in-charge handed Bid Forms to bidder which specify the calendar of activities for the conduct of public bidding.	None	5 minutes	Supervising Administrative Officer
2. Bidders shall submit sealed bids at stated date and time of bidding.	2. Conduct of opening of bids and determine the highest calculated and responsive bid and declare as the winning bidder	None	1 working day	Supervising Administrative Officer Disposal and Appraisal Committee In-charge
3. Winning Bidder signed Contract of Sale and handed back to Disposal Committee	3. Prepare contract of sale and give to the winning bidder for signatory, copy furnish to the awardee the approved contract	None	1 working day	Supervising Administrative Officer Disposal and Appraisal Committee In-charge
4. Pay the contract price stated on the approved contract	4. Staff-in-charge acted and supervise	None	20 minutes	Supervising Administrative Officer Disposal and Appraisal Committee In-charge
5. Receive the properties dispose	5.1 Committee release the properties for disposal	None	45 minutes	Supervising Administrative Officer Disposal and Appraisal Committee In-charge
	5.2. Staff-in-charge furnish copy of the same to the Provincial Accounting Office for dropping of properties from the books of account.	None	1 working day	Supervising Administrative Officer Disposal and Appraisal Committee In-charge
<b>TOTAL</b>		<b>None</b>	<b>Average of 3 days, 1 hour and 40 Minutes</b>	



**PROVINCIAL TOURISM OFFICE  
(PTO)**

**CITIZEN'S CHARTER**



## Provincial Tourism Office (PTO)

### I. Mandate

**The Provincial Tourism Office** shall be the primary planning, programming, and coordinating office in the development and promotion of the tourism industry, both domestic and international, in coordination with LGU's and other government instrumentalities of the province, for the implementation of this Act (RA 9593).

Under Section 6 of Ordinance No. 111-19 **Powers and Functions** – The Office shall have the following powers and functions:

- A. Formulate tourism policies, plans and projects for the development of tourism as an engine of socio economic and cultural growth;
- B. Supervise and coordinate the implementation of tourism policies, plans and projects;
- C. Call upon/coordinate with all agencies of government to properly carry out programs in relation to the policies, plans and projects of the province and to assist in the implementation thereof;
- D. Communicate to the Provincial Governor and the heads of departments, agencies and instrumentalities of the government, the impact upon tourism and the economy of proposed governmental action;
- E. Provide an integrated market development program to attract people to visit the province and enhance the same to the prestige of the province and its people;
- F. Represent the province in all conferences and for a concerning tourism and travel;
- G. Request the Provincial governor for representation in all government agencies, offices, boards, commissions and committees that may affect tourism in the province;
- H. Support, advance, and promote the protection, maintenance, and preservation of historical, cultural, and natural endowments, in cooperation with appropriate government agencies and the private sector, and take appropriate measures against acts and omissions contrary to these objectives;
- I. Monitor conditions of any community in the province and, in consultation with the LGUs and law enforcers, recommend actions towards the safety or viability of travel to particular places within the province for the information and patronage of entities engaged in tourism related activities/tourism products;
- J. Evaluate tourism development projects for the issuance of permits and the grant of incentives by appropriate government agencies, establish a databank of tourism areas and projects for investment purposes, and encourage private sector investment and participation in tourism activities and projects;

## **Provincial Tourism Office (PTO)**

### **I. Mandate**

- K. Assist the Sangguniang Panlalawigan in the formulation and promulgation, in consultation with the LGUs, the private sector industries and the other tourism stakeholders, rules and regulations governing the operation and activities of all tourism enterprises, including but not limited to a national standard for licensing, accreditation and classification of tourism enterprises, prescribing therein minimum levels of operating quality and efficiency for their operation in accordance with recognized international standards, report to concerned authorities violation of accreditation policies and recommend to the LGUs concerned the suspension or prohibition of operation of tourism enterprise;

### **II. Vision**

Globally competitive and Sustainable Eco-Tourism Destination by 2030.

### **III. Mission**

Provider of excellent services through sustainable use of resources in partnership with stakeholders that uplifts the quality of life of its residents.

### **IV. Service Pledge**

The Provincial Tourism Office as an engine of socio-economic and cultural growth, we pledge to uplift our services, to develop and promote tourism industry.



**PROVINCIAL TOURISM OFFICE  
(PTO)**

**EXTERNAL SERVICES**

## 1. REQUEST FOR INSPECTION OF POTENTIAL AREAS FOR TOURISM

The inspection of potential areas for tourism is one of the interventions provided by the Provincial Tourism Office to Local Government Units/private sectors/stakeholders that have rich natural resources in their respective areas of responsibilities and are considered as potential areas for tourism.

<b>Office or Division:</b>		<b>Provincial Tourism Office</b>		
<b>Classification:</b>		Complex Transaction		
<b>Type of Transaction:</b>		G2G - Government to Government G2C – Government to Citizens		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request from the client/tourism stakeholders 2. Resolution from the barangay declaring TDA (Tourism Development Area) 3. Letter from the Municipal Tourism Office or adoption of resolution			Barangay/LGU and Provincial Level	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire	1. Entertain/address queries & concern/issue requirement slip	None	3 minutes	Marketing Division In-charge
2. Submit letter request for inspection	2. Entertain/ Perform task such as preparing travel order for inspection	None	5 minutes	Administrative Division In-charge
3. Submission of letter request and other documents such as Barangay Resolution, letter from the Municipal Tourism Office requesting for the issuance of certificate	3. Issuance of slip regarding the requirements for the Certification of potential areas for Tourism	None	5 minutes	Planning Division In-charge

4. Assist the Provincial Tourism Office staff during inspection/ assessment	4. Perform task/ Conduct Actual Assessment	None	1 day	Marketing Division In-charge
5. Request regarding issuance of certification declaring potential areas for tourism as requested by DENR.	5. Entertain / address queries and concern, reviewed, validate the result of assessment	None	30 minutes	Planning Division In-charge
6. Receives Certification	6. Issuance and release of Certification	None	5 minutes	Planning and marketing Divisions In-charge
<b>TOTAL</b>		<b>None</b>	<b>1 day &amp; 48 minutes</b>	

## 2. REQUEST FOR TOURISM RELATED DATA/INFORMATION

The Provincial Tourism Office has deposited important data and/or information related to the tourism industry of the Province of Surigao del Sur. Any request related to the aforesaid documents shall be provided by the office to the requesting clients.

<b>Office or Division:</b>	<b>Provincial Tourism Office</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government G2C – Government to Citizens			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request from the client/tourism stakeholders/LGUs		Individual clients or government offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Inquire	1. Entertain/address queries & concern/issue requirement slip	None	3 minutes	Marketing Division In-charge
2. Submit letter request for documents	2. Prepare/forward data/information requested	None	5 minutes	Marketing and Planning Divisions In-charge
3. Receives the document requested	3. Release the documents requested	None	2 minutes	Marketing Division In-charge
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	





## **PROVINCIAL PROSECUTOR'S OFFICE (PPO)**

### **CITIZEN'S CHARTER**





## **Provincial Prosecutor's Office (PPO)**

### **I. Mandate**

The Department of Justice (DOJ) derives its mandate primarily from the Administrative Code of 1987 (Executive Order No. 292). It carries out this mandate through the Department Proper and the Department's attached agencies under the direct control and supervision of the Secretary of Justice.

Under Executive Order (EO) 292, the DOJ is the government's principal law agency. As such, the DOJ serves as the government's prosecution arm and administers the government's criminal justice system by investigating crimes, prosecuting offenders and overseeing the correctional system.

The DOJ, through its offices and constituent/attached agencies, is also the government's legal counsel and representative in litigations and proceedings requiring the services of a lawyer; implements the Philippines' laws on the admission and stay of aliens within its territory; and provides free legal services to indigent and other qualified citizens.

### **II. Vision**

A just and peaceful society anchored on the principles of transparency, accountability, fairness and truth.

### **III. Mission**

Effective, efficient and equitable administration of Justice.

### **IV. Service Pledge**

We undertake to provide every person equal access to justice, to faithfully safeguard constitutional rights and ensure that no one is deprived of due process of law.

Our commitment is to advocate for reforms in partnership with our stakeholders, to simplify processes and to re-engineer systems to best serve our constituents.

We shall work with honor and integrity for the institution, for God and Country.



**PROVINCIAL PROSECUTOR'S OFFICE  
(PPO)**

**EXTERNAL SERVICES**

## 1. RECEIVING CRIMINAL COMPLAINTS FOR PRELIMINARY INVESTIGATION

A preliminary investigation is an inquiry or proceeding to determine whether there is a sufficient ground to engender a well-founded belief that a crime has been committed and the respondent is probably guilty thereof and should be held for trial.

<b>Office or Division:</b>	<b>Office of the Provincial Prosecutor- Surigao del Sur</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizens		
<b>Who may avail:</b>	All		
CHECKLIST OF REQUIREMENTS		NO. OF COPIES	WHERE TO SECURE
1. Complaint-affidavit/sworn-statement of witness/es of private complainant/victim (1 original copy, 4 + no. of respondent/s photocopies)		5 + number of respondent/s	Complainant
2. Affidavit/sworn statement of witness/es (1 original copy, 4 + no. of respondent/s photocopies)		5 + number of respondent/s	Witness/es
3. Supporting Documents (1 original copy, 4 + no. of respondent/s photocopies)		5 + number of respondent/s	
a. Certificate to File Action (for offenses covered by the Katarungang Pambarangay)			Barangay Hall
b. Medical Certificate (for frustrated or attempted homicide, murder, parricide, and physical injuries cases)			Hospital/Clinic
c. Police Investigation Report			PNP
d. Police Sketches (for vehicular collision case)			PNP/Highway Patrol Group
e. Photographs (for vehicular collision case)			PNP/HPG
f. Inventory/List of articles/Items subject of the offense with their respective values (for theft, robbery, Anti-Piracy and Anti-Highway Robbery, and Anti-Fencing Law cases)			PNP/CIDG
g. Gambling paraphernalia or its photograph, if any, item/cash money (bet/wager) (for illegal gambling case)			PNP
h. Certification (for Anti-Car Napping Law case)			Traffic Management Group/ Land Transportation Office

i. Certification (for illegal possession of firearms, ammunitions and explosives cases)		Firearms and Explosives Office		
j. Certification of Non-Licensee or Non-Holder of Authority (for illegal recruitment case)		Philippine Overseas and Employment Authority		
k. Chemistry Report/Laboratory examination report signed by forensic chemist (for Dangerous Drugs Law/ Comprehensive Dangerous Drugs Act cases)		Crime Laboratory Office		
l. Death Certificate (for parricide, murder, homicide cases)		Philippine Statistic Authority/ Local Civil Registrar		
m. Authority to File Complaint (for violation of the Tariff and Customs Laws or National Internal Revenue Code, respectively)		Bureau of Custom / Bureau of Internal Revenue		
n. Birth Certificate: for dental chart accompanied by the certificate of the dentist; or affidavit of any of the parent/disinterested person stating the age and date of birth of the victim/offender (for minor victim/ offender)		Philippine Statistic Authority/LCR/Hospital		
o. Certificate of discernment (for cases covered by R.A. 9344 "the Juvenile Justice and Welfare Act", in cases where the offender is 15 years old and below 18 years old)		Department of Social Welfare and Development		
4. Investigation Data Form (1 original copy, 1 photocopy)	2	Office of the Provincial/City Prosecutor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements properly bound, arranged, labeled and paged.	1. Check the documents. 1.1. If complete, require the complainant to fill-up the Investigation Data Form (IDF). 1.2. If incomplete, return all documents.	None	3 minutes	Administrative Aide IV
2. Fill-out and submit the IDF.	2. Check the completeness of data in the IDF and require the complainant to subscribe/ certify under oath the IDF and the complainant/witness (es) affidavit/s	None	5 minutes	Administrative Aide IV

3. Certify under oath the information contained in the IDF and complaint/witness(es) affidavits	3. Administer the oath	None	10 minutes	Prosecutors
4. Submit to the receiving staff.	4.1. Stamp "Received" with name of office, date, time, name and signature of receiving staff.	None	5 minutes	Administrative Aide IV
	4.2. Write or stamp the assigned NPS docket number on the IDF.	None	5 minutes	Administrative Aide IV
	4.3. Record the complaint in the appropriate logbook and electronic database, if any.	None	5 minutes	Administrative Aide IV
5. Receive the duly stamped/ received copy of IDF with assigned NPS docket number and sign in the logbook	5. Release the duly stamped/ received copy of IDF with assigned NPS docket number	None	2 minutes	Administrative Aide IV
<b>TOTAL</b>		<b>None</b>	<b>35 minutes</b>	

## 2. RECEIVING CRIMINAL COMPLAINTS FOR INQUEST PROCEEDINGS

An inquest proceeding is an informal and summary investigation conducted by a public prosecutor in criminal cases involving persons arrested and detained without the benefit of warrant of arrest issued by the Court for the purpose of determining whether or not these persons should remain under the custody and correspondingly be changed in Court.

<b>Office or Division:</b>	<b>Office of the Provincial Prosecutor- Surigao del Sur</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizens
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	NO. OF COPIES	WHERE TO SECURE
1. Affidavit of Arrest/Apprehension (and Affidavit of Turnover if citizen's Arrest) (1 original copy, 4 + no. of respondent/s photocopies)	5 + number of respondent/s	PNP
2. Investigation Report (1 original copy, 4 + no. of respondent/s photocopies) (1 original copy, 4 + no. of respondent/s photocopies)	5 + number of respondent/s	PNP
3. Affidavit of complainant and witness/es (1 original copy, 4 + no. of respondent/s photocopies)	5 + number of respondent/s	Complainant and Witness/es
4. Supporting Documents (1 original copy, 4 + no. of respondent/s photocopies):	5 + number of respondent/s	
a. Murder, Homicide and Parricide		
▪ Certified true/ machine copy of death certificate of the victim		Philippine Statistic Authority/LCR
▪ Autopsy report and the certificate of post-mortem examination, if already available		NBI/Hospital/PNP
▪ Marriage certificate (for parricide case)		Philippine Statistic Authority/LCR
b. Frustrated or Attempted Homicide, Murder, Parricide and Physical Injuries		
▪ Medical certificate of the complaining witness/victim showing the nature and extent of the injury and duration of healing		Hospital
▪ Certification or statement as to duration of the treatment or medical attendance		Hospital
▪ Certification or statement as to duration of incapacity for work		Hospital
▪ Marriage certificate (in frustrated or attempted murder parricide cases)		Philippine Statistic Authority/LCR
c. Violation of the Dangerous Drugs Law/Comprehensive Dangerous Drugs Act of 2002 (RA 9165)		
▪ Chemistry report or certificate of laboratory examination duly signed by the forensic chemist, or if unavailable, field test results on the seized drug as attested to by a PNP Narcotics Command operative or other competent person		Crime Laboratory Office
▪ Machine copy or photograph of the buy-bust money, if available		PNP/CIDG/PDEA
▪ Affidavit of the poseur buyer, if any		PNP/CIDG/PDEA
d. Theft and Robbery, Violation of the Anti-Piracy and Anti-Highway Robbery Law		

(PD 532) and Violation of the Anti-Fencing Law (PD 1612)		
▪ A list/inventory of the articles and items subject of offense		PNP
▪ Statement of their respective values		PNP
e. Rape, Seduction, and Forcible Abduction with Rape		
▪ The medico-legal report (living case report) if the victim submitted herself for medical or physical examination		Hospital
f. Violation of the Anti-Carnapping Law (RA 6539)		
▪ Machine copy of the certificate of motor vehicle registration		Land Transportation Office
▪ Machine copy of the current official receipt of payment of the registration fees of the subject motor vehicle		Land Transportation Office
▪ Photograph of the motor vehicle, if readily available, readily available		PNP
▪ Certification		Traffic Management Group/ Land Transportation Office
▪ Other evidence of ownership		Land Transportation Office
g. Violation of the Anti-Cattle Rustling Law (PD 533)		
▪ Machine copy of the cattle certificate of registration		LGU
▪ Photograph of the cattle, if readily available		LGU/PNP
h. Violation of Illegal Gambling Law (PD 1602)		
▪ Gambling paraphernalia		PNP
▪ Photograph of the gambling paraphernalia, if any		PNP
▪ Cash money, if any		PNP
i. Illegal Possession of Firearms, Ammunitions and Explosive (PD 1866, as amended by RA 8294)		
▪ Chemistry report duly signed by the forensic chemist		PNP/ Crime Laboratory Office
▪ Photograph of the explosive, if readily available		Firearms and Explosives Office
j. Violation of the Fisheries Law (PD 704)		
▪ Photograph of the confiscated fish, if readily available		LGU/Municipal or Provincial Fishery Office
▪ Photograph of fishing paraphernalia, if any		PNP

<ul style="list-style-type: none"> <li>▪ Certification</li> </ul>			Bureau of Fisheries and Aquatic Resources	
k. Violation of RA 9262 (VAWC)				
<ul style="list-style-type: none"> <li>▪ Marriage Contract/Certificate, or affidavit/evidence of “dating relationship”, if applicable</li> </ul>			Philippine Statistic Authority/LCR	
l. Where the victim/offender is a minor:				
<ul style="list-style-type: none"> <li>▪ Birth Certificate: or dental chart accompanied by the certificate of the dentist; or affidavit of any of the parent/disinterested person stating the age and date of birth of the victim/offender</li> </ul>			Philippine Statistics Authority/LCR	
<ul style="list-style-type: none"> <li>▪ Certificate of discernment (for cases covered by R.A. 9344 "the Juvenile Justice and Welfare Act"</li> </ul>			Department of Social Welfare and Development	
5. Investigation Data Form duly accomplished and certified under oath by the law enforcer or citizen effecting the arrest.		2	Office of the Provincial Prosecutor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. The law enforcer submits the documentary requirements properly bound, arranged, labeled and paged.	1. Check the documents. 1.1. If complete, require the complainant to fill-up the Investigation Data Form (IDF). 1.2. If no Affidavit of Arrest and IDF, return all documents.	None	3 minutes	Administrative Aide IV
2. Fill-out and submit the IDF.	2. Check the completeness of data in the IDF and require the complainant to subscribe/ certify under oath the IDF and the complaint/ witness (es) affidavit/s.	None	5 minutes	Administrative Aide IV
3. Certify under oath the information contained in the IDF and complaint/witness (es) affidavits.	3. Administer the oath.	None	10 minutes	Prosecutors



4. Submit to the receiving staff.	4.1. Stamp "Received" with name of office, date, time, name and signature of receiving staff.	None	5 minutes	Administrative Aide IV
	4.2. Write or stamp the assigned NPS docket number on the IDF.	None	5 minutes	Administrative Aide IV
	4.3. Record the complaint in the appropriate logbook and electronic database, if any.	None	5 minutes	Records Officer
5. Receive duly stamped/received copy of IDF with assigned NPS docket number and sign in the logbook	5. Release duly stamped/received copy of IDF with assigned NPS docket number	None	2 minutes	Records Officer
<b>TOTAL</b>		<b>None</b>	<b>35 minutes</b>	

### 3. PROVISION OF PROSECUTOR'S CLEARANCE

A Prosecutor's Clearance is a document issued to an individual who needs the same for the purpose of local employment or foreign employment, foreign travel, firearm license, permit to carry firearms, and retirements. This basically assures that an individual has no pending case/s.

<b>Office or Division:</b>	<b>Office of the Provincial Prosecutor- Surigao del Sur</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizens		
<b>Who may avail:</b>	All		
CHECKLIST OF REQUIREMENTS		NO. OF COPIES	WHERE TO SECURE
1. Request Form or documents with case information		1	Office of the Provincial Prosecutor
2. Valid government-issued identification card with photo		1	Government issued ID from any of the following: BIR, DFA, PSA, SSS, GSIS, Pag-IBIG,

		Philippine Postal Corporation, etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the request form together with ID to Docket Section for initial assessment. - Make sure to secure the Order of Payment that will be issued.	1. Check the documentary requirements for completeness. 1.1. Verify the status of the case. 1.2. Assess and issue Order of Payment, if no pending case. 1.3. Processing of the request	None	5 minutes	Administrative Aide IV
			10 minutes	Senior Administrative Assistant I
			5 minutes	
			10 minutes	Senior Administrative Assistant I
2. Pay the required fees at the Cashier by showing the Order of Payment. - Make sure to secure Official Receipt (O.R) that will be issued upon payment.	2. Accept the payment and issue Official Receipt based on the Order of Payment: ▪ For Firearm License ▪ For Permit to Carry ▪ For Business Permit ▪ For Foreign Travel ▪ For Retirement/ Resignation ▪ For Foreign Employment ▪ For Local Employment	PhP 1,000  PhP 500  PhP 300  PhP 200 PhP 100  PhP 100  PhP 50		Records Officer
3. Present the O.R. to the Docket Section.	3. Check the Official Receipt and process the request	None	5 minutes	Records Officer
	4. Issue the Certificate to the client.	None	3 minutes	Records Officer
4. Receive the clearance and sign in the logbook	5. Release the Clearance to the Client	None	2 minutes	Records Officer
<b>TOTAL</b>			<b>40 minutes</b>	

#### 4. PROVISION OF PROSECUTOR'S CERTIFICATION OF CASE STATUS AND CERTIFIED COPY OF DOCUMENTS

A copy of a primary/original document that has been certified to prove that such is the true copy of the original document.

<b>Office or Division:</b>	<b>Office of the Provincial Prosecutor- Surigao del Sur</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		NO. OF COPIES	WHERE TO SECURE	
3. Request Form or documents with case information		1	Office of the Provincial Prosecutor	
4. Valid government-issued identification card with photo		1	Government issued ID from any of the following: BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Philippine Postal Corporation, etc.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the request form together with ID to Docket Section for initial assessment. - Make sure to secure the Order of Payment that will be issued.	1. Check the documentary requirements for completeness. 1.1. Verify the status of the case. 1.2. Assess and issue Order of Payment, if record is available. 1.3. Start processing the request	None	5 minutes	Administrative Aide IV
			10 minutes	Senior Administrative Assistant I
			5 minutes	Senior Administrative Assistant I
2. Pay the required fees at the Cashier by showing the Order of Payment. - Make sure to secure Official Receipt (O.R) that will be issued upon payment.	2. Accept the payment and issue Official Receipt based on the Order of Payment: ▪ For first three (3) pages copy of documents ▪ Succeeding pages (2 per page)	PhP 75	5 minutes	Records Officer
		PhP 2		

3. Return to the Docket Section for the processing and release of certification.	6. Check the Official Receipt and process the request	None	5 minutes	Records Officer
	7. Issue the Certificate to the client.	None	3 minutes	Records Officer
4. Receive the clearance and sign in the logbook	8. Release the Clearance to the Client	None	2 minutes	Records Officer
<b>TOTAL</b>			<b>40 minutes</b>	

## 5. RECEIVING OF PETITION FOR REVIEW

A petition for review is an appeal from judgments, resolutions, and orders of the Prosecutor General, Regional Prosecutors, Provincial Prosecutors, and City Prosecutors in cases subject of preliminary investigation/reinvestigation.

<b>Office or Division:</b>	<b>Regional Prosecution Office</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizens		
<b>Who may avail:</b>	All		
CHECKLIST OF REQUIREMENTS		NO. OF COPIES	WHERE TO SECURE
1. Duly subscribed petition for review stating/ containing the following (1 original, 1 photocopy): <ul style="list-style-type: none"> <li>Names and address of the parties involved</li> <li>NPS docket number and Criminal Case No., if any; title of case including the offense charged in the complaint;</li> <li>The venue of the preliminary investigation;</li> <li>The specific material dates showing that it was filed on time;</li> <li>A clear and concise statement of the facts, the assignment of errors, and the reasons or arguments relied upon for the allowance of the appeal;</li> <li>Proof of service of a copy of the petition to the adverse party and the Prosecution Office concerned</li> </ul>		2	Office of the Provincial/City Prosecutor
2. Supporting documents in accordance with DOJ Department Circular No. 70, s.2000 (1 original, 1 photocopy) <ul style="list-style-type: none"> <li>Legible duplicate original or certified true copy of the resolution appealed from</li> </ul>		2	Office of the Provincial/City Prosecutor

<ul style="list-style-type: none"><li>▪ Legible certified true copies of the complaint, affidavits/sworn-statements</li><li>▪ Other evidence submitted by the parties during the preliminary investigation</li><li>▪ Copy of the motion to defer proceedings as received by the court, if the case has been filed in court.</li></ul>				
3. Compact disc with PDF file of the Petition and all attachments, in accordance with DOJ Department Circular No. 018, s.2017		1	Office of the Provincial/City Prosecutor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit the Petition for Review with supporting documents (properly arranged, labeled, bound and paged)..	1. Check the documents if they comply with the requirements. 1.1. If complete, require the appellant to subscribe under oath the petition for review. 1.2. If incomplete, return all documents.	None	5 minutes	Receiving staff Docket Section
2. Certify under oath the information contained in the Petition for Review.	2. Administer Oath	None	10 minutes	Prosecutor on-duty
3. Submit the subscribed/ certified Petition for Review with supporting documents	3. Stamp “Received” with date, time, name of office, name and signature of the receiving staff.	None	5 minutes	Records Officer
	4. Docketing and recording of the petition for review in the logbook and electronic database, if any.	None	3 minutes	Records Officer
4. Receive duly stamped/received copy of Petition for Review and sign in the logbook.	5. Release duly stamped/received copy of Petition for Review to the client	None	2 minutes	Records Officer
TOTAL		None	25 minutes	



# **PROVINCIAL INTERNAL AUDIT SERVICE OFFICE (PIASO)**

## **CITIZEN'S CHARTER**



## **Provincial Internal Audit Service Office (PIASO)**

### **V. Mandate**

Provincial Internal Audit Service Office (PIASO) is mandated to independently assess, evaluate, and appraise the internal control systems of the Provincial Government of Surigao del Sur to determine whether controls are well designed and properly implemented in the conduct of evaluation. PIASO shall determine the extent of compliance and assess adequacy of controls embedded in operating and support systems/units, and conduct comprehensive analysis of the performance of the LGUs Programs, Projects, and Activities.

### **VI. Vision**

Recognized as independent and valued function that will assist LGU on its goal towards good governance by delivering objective and impartial internal audit service.

### **VII. Mission**

To strengthen and enhance LGUs internal control through effective risk assessment and management processes.

### **VIII. Service Pledge**

PIASO commits to:

1. To improve the effectiveness of risk management, controls, and management processes.
2. To instill public confidence in the LGUs ability to operate effectively.
3. To strengthen the mechanism for ensuring the accountability of LGUs to their respective constituent.



**PROVINCIAL INTERNAL AUDIT SERVICE OFFICE  
(PIASO)**

**INTERNAL SERVICES**



## 1. MANAGEMENT AUDIT SERVICES

Management audit encompasses a comprehensive and thorough examination of an organization or a specific operating or support system or work process. It reviews and appraises the system and processes, organizational and staffing structures, operations and management practices, records, reports and performance standards of the agencies/units covered. (Revised Philippine Internal Audit Manual for LGUs (2020), p. 10)

<b>Office or Division:</b>		<b>Provincial Internal Audit Service Office/ Management Audit Division</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Executive and Legislative Branch of PGSDS		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement Letter from the Local Chief Executive to conduct audit		Provincial Governor's Office (PGO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Endorsement Letter/ Written Instructions from the Local Chief Executive	1. Receive the Endorsement Letter/ Written Instruction from the Local Chief Executive	None	5 minutes	Clerk (Job Order)
	1.1 Evaluate the scope of the audit request	None	1 week	Internal Auditor II
2. Receive engagement letter to hold entrance conference	2.1 Prepare and send engagement letter to auditee (department to be audited) to hold entrance conference	None	1 day	Supervising Admin Officer
	2.2 Hold entrance conference to auditee			Internal Audit Personnel
3. Provide documents needed during management audit	3.1 Conduct management audit and validate all mode of verifications (MOVs) provided	None	15 days	Internal Audit Personnel

4. Receive engagement letter to hold exit conference	4.1. Prepare and Send engagement letter to conduct exit conference. 4.2. Hold exit conference to auditee. 4.3. Draft Audit Report and submit to Head of Internal Audit for review and approval. 4.4 Review and Approve Audit Report	None	2 weeks	Admin Officer III  Internal Auditor II  Provincial Internal Auditor
5. Receive Audit Report and comply with the audit findings within the prescribe period	5.1 Submit Audit Report to the requesting party/auditee and copy furnished the Local Chief Executive	None	1 hour	Internal Auditor II  Provincial Internal Auditor
<b>TOTAL:</b>		<b>None</b>	<b>37 ays, 1 hour, 5 minutes</b>	

## 2. OPERATIONS AUDIT SERVICES

An operations audit is an evaluation of the outcome, output, process, and input to determine whether government operations, programs and projects are effective, efficient, ethical, and economical, including compliance with laws, regulations, managerial policies, accountability measures and contractual obligations. (Revised Philippine Internal Audit Manual for LGUs (2020), p. 10)

<b>Office or Division:</b>	<b>Internal Audit Service Office</b>			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Executive and Legislative Branch of PGSDS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement Letter from the Local Chief Executive to conduct audit		Provincial Governor's Office (PGO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit the Endorsement Letter/ Written Instructions from the Local Chief Executive	1.1 Receive the Endorsement Letter/ Written Instruction from the Local Chief Executive	None	5 minutes	Clerk (Job Order)
	1.2 Evaluate the scope of the audit request	None	1 week	Internal Auditor II
2. Receive engagement letter to hold entrance conference	2.1 Prepare and send engagement letter to auditee (department to be audited) to hold entrance conference	None	1 day	Supervising Admin Officer
	2.2 Hold entrance conference to auditee			Internal Audit Personnel
3. Provide documents needed during management audit	3.1 Conduct operations audit and validate all mode of verifications (MOVs) provided	None	15 days	Internal Audit Personnel
4. Receive engagement letter to hold exit conference	4.1. Prepare and send engagement letter to conduct exit conference.	None	2 weeks	Admin Officer III
	4.2. Hold exit conference to auditee.			Internal Auditor II
	4.3. Draft Audit Report and submit to Head of Internal Audit for review and approval.			Provincial Internal Auditor
	4.4 Review and Approve Audit Report			
5. Receive Audit Report and comply with the audit findings within the prescribe period	5.1 Submit Audit Report to the requesting party/auditee and copy furnished the Local Chief Executive	None	1 hour	Internal Auditor II Provincial Internal Auditor
<b>TOTAL</b>		<b>None</b>	<b>37 days, 1 hour, 5 minutes</b>	



## **PGO – NUTRITION DIVISION (PGO-NUTRITION)**

### **CITIZEN’S CHARTER**



## **PGO – NUTRITION DIVISION (PGO - NUTRITION)**

### **I. Mandate**

Under the direction of the Provincial Governor, the Provincial Nutrition Office shall prepare plans, programs, and activities that would address the nutrition concerns such as the reduction of the prevalence of malnutrition of the population of the Province of Surigao del Sur thereby preserve and strengthen the province's human resource base.

### **II. Vision**

"To improve the quality of life of Filipinos through better nutrition, health and increased productivity."

### **III. Mission**

Food based interventions for sustained improvements in nutritional status; life cycle approach with strategic attention to adolescent females, pregnant/lactating women and children 0 – 3 years; effective complementation of nutrition interventions with other services and Geographical focus to needier areas.

### **IV. Service Pledge**

We, the men and women of the PGO- Nutrition Division, hereunto set our hands, declare our commitment to abide by the provisions of the PGO-Nutrition Division Citizen's Charter and give our finest skills and talents in upholding the principles of commitment to public interest, professionalism, justness, integrity, accountability, and transparency in the delivery of public service and ensure courtesy, promptness, and sufficiency, as well as demonstrate efficiency and wisdom in the conduct and management of public affairs. So, we pledge.



**PGO - NUTRITION DIVISION  
(PGO-NUTRITION)**

**EXTERNAL SERVICES**

## 1. PROVISION OF DIETARY SUPPLEMENTATION FOR UNDERWEIGHT PREGNANT MOTHERS

Dietary Supplementation is issued to Municipal Nutrition Action Officers (MNAO) who are requesting and needing the commodities for underweight pregnant mothers.

<b>Office/Division:</b>	<b>Provincial Governor's Office-Nutrition Division</b>			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Municipal Nutrition Action Officer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Lists of Underweight Pregnant Mothers		Barangay Nutrition Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Lists of Underweight Pregnant Mothers	1.Receive lists of Underweight Pregnant Mothers	None	3 minutes	Nutrition Officer
2. Validation of Report	2. The staff does validate the report.	None	30 minutes	Nutrition Officer
3.Preparation, Packaging and Distribution	3.The staff prepare and distribute nutripak.	None	12 minutes	Admin Aide
4.Issuance of Acknowledgement Receipt	4.Client receives the Nutripak and the staff secures the signature of the recipient.	None	3 minutes	Admin Officer
5. Approval of Transaction	5. The staff will approve the transaction.	None	3 minutes	Nutrition Officer
<b>TOTAL:</b>		<b>None</b>	<b>Average of 1 hour</b>	

## 2. PROVISION OF NUTRIPAK FOR SEVERELY UNDERWEIGHT AND UNDERWEIGHT PRESCHOOLCHILDREN

Nutripak is issued to Municipal Nutrition Action Officers (MNAO) who are requesting and needing the commodities for severely underweight and underweight preschool children.

<b>Office/Division:</b>	<b>Provincial Governor's Office - Nutrition Division</b>			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Municipal Nutrition Action Officer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Operation Timbang Plus Report (e-OPT Tool)		Municipal Nutrition Office		
List of Severely Underweight and Underweight Preschool Children		Barangay Nutrition Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of E-OPT Report	1.Receive lists of Severely Underweight and Underweight Preschool Children	None	3 minutes	Nutrition Officer
2.Validation of Report	2.The staff does validate the report.	None	30 minutes	Nutrition Officer
3.Preparation, Packaging and Distribution	3.The staff prepare and distribute nutripak.	None	15 minutes	Admin Aide
4.Issuance of Acknowledgement Receipt	4.Client receives the Nutripak and the staff secures the signature of the recipient.	None	3 minutes	Admin Officer
5. Approval of Transaction	5. The staff will approve the transaction.	None	3 minutes	Nutrition Officer
<b>TOTAL:</b>		<b>None</b>	<b>Average of 1 hour</b>	

### 3. PROVISION OF BARANGAY NUTRITION SCHOLARS' INCENTIVES

The Barangay Nutrition Scholars should prepare Monthly Accomplishment Report as mandated for distribution of incentives.



<b>Office/Division:</b>	<b>Provincial Governor's Office - Nutrition Division</b>			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Municipal Nutrition Action Officer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Nutrition Scholar Monthly Report		Barangay Nutrition Office		
Special Power of Attorney		Law Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of Barangay Nutrition Scholars Monthly Accomplishment Report	1.Attend to the submission of Municipal Nutrition Action Officer	None	3 minutes	Nutrition Officer
2.Review and Verification	2.Refer to the Special Officer in the Provincial Nutrition Office	None	3 minutes	Nutrition Officer
3.Provision of Barangay Nutrition Scholars Incentives	3.Payment of Barangay Nutrition Scholar Incentives to Municipal Nutrition Action Officer	None	15 minutes	Nutrition Officer
<b>TOTAL:</b>		<b>None</b>	<b>Average of 30 minutes</b>	

#### 4. SECURING CERTIFICATION OF BARANGAY NUTRITION SCHOLARS ELIGIBILITY

The Barangay Nutrition Scholars should be granted to barangay-based volunteer workers for rendering at least two (2) years of continuous and satisfactory nutrition services and other related activities, such as community health, backyard food production, sanitation and family planning to the barangay.

<b>Office/Division:</b>	<b>Provincial Governor's Office - Nutrition Division</b>			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Municipal Nutrition Action Officer/Barangay Nutrition Scholar			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Accomplished CS Form 101-1 Revised Dec. 2011		Barangay Nutrition Office		
2.Passport size, white background		Photo Shop		
3.Original and photocopy valid I.D.		Barangay Office		
4.Original and photocopy of Birth Certificate authenticated/issued by the NSO		Philippine Statistic Authority		
5.Diploma or authentic evidence of completion of high school course		School		
6.Certification of Residency in the barangay		Barangay Office		
7. Certification of Completion 10-day training course and 20-day practicum in the barangay		Municipal Nutrition Office		
8. Certification that the applicant obtained a passing mark		Provincial Governor's Office-Nutrition Division		
9. Copies of monthly accomplishment report		Barangay Nutrition Office/Municipal Nutrition Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of Requirements	1.Attend to the submission of Barangay Nutrition Scholar and record the request.	None	3 minutes	Nutrition Officer
2.Evaluation and Validation of Performance	2.Evaluate and Validate the requirements	None	3 hours	Nutrition Officer
3.Submission to region	3.Submit for Approval	None	5 minutes	Nutrition Officer
<b>TOTAL:</b>		<b>None</b>	<b>Average of 1 day</b>	





## **PGO – PROVINCIAL WARDEN'S OFFICE (PGO-WARDEN)**

### **CITIZEN'S CHARTER**

# **PGO – PROVINCIAL WARDEN’S OFFICE (PGO - WARDEN)**

## **I. Mandate**

Safekeeping and Rehabilitation

## **II. Vision**

A dynamic institution highly regarded for its sustained human safekeeping and developments of a person deprived of liberty (PDL).

## **III. Mission**

Safekeeping and developments of Persons Deprived of Liberty (PDL).

## **IV. Goals and Objectives**

To transform persons deprived of liberty into a better person and strengthen linkages with the community.

## **V. Service Pledge**

We, the men and women of the PGO- Provincial Warden's Office, hereunto set our hands, declare our commitment to abide by the provisions of the PGO-Provincial Warden's Office Citizen's Charter and give our finest skills and talents in upholding the principles of commitment to public interest, professionalism, justness, integrity, accountability, and transparency in the delivery of public service and ensure courtesy, promptness, and sufficiency, as well as demonstrate efficiency and wisdom in the conduct and management of public affairs. So, we pledge.



**PGO - PROVINCIAL WARDEN'S OFFICE  
(PGO - WARDEN)**

**EXTERNAL SERVICES**

## 1. SECURING CERTIFICATE OF DETENTION, DETAINEES MANIFESTATION AND RELEASE ORDER.

The Certificate of Detention, Detainees Manifestation and Release Order is issued to Clients who are requesting/needing the documents for their relative/family member who are presently detained at the Bureau of Correction due for release.

<b>Office/Division:</b>	<b>PGO – Provincial Warden’s Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	PDL’s Immediate Families			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request Form		Information Desk		
2. Government Valid Identification Card				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Request form	1. Information Desk officer does review and forwarded to Paralegal Officer.	None	3 minutes	Duty Officer of the day
2. Preparation and Processing of Documents.	2. Paralegal Officer does process and for submission to Provincial Warden.	None	Average of 45 minutes	SO II - Admin Aide VI
3. Review for Approval.	3. Provincial Warden approves document for release to clients.	None	Average of 10 minutes	Provincial Warden
4. Issuance of Certificate/Documents.	4. Applicant receives the Certificate.	None	Average of 3 minutes	Admin Aide VI
<b>TOTAL:</b>		<b>None</b>	<b>Average of 1 hour</b>	

## 2. CUSTODIAL SERVICES – JAIL VISITATION

Provided families, friends, and legal counsel of detainees the opportunity to visit and talk about their situations and concerns.

<b>Office/Division:</b>	<b>PGO - Provincial Warden Office / Custodial Unit</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen

<b>Who may avail:</b>		1. Visitors of Person Deprive of Liberty (PDL) Family and friends 2. Government Agency		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Written Request for assistance 2. Copy of the ID Card of the requesting individual (1 photocopy) 3. For Family, Relatives and Friends: * Wife – Marriage contract (1 original /photocopy) and government issued ID cards (1 pc.) * Common Law Wife – 2 government issued ID card (2 pcs.)  * Father / Mother – government issued ID card (2 pcs.) * Son / Daughter – Birth Certificate issued by PSA and 2 government issued ID Card * Siblings – Birth Certificate (Original Copy) 2 government issued ID Card * Grand Parents – government issued ID card (2 pcs.) * Friends/ Relatives – 2 government issued ID Card			Requesting Party: Philippine Statistics Authority Bureau of Internal Revenue Post Office Land Transportation Office PAG-IBIG Department of Foreign Affairs Social Security Service Government Service Insurance System Others	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For new visitors: present requirements for registration before the jail custodial unit	1. Registration In-charge will check the data base if the PDL is currently detained, check the requirement and interview the visitor. Instruct the visitor to accomplish all the required data in the registration form	None	5 minutes	Visitors' registration in-charge, Jail Unit
2. Submit the accomplishment form to the registration in-charge and wait for the name to be called.	2. Registration in-charge will collect the accomplished form.	None	5 minutes	Visitors' registration in-charge, Jail Unit
3. Sign the visitor's waiver form and get 1 queuing number and wait for the number to be called during the start of entry visitors.	3. Duty gate personnel will call and collect queuing number of visitors upon start visitation schedule	None	5 minutes	Duty gate personnel



4. Log-in into the visitors' logbook	4. Single Carpeta officer will check if the person listed is declared as authorized visitor and scheduled to visit based on the classification.	None	1 min.	Single Carpeta In-charge, Jail Unit
5. Submit all personal belongings and food inspection to the duty searcher and proceed to the searching area, the duty searcher for body frisking, strip search/ cavity search for the visitor then proceeds to the designated visitation area	5. Duty searcher will strictly check all personal belongings and food brought by the visitors for possible contraband. Duty searcher will body frisk all visitors but will randomly conduct strip search and cavity search to the visitors. Duty custodial shall monitor all activities during the visitation time to ensure safety of visitors and PDL.	None  None	3 mins.  2 mins.	Duty Searcher, Jail Unit  Duty Searcher and Custodial Personnel jail Unit
6. All visitors shall log out to the visitor's logbook upon exit	6. Duty custodial in-charge must ensure that all visitors log out in the visitor's logbook.	None	1 min.	Duty Custodial personnel Jail unit
7. Approached the duty gate personnel for checking the stamp in the arm	7. Gate personnel will check if all visitors have visitor's stamp on their arm.	None	1 min.	Duty gate personnel, Jail Unit
<b>TOTAL</b>		<b>None</b>	<b>Average of 23 minutes</b>	



**PGO – POPULATION & DEVELOPMENT DIVISION  
(PGO-POPDEV)**

**CITIZEN'S CHARTER**



## **PGO – POPULATION & DEVELOPMENT DIVISION (PGO - POPDEV)**

### **I. Mandate**

Executive Order 171 of 1969, amended by Executive Order 233 of 1971 and RA 6365 OF 1971 & amended by presidential Decree 79 & PD 1204 OF 1977 as Policy Making, Planning, Coordinating, Implementing and Evaluation body of the Philippine Population Management Program (PPMP).

### **II. Vision**

By 2040, every family and Surigaonon is God-loving, well-planned, healthy and empowered living harmoniously and equitably in a sustainable community.

### **III. Mission**

1. Help couples/parents exercise responsible parenting to contribute to the reduction of Infants, child & maternal mortality.
2. Help adolescents & youth exercise responsible sexuality to reduce incidence of teenage pregnancies early marriages, sexuality transmitted infection & other psycho-social concerns.
3. Contribute to policies that will assist government to achieve a favorable balance between population growth & distribution, economic activities & the environment.

### **IV. Service Pledge**

Well-founded, solid, God-fearing and gender sensitive-empowered families with sense of responsibility towards community as a strong foundation of progressive nation.



**PGO – POPULATION & DEVELOPMENT DIVISION  
(PGO - POPDEV)**

**EXTERNAL SERVICES**

## INFORMATION, EDUCATION, INTERPERSONAL COMMUNICATION AND COUNSELING SERVICES

### 1. PROVISION OF TECHNICAL ASSISTANCE FOR THE CONDUCT OF RESPONSIBLE PARENTHOOD AND FAMILY PLANNING ORIENTATION, TRAINING AND OTHER PROGRAM RELATED ACTIVITIES

The Office' programs and services recognizes the need for the general public especially at the local level focusing the family on major program components of Responsible Parenthood and Family Planning encompassing involvement of Men, Women likewise policy making body for the benefit of the whole populace.

<b>Office/Division:</b>	<b>PGO – Population and Development Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	General Public, Line Agencies, Socio-Civic Organizations, Students, Government Officials, Parents, Women of Reproductive Ages (WRA) ages 11 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Concerned party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit request letter for resource person to facilitate the conduct of activity	1.1 Entertain /interview. 1.2 Receive Letter request/answer phone calls. 1.3 Forward/refer letter request to PPO	None	2 minutes	PPW II
2. Follow up	2.1 Client face to face dialogue with PPO/set arrangement as to schedule and other activity needs.	None	15 minutes	PPO IV
	2.2 Give file copy of request with action taken to client.		1 minute	PPO I
	2.3 Conduct Actual Lecture/s		30 minutes	PPO I
<b>TOTAL</b>		<b>None</b>	<b>48 Minutes</b>	

## 2. PROVISION OF TECHNICAL ASSISTANCE FOR THE CONDUCT OF ADOLESCENT HEALTH AND DEVELOPMENT ORIENTATION, SYMPOSIUM, TRAINING AND OTHER PROGRAM RELATED ACTIVITIES

The Office' programs and services recognizes the need for the general public especially at the local level focusing the Parents and Adolescents on major program components of Adolescent Health and Development encompassing involvement of Adolescents and parents likewise policy making body for the benefit of the whole populace.

<b>Office/Division:</b>	<b>PGO – Population and Development Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	General Public, Line Agencies, Socio-Civic Organizations, Students, Government Officials, Parents, Women of Reproductive Ages (WRA), Adolescents, In-School Youth (ISY) and Out of School Youth (OSY) ages 11 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Concerned party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit request letter for resource person to facilitate the conduct of activity	1.1 Entertain /interview. 1.2 Receive Letter request/answer phone calls. 1.3 Forward/refer letter request to PPO	None	2 minutes	PPW II
2. Follow up	2.1 Client face to face dialogue with PPO/set arrangement as to schedule and other activity needs.	None	15 minutes	PPO IV
	2.2 Give file copy of request with action taken to client.		1 minute	PPO I
	2.3 Conduct Actual Lecture/s		30 minutes	PPO I
<b>Total</b>		<b>None</b>	<b>48 minutes</b>	

### 3. PROVISION OF TECHNICAL ASSISTANCE FOR THE CONDUCT OF PROGRAM ORIENTATION, SYMPOSIUM, TRAINING AND OTHER PROGRAM RELATED ACTIVITIES FOR SPECIAL POPULATION GROUP (SPG)

The Office' programs and services recognizes the need for the general public especially at the local level focusing the Special Population Groups on major program components of Responsible Parenthood and Family Planning, Adolescent Health and Development and Population and Development Integration encompassing involvement of Men, Women and Youths likewise policy making body for the benefit of the whole populace.

Office/Division:	PGO – Population and Development Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Government Sectors, Person with Disabilities (PWDs), Person Deprived of Liberty, Person Who Used Drugs, Pregnant Women, Solo Parent, Senior Citizens, Indigenous Peoples and Socio-Civic Organizations ages 11 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Concerned party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit request letter for resource person to facilitate the conduct of activity	1.1 Entertain /interview. 1.2 Receive Letter request/answer phone calls. 1.3 Forward/refer request to PPO	None	2 minutes	PPW II
2. Follow up	2.1 Client face to face dialogue with PPO/set arrangement as to schedule and other activity needs. 2.2 Give file copy of request with action taken to client 2.3 Conduct Actual Lecture/s	None	15 minutes	PPO IV
			1 minute	PPO I
			1 hour	PPO I PPO I
Total		None	1 hour and 18 minutes	

#### 4. AVAILMENT OF BOOKS, BROCHURES, & OTHER PROGRAM RELATED MATERIALS

The Office' programs and services recognizes the need for the general public to be knowledgeable on major program components of Responsible Parenthood and Family Planning, Adolescent Health and Development and Population and Development Integration encompassing involvement of Men, Women and Youths likewise policy making body for the benefit of the whole populace.

<b>Office/Division:</b>		<b>PGO – Population and Development Division</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All who is 11 years old and above		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none		N/A		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Office Visit	1.1 Welcomes client and interview purpose of visit to office and refer to Population and Development Focal	None	1 minute	PPW II
	1.2 Guide client to mini library and offer reading materials to client		2 minutes	PPO I
	1.3 Let borrower sign on borrower's logbook and share copies of program Flyers to client		2 minutes	PPO I
	1.4 Provide population related data thru lecturettes if necessary		10 minutes	PPO I
<b>Total</b>		<b>None</b>	<b>15 minutes</b>	



## 5. PROVISION OF TECHNICAL TRAINING FOR AND MUNICIPAL POPULATION OFFICERS AND BARANGAY POPULATION VOLUNTEER

The Office' programs and services recognizes the need of general public to be knowledgeable on major program components thus capacitating and upskilling of workers and volunteers.

<b>Office/Division:</b>	<b>PGO – Population and Development Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Municipal Population Officers and Barangay Population Volunteer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent		Concerned party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit request letter for resource person to facilitate the conduct of activity	1.1 Entertain /interview. 1.2 Receive Letter request. 1.3 Forward/refer request to PPO	None	2 minutes	PPW II
2. Follow up	2.1 Client face to face dialogue with PPO/set arrangement as to schedule and other activity needs	None	15 minutes	PPO IV
	2.2 Give file copy of request with action taken to client		1 minute	PPO I
	2.3 Conduct Actual Lecture/s		4 hours	PPO I PPO IV
<b>Total</b>			<b>4 Hours and 18 minutes</b>	

## 6. RADIO AND OTHER ONLINE GUESTING

The Office' programs and services recognizes the need for the general public to be knowledgeable on major program components of Responsible Parenthood and Family Planning, Adolescent Health and Development and Population and Development

Integration encompassing involvement of Men, Women and Youths likewise policy making body for the benefit of the whole populace.

<b>Office/Division:</b>	<b>PGO – Population and Development Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All who is 11 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Invitation Letter		Concerned party		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit/send invitation letter	1.1 Welcomes client and interview purpose of visit	None	2 minutes	PPW II
	1.2 receive letter and refer to PPO IV		1 minute	PPW II
	1.3 Identify topics to be discussed		5 minutes	PPO IV
	1.4 Agree/ confirm schedule of guesting		2 minutes	PPO IV
	1.5 Actual guesting		30 minutes	PPO IV
<b>Total</b>		<b>None</b>	<b>40 minutes</b>	

## ADMINISTRATIVE SERVICES

### 7. PROVISION OF HONORARIA

In every government office the need to respond in any program and services document requires up to date compliance of paper works in area of planning, implementation, monitoring and evaluation thus acknowledging hard work of volunteer workers.

<b>Office/Division:</b>	<b>PGO – Population and Development Division</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Population Officers (Provincial & Municipal), Program Volunteers			
		<b>WHERE TO SECURE</b>		

CHECKLIST OF REQUIREMENTS				
1. Monthly and Quarter Reports 2. Government Issued ID 3. Special Power of Attorney (for representative only)		Concerned party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit monthly and quarter reports	1.1 Receive/stamp and record reports submitted.  1.2 Return file copy to MPOs/Files copy for office.  1.3 Refer client to PPO IV	None	2 minutes	PPW II
2. Receive Honorarium	2.1 Check if complete reports are submitted (OFFICE POLICY: NO REPORT NO HONORARIUM)  2.2 Verify Identification  2.3 Release honorarium and let the client sign the payroll	None	5 minutes	PPO IV
<b>TOTAL:</b>		<b>None</b>	<b>7 minutes</b>	



**PROVINCIAL HEALTH OFFICE  
(PHO)**

**CITIZEN'S CHARTER**



## **Provincial Health Office (PHO)**

### **V. Mandate**

As per Executive Order 851 issued on December 2, 1982, the Provincial Health Office shall be responsible for the integration of the promotive, preventive, curative, and rehabilitative components of health care delivery within the province. The Provincial Health Office shall exercise supervision and control over district hospitals and other health units of the province.

### **VI. Vision**

A healthy, productive, and resilient Surigaonons enjoying quality life 2025.

### **VII. Mission**

To ensure the provision of sustainable, effective, accessible, and affordable quality health services, both at the preventive and curative levels of care provincewide and to include service during health emergency situations and emerging health conditions through the institutionalization of programs in partnership with LGUs, NGOs and communities.

### **VIII. Service Pledge**

We, the men and women of the Provincial Health Office, hereunto set our hands, declare our commitment to abide by the provisions of the Provincial Health Office Citizen's Charter and give our finest skills and talents in upholding the principles of commitment to public interest, professionalism, justness, integrity, accountability, and transparency in the delivery of public service and ensure courtesy, promptness, and sufficiency, as well as demonstrate efficiency and wisdom in the conduct and management of public affairs. So, we pledge.



**PROVINCIAL HEALTH OFFICE  
(PHO)**

**EXTERNAL SERVICES**

## 1. PROVISION OF DRUGS AND MEDICINES

The provision of drugs and medicines is provided as per request of an agency, public or private for purposes of conducting medical missions, supplies for Rural Health Units and Hospitals. Provision of which is also subject for its availability.

<b>Office/Division:</b>		<b>Provincial Health Office</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2G		
<b>Who may avail:</b>		RHUs and Hospitals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit Request for Drugs and Medicine	1.1. Receive endorsement Letter from PGO 1.2. Approval of Head of Office to Request 1.3. Preparation of Drugs and Medicines 1.4. Preparation of Requisition Issuance Slip (RIS) approved by PHO II	None	30 minutes	Administrative Officer IV Provincial Health Officer II Administrative Aide IV
2. Receive Drugs and Medicines	a. Release of Drugs and Medicines with recipient's acknowledgment affixed in the RIS.	None	2 minutes	Administrative Officer IV  Administrative Aide IV
<b>TOTAL:</b>		<b>None</b>	<b>32 Minutes</b>	

## 2. SUPPLYING OF HEALTH PROGRAM COMMODITIES

The provision of Health Program Commodities is as per request of the respective hospitals and rural health units for purposes of distribution to their constituents.

<b>Office/Division:</b>		<b>Provincial Health Office</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Hospitals and Rural Health Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

Letter Request		Requesting Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1.1 Receive Request Letter. 1.2 Approval by PHO II of the request. 1.3 Preparation of Commodities. 1.4 Preparation of RIS	None	20 minutes	All Program Coordinators  Provincial Health Officer II  Administrative Officer IV  Administrative Aide IV
2. Receive the Health Program Logistics	2.1 Issuance of approved RIS. 2.2 Release the health program commodities with recipient's acknowledgment affixed in the RIS.	None	5 Minutes	Administrative Officer IV  Administrative Aide IV
<b>TOTAL:</b>		<b>None</b>	<b>25 Minutes</b>	

### 3. ISSUANCE OF SANITARY CLEARANCE

The issuance of Sanitary Clearance is issued as per request and through the conduct of ocular inspection to assure the establishment's safety and cleanliness.

<b>Office/Division:</b>	<b>Provincial Health Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	Business Individuals, Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Land Title 2. Tax Declaration 3. Sketch Plan		Registry of Deeds City/Municipal Assessor's Office DENR		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Submit Request Letter or Inspection.	1.1. Receives Letter Request. 1.2. Approval of Request by PHO II.	None	5 Minutes	Assigned Personnel/Staff Provincial Health Officers



2. Payment for Sanitary Clearance	2.1. Issuance of Payment Slip. 2.2. Officer in Charge sets schedule of inspection upon receipt of payment receipt	None	5 Minutes	Sanitation Inspector IV
3. Receive the approved Sanitary Clearance	3.1. Preparation of the Issuance of Clearance. 3.2. Approval by PHO II. 3.3. Release of Approved Sanitary Clearance.	None	5 Minutes	Sanitation Inspector IV Provincial Health Officers Assigned
<b>TOTAL:</b>		<b>None</b>	<b>15 Minutes</b>	

#### 4. PROVINCEWIDE HEALTH STATISTICAL DATA

This Health Statistical Data contains numbers that summarize information related to health. This is provided as per request for purposes of medical research and the like.

<b>Office/Division:</b>		<b>Provincial Health Office</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government, G2C – Government to Client		
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Requesting Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter	1.1. Receive letter and transmits to responsible personnel	None	2 Minutes	Responsible Personnel
	1.2. Approval of request by PHO II		3 Minutes	Provincial Health Officers
	1.3. Officer in Charge checks the requested data.		8 minutes	Statistician I
	1.4. Preparation of data		1 or 2 days	Statistician I
2. Receive requested data	2.1. Release of data with recipient's acknowledgement receipt.	None	2 Minutes	Assigned Personnel/Staff
<b>TOTAL:</b>		<b>None</b>	<b>1 or 2 days &amp; 15 minutes</b>	

## 5. ISSUANCE OF MEDICAL CERTIFICATE

The Medical Certificate is issued to attest the results of the medical examination of the patient/client hence, evidence of his/her health condition.

<b>Office/Division:</b>	<b>Provincial Health Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PGSDS Employees and External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Vaccination Card w/ at least 1 Booster Dose 2. Laboratory Results				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Complete Requirements to Officer In Charge	1.1. Checks Requirements Presented 1.2. Issuance of Payment Slip 1.3. Assists client to the Physician upon receipt of Payment Receipt	School – 50.00 For Employment – 75.00	10 Minutes	Frontline Staff
2. Receive Signed Medical Certificate	2.1. Physician reads the laboratory results. 2.2. Release of signed Medical Certificate	None	15 Minutes	Physician
<b>TOTAL:</b>		<b>None</b>	<b>25 Minutes</b>	

## 6. ISSUANCE OF DEATH CERTIFICATE

The Death Certificate is issued as a requirement for interment and other legal purposes.

<b>Office/Division:</b>	<b>Provincial Health Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Client</b>			
<b>Who may avail:</b>	<b>Patients/ Clients</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Vaccination Card w/ at least 1 Booster Dose			Requesting Client	
<b>Clients Steps</b>	<b>Agency Action</b>	<b>Fees To Be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Present complete requirements to Officer in Charge	1.1. Check requirements presented.	50.00	10 Minutes	Frontline Staff
	1.2. Issuance of Payment Slip 1.3. Assists client to the physician upon receipt of payment receipt. 1.4. Physician reviews the document.		10 Minutes	Physician
2. Receive signed Death Certificate	2.1. Release signed Death Certificate.	None	2 minutes	Frontline Staff
<b>TOTAL:</b>		<b>50.00</b>	<b>22 Minutes</b>	



**PROVINCIAL HEALTH OFFICE  
(PHO)**

**INTERNAL SERVICES**

## 7. PROVISION OF DENTAL CARE AND ORAL HEALTH SERVICES

Provide the employees of the Provincial Government of Surigao del Sur with dental care and oral health services.

<b>Office/Division:</b>		<b>Provincial Health Office</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Patients/ Clients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Slip			Requesting Employee/Patient	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill Up Request Slip to avail of Dental Care and Oral Health Program Services	1.1. Receive, record, and route request slip to responsible personnel.	None	5 Minutes	Assigned Staff/ Personnel
2. Patients receive dental services	2.1. Dentist conducts Consultation.	None	20 minutes	Dentist III
	2.2. Dentist conducts oral Examination.		20 minutes	
	2.3. Provision of dental advice on different dental treatment as to the status of the oral condition		5 minutes	
	2.4. Prescription of dental medicines		5 minutes	
	2.5. Referral		5 Minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>Average of 1 hour</b>	

## 8. PROVISION OF MEDICAL CHECK-UP/SERVICES

Provide the employees of the Provincial Government of Surigao del Sur with medical checkups/services.

<b>Office/Division:</b>		<b>Provincial Health Office</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Patients/ Clients		

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Requesting Employee/Patient		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Fill Up Request Slip to avail of Dental Care and Oral Health Program Services	1.1. Receive, record, and route request slip to responsible personnel.	None	5 Minutes	Assigned Staff/ Personnel
2. Patients receive medical services	2.1. Doctor conducts Consultation.	None	20 minutes	Medical Doctors
	2.2. Provision of medical advice on different medical concerns of the patients/patients condition		20 minutes	
	2.3. Provision of medical prescription		5 minutes	
	2.4. Referral		5 Minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>Average of 1 hour</b>	





**MADRID DISTRICT HOSPITAL  
(MadDH)**

**CITIZEN'S CHARTER**





## **Madrid District Hospital (MadDH)**

### **I. Mandate**

Extension of surgical, and medical services for CarCanMadCarLan constituents.

### **II. Vision**

A center of wellness providing excellent medical care services in CARCANMADCARLAN District and the province of Surigao del Sur.

### **III. Mission**

Deliver the highest quality of health care by competent, service oriented and self-directed health workers that is affordable, dynamic, and universally accessible to the greatest number of Surigaonons complemented with essential facilities and an environment of mutual trust and cooperation among the stakeholders of health.

### **IV. Service Pledge**

#### **We commit to:**

1. Provide an efficient, cost effective and comprehensive health care.
2. Develop highly skilled hospital personnel in the delivery of services.
3. Provide complete therapeutic and diagnostic services responsive to the needs of the community.
4. Provide preventive and curative community health activities.
5. Promote participatory management in health.
6. Provide a hospital environment for wellness and promotion of health.



**Madrid District Hospital  
(MadDH)**

**EXTERNAL SERVICES**

## 1. CASHIERING SERVICES

The cashier provides oversight to staff in receiving, preparing and posting of receipts for hospital services.

<b>Office/Division:</b>	<b>Madrid District Hospital/Cashiering Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing		OPD/Ward/Radiology/Laboratory		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. OPD Patients proceeds to the cashier and present billing for services to be rendered.  1.1 Admitted Patients for discharge proceed to the cashier and present mandatory and complete clearances from various sections of the hospital.	1. Checks billing	None	2 minutes	<i>Admin. Officer IV/ Cashier</i>
2. Pays amount as depicted in the billing	2. Receives payment and issues official receipt	Provincial Ordinance No. 95 - 16	2 minutes	<i>Admin. Officer IV/ Cashier</i>
3. Receives the official receipt issued by the cashier	3. Gives official receipt to the client	None	5 seconds	<i>Admin. Officer IV/</i>
<b>TOTAL:</b>			<b>4 minutes, 5 seconds</b>	

## 2. DELIVERY ROOM SERVICES

The Delivery Room is a special unit in the hospital where pregnant women give birth to babies. Prior to transfer of the patient to the DR, the patient may need to stay inside the Labor Room where the mother is being assessed and monitored.

<b>Office/Division:</b>	<b>Madrid District Hospital/Delivery Room</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen

<b>Who may avail:</b>	OB Patients;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prenatal Record		Rural Health Unit		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Prenatal Record	1. (IE Room) Performs internal examinations, measures fundic height & get fetal heartbeat.	None	3 minutes	<i>Nurse/Midwives</i>
2. Personal Data Recording	2. Interview patients & log in personal data & OB records to DR Logbook	None	5 minutes	<i>Nurse/Midwives</i>
3. Monitors progress of labor	3. Recheck cervical dilatation & FHT	None	2 minutes	<i>Nurse/Midwives</i>
4. Delivery	4. Delivers baby, placenta & performs suturing of the perineum to G1 G2 mothers. Checks BP & administers ordered postpartum medicines.	None	30 minutes	<i>ROD, Nurse/Midwives</i>
5. Newborn Care	5. Suctions, secretions, cord dressing, injects Hepa B vaccine & Vit. K. Applies gentamicin eye drops to Newborn. Weighs the Newborn, performs skin to skin contact both to baby & mother.	None	30 minutes	<i>Nurse/Midwives</i>
6. Endorsement	6. Properly endorse patient & baby with their respective chart to ward nurses	None	3 minutes	<i>Nurse/Midwives</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 13 minutes</b>	

### 3. EMERGENCY ROOM SERVICES (ADMISSION)

It is the department of a hospital that provides immediate treatment for acute illnesses and trauma.

Office/Division:	Madrid District Hospital/Emergency Room Department		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All;		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
None			

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. For triaging	1. Triage officer interviews client	None	3 minutes	<i>Triage Officer</i>
2. Proceeds to the Emergency Room	2. Receives client, prepares and records data and ask reason/s for admission, directs to examination table and takes vital signs and record in patient chart then informs physicians on duty. 2.1 Physician on Duty performs examination/ clinical evaluation of the client then admits patient. Gives medical prescription and ancillary request if indicated. 2.2 Nurse on duty informs ancillary services for contemplated examination as reflected in the doctors order in the patient chart	None	40 minutes	<i>Nurse I</i>  <i>Physician on duty</i>
3. Proceeds to the pharmacy and gets medicines/ drugs/supplies as reflected in the doctor's prescription	3. Receives and checks prescription and dispenses available drugs/ medicines/supplies to the watcher	None	5 minutes	<i>Pharmacist II</i>
4. Goes back to emergency room and endorses drugs, medicines/ supplies to nurse on duty	4. Carries out doctor's order reflected in the chart 4.1 Transport client to room of choice/ ward	None	40 minutes	<i>Nurse I</i>  <i>Institutional Worker on duty</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 28 minutes</b>	

#### 4. EMERGENCY ROOM SERVICES (CONSULTATION, REFERRAL)

It is the department of a hospital that provides immediate treatment for acute illnesses and trauma.

<b>Office/Division:</b>	<b>Madrid District Hospital/Emergency Room Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Triage Form		Triage Area		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Triageing	1. Triage officer interviews client	None	3 minutes	<i>Triage Officer</i>
2. Proceeds to the Emergency Room for evaluation	<p>2. Receives client, gets patient data, ask reasons for evaluation, directs to examination table and takes vital signs then informs physicians on duty. However, in emergency cases, the physicians on duty will be called first before the usual sequence/ procedure.</p> <p>2.1 In emergency cases, nurse on duty administers initial care while waiting for the physician in charge as per protocol and acceptable clinic pathway guidelines adapted by the hospital. Physician on duty thoroughly evaluates the client.</p> <p>2.2 For Non Emergency Cases: Physician on Duty performs clinical evaluation of the patient. Prescribe medications and suggest ancillary services if indicated. Gives medical advice.</p>	None	10 minutes	Nurse I
3. Goes to the pharmacy, ancillary services if advised for billing of contemplated procedure and pricing of medications, supplies	3. Receives prescription/ ancillary request and provides pricing/billing in reference to the prescription/ request.	None	5 minutes	Pharmacist II  Radiologic Technologist  Medical Technologist
4. Proceeds to Cashier for payment	4. Receives payment and issues Official Receipt	Provincial Ordinance No. 95 - 16	3 minutes	Admin. Officer IV/ Cashier
5. Goes back to emergency room and endorses drugs, medicines/ supplies and paid ancillary services	5. Receives drugs, medicines, supplies and advised to proceed to ancillary section for diagnostics	None	30 minutes	Nurse I

request to nurse on duty	5.1 Give initial dose and advises client			
<b>TOTAL:</b>			<b>51 minutes</b>	

## 5. FOLLOW UP CHECK UP

Follow-up outpatient check-ups are typically for patients who need a review after surgery, management or maintaining chronic conditions, or monitoring signs of deterioration.

<b>Office/Division:</b>		<b>Madrid District Hospital/Outpatient Department</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All;		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's Chart		Medical Records Department		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to the Outpatient Department	1. Receives client, gets patient data, ask reasons for consultation.	None	5 minutes	Nurse II
2. Client goes to records section for retrieval of chart.	2. Receives client requesting for retrieval of chart.  2.1 Retrieves chart	None	10 minutes	Administrative Aide III
3. Returns back to OPD	3. Endorses patient's chart to Nurse in charge and signs the borrower's logbook.	None	2 minutes	Administrative Aide III
4. Waits in OPD	4. Evaluates chart and patient.	None	10 minutes	Physician on Duty
<b>TOTAL:</b>		<b>None</b>	<b>27 minutes</b>	

## 6. ISSUANCE OF BIRTH CERTIFICATE

It is an official document issued to record a person's birth, including such identifying data as name, gender, date of birth, place of birth, and parentage.

<b>Office/Division:</b>	<b>Madrid District Hospital/Medical Records Department</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Parents

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information		Client		
Negative Record for Late Registration 6 years above		Philippine Statistics Authority (PSA)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Proceeds to Medical Records	1. Receives client, asks personal information and retrieves hospital record.  1.1 Prepares the Birth Certificate and secures signature of the Attending Physician	None	15 minutes	Admin. Aide III  Physician on duty
2. Proceeds to Cashier for payment	2. Gets payment and issues Official Receipt	PhP 50	2 minutes	Admin. Officer IV
3. Returns back to Medical Records with the official receipt.	3. Gets the O.R., attaches it to the Birth Certificate.  3.1 Gives the signed birth certificate to client.	None	3 minutes	Admin. Aide III
<b>TOTAL:</b>		<b>PhP 50</b>	<b>20 minutes</b>	

## 7. ISSUANCE OF DEATH CERTIFICATE

It is an official statement, signed by a physician, of the cause, date, and place of a person's death.

<b>Office/Division:</b>	<b>Madrid District Hospital/Medical Records Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Nearest Kin of the Deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Proceeds to Medical Records	1. Receives client, asks personal information and information of the deceased. Retrieves hospital record.  1.1. Prepares the Death Certificate and secures	None	15 minutes	Admin. Aide III  Physician on duty



	signature of the Attending Physician			
2. Proceeds to Cashier for payment	2. Gets payment and issues Official Receipt	PhP 50	2 minutes	Admin. Officer IV/ Cashier
3. Returns back to Medical Records with the official receipt.	3. Gets the O.R., attaches it to the Death Certificate.  3.2 Gives the signed death certificate to client.	None	3 minutes	Admin. Aide III
<b>TOTAL:</b>		<b>PhP 50</b>	<b>20 minutes</b>	

## 8. ISSUANCE OF DENTAL CERTIFICATE

Dental certificate serves as a requirement for employment purposes and attachment for Sick Leave.

<b>Office/Division:</b>	Medical Records Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request issuance of certificate.	1. Receives patient, retrieves patient individual chart.  1.1 Prepares the Dental Certificate and secures signature of Dentist	None	15 minutes	Dental Aide  Dentist
2. Payment of certificate requested	2. Receives payment and issue official receipt	PhP 50	2 minutes	Admin. Officer IV/ Cashier
3. Returns back to Medical Records with the official receipt.	3. Gets the O.R., attaches it to the Dental Certificate.  3.2 Gives the signed dental certificate to client.	None	3 minutes	Admin. Aide III
<b>TOTAL:</b>		<b>PhP 50</b>	<b>20 minutes</b>	

## 9. ISSUANCE OF MEDICAL CERTIFICATE (ORDINARY)

Ordinary Medical Certificates are used by clients for financial assistance and as attachment for sick leave.

<b>Office/Division:</b>	<b>Madrid District Hospital/Medical Records Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Outpatient and Inpatient;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds to Medical Records	1. Receives client, asks personal information and retrieves hospital record.  1.1 Prepares medical certificate and secures signature of Attending Physician	None	15 minutes	Admin. Aide III  Physician on duty
2. Proceeds to Cashier for payment	2. Gets payment and issues Official Receipt	PHP 50	2 minutes	Admin. Officer IV/ Cashier
3. Returns back to Medical Records with the official receipt.	3. Gets the O.R., attaches it to the Medical Certificate.	None	3 minutes	Admin. Aide III
<b>TOTAL:</b>		<b>PHP 50</b>	<b>20 minutes</b>	

## 10. ISSUANCE OF MEDICAL CERTIFICATE (INSURANCE)

Medical Certificates for Insurance are used by clients as attachment in claiming their insurance benefits.

<b>Office/Division:</b>	<b>Madrid District Hospital/Medical Records Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Outpatient and Inpatient;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Insurance Form		Agency depends on what Insurance		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Proceeds to Medical Records	1. Receives client, asks personal information and retrieves hospital record.  1.1 Prepares medical certificate and secures signature of Attending Physician	None	15 minutes	Admin. Aide III  Physician on duty
2. Proceeds to Cashier for payment	2. Gets payment and issues Official Receipt	PhP 300	2 minutes	Admin. Officer IV/ Cashier
3. Returns back to Medical Records with the official receipt.	3. Gets the O.R., attaches it to the Insurance form and hands it to client.	None	3 minutes	Admin. Aide III
<b>TOTAL:</b>		<b>PhP 300</b>	<b>20 minutes</b>	

## 11. ISSUANCE OF MEDICO – LEGAL CERTIFICATE

Medico Legal Certificates are used by clients as attachment and proof when having investigations and hearings in court.

<b>Office/Division:</b>	<b>Madrid District Hospital/Medical Records Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Patients;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Philippine National Police Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds to Medical Records	1. Receives client, asks personal information and retrieves hospital record.  1.1 Prepares Medico – Legal Certificate and secures signature of Attending Physician	None	15 minutes	Admin. Aide III  Physician on duty
2. Proceeds to Cashier for payment	2. Gets payment and issues Official Receipt	PhP 300	2 minutes	Admin. Officer IV/ Cashier

3. Returns back to Medical Records with the official receipt.	3. Gets the O.R., attaches it to the Medico – Legal Certificate and hands it to client.	None	3 minutes	Admin. Aide III
<b>TOTAL:</b>		<b>PhP 300</b>	<b>20 minutes</b>	

## 12. LABORATORY SERVICES FOR INPATIENT

A medical laboratory or clinical laboratory is a laboratory where tests are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment, and prevention of disease.

<b>Office/Division:</b>	<b>Madrid District Hospital/Laboratory Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Inpatient;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Nurse's Station		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. ER Nurse submits properly filled up laboratory request to the clinical laboratory	1. Laboratory staff assess availability of the requested examination. Checks if request is properly and completely filled up.	None	2 minutes	Medical Technologist Nurse on Duty
2. Watcher submits laboratory request together with sample.	2. Laboratory staff checks the label, adequacy and appropriateness of the sample.  2.1 Performs the requested examination and records laboratory results in the logbook provided	None	3 hours	Medical Technologist
3. Nurse on duty receives the laboratory result.	3. Laboratory staff forwards laboratory results to the ward nurse on duty. Physician interprets the results during chart review and rounds.	None	5 minutes	Medical Technologist
<b>TOTAL:</b>		<b>None</b>	<b>3 hours, 7 minutes</b>	

### 13. LABORATORY SERVICES FOR OUTPATIENT

A medical laboratory or clinical laboratory is a laboratory where tests are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment, and prevention of disease.

<b>Office/Division:</b>	<b>Madrid District Hospital/Laboratory Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Outpatient;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form		Outpatient Department		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds to the clinical laboratory and presents doctor's request.	1. Assess availability and costing of requested laboratory exam	None	2 minutes	Medical Technologist
2. Proceeds to cashier for payment of the requested examination	2. Receives payment and issues official receipt	Provincial Ordinance No. 95 - 16	2 minutes	Admin. Officer IV/ Cashier
3. Returns to the clinical laboratory after payment and presents official receipt with the lab request	3. Checks official receipt, writes the official receipt number in the request form, retains the request form and returns back the receipt to client.  3.1 Perform the requested examination and records result in the logbook provided.	None	3 hours	Medical Technologist
4. Claims results after presenting the official receipt	4. Releases lab result and gives instruction to go back to the outpatient department and present result to the OPD staff. Let client sign the logbook for outgoing lab results. Physician on Duty interprets the result	None	5 minutes	Medical Technologist  Physician on Duty
<b>TOTAL:</b>			<b>3 hours, 9 minutes</b>	

### 14. OUTPATIENT SERVICES

An outpatient department 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 do not at this time require a bed or to be admitted for overnight care. Modern outpatient departments offer a wide range of treatment services, diagnostic tests and minor surgical procedures.

<b>Office/Division:</b>		<b>Madrid District Hospital/Outpatient Department</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All;		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to the Outpatient Department	1. Receives client, gets patient data, ask reasons for evaluation, directs to examination table and takes vital signs then informs physicians on duty.	None	10 minutes	Nurse II
2. Client goes to the pharmacy, ancillary services if advised for billing of contemplated procedure and pricing of medications, supplies	2. Receives prescription/ ancillary request and provides pricing/billing in reference to the prescription/ request.	None	5 minutes	Pharmacist II  Rad.Tech.  Med. Tech.
3. Proceeds to Cashier for payment	3. Receives payment and issues Official Receipt	Provincial Ordinance No. 95 - 16	2 minutes	Admin. Officer IV/ Cashier
4. Goes back to Outpatient Department and endorses drugs, medicines/ supplies and paid ancillary services request to nurse in charge	4. Receives drugs, medicines, supplies and advised to proceed to ancillary section for diagnostics  4.1 Give initial dose and advises client	None	20 minutes	Nurse II
<b>TOTAL:</b>			<b>37 minutes</b>	

## 15. PHARMACY SERVICES

Pharmacy is the art and science of preparing and dispensing medication, the provision of drug information, interpretation of prescription orders, the compounding, labeling, drug product selection and drug utilization reviews, patient monitoring and intervention.

<b>Office/Division:</b>	<b>Madrid District Hospital/Pharmacy Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctor's Prescription		ER/OPD/Ward		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Doctor's prescription	1. Checks prescription availability of drugs and medicines/supplies then dispenses.	None	3 minutes	Pharmacist II
2. Review and check drugs, medicines and supplies given.	2. Review and check the drugs given before dispensing	None	2 minutes	Pharmacist II
3. To ER, Nurse Station, DR/OR, OPD	3. Brings drugs, medicines and supplies in their respective area.	None	5 minutes	Pharmacist II
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	

## 16. PHILHEALTH PROCESSING

Member/Patient complies Philhealth documents for Philhealth reimbursement to the hospital.

<b>Office/Division:</b>	<b>Madrid District Hospital/Medical Records</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Information		Patient		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to the Medical Records Section	1. Verifies data. 1.1 Prepares necessary documents for signature of member.	None	10 minutes	Staff on duty

2. The Member signs the necessary documents	2. Checks completeness of documents with signature of member	None	5 minutes	Staff on duty
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	

## 17. RADIOLOGY SERVICES FOR INPATIENT

Radiology is a medical specialty that uses imaging to diagnose and treat diseases seen within the body. The radiology department may also be called the X-ray or imaging department. It is the facility in the hospital where radiological examinations of patients are carried out.

<b>Office/Division:</b>	<b>Radiology Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Inpatient;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Nurse's Station		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wheeled to radiology department for procedure to commence	1. Checks request and performs procedure from issued request. Register patient in logbook.	None	30 minutes	Radiologic Technologist
2. Wheeled back to ward/room after radiologic procedure and waits result (initial reading)	2. Wheels back patient to room/ward. If available, Radiologist gives official reading of the procedure done.	None	20 minutes	Radiologic Technologist Radiologist
<b>TOTAL:</b>		<b>None</b>	<b>50 minutes</b>	

## 18. RADIOLOGY SERVICES FOR OUTPATIENT

Radiology is a medical specialty that uses imaging to diagnose and treat diseases seen within the body. The radiology department may also be called the X-ray or imaging department. It is the facility in the hospital where radiological examinations of patients are carried out.

<b>Office/Division:</b>	<b>Radiology Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Outpatient;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Outpatient Department		



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Presents doctor's request.	1. Checks request and gives billing for the opted procedure.	None	2 minutes	Radiologic Technologist
2. Proceeds to cashier for payment of opted procedure	2. Receives payment and issues official receipt	Provincial Ordinance No. 95 - 16	2 minutes	Admin. Officer IV/ Cashier
3. Proceeds to radiology department for the procedure	3. Perform the requested procedure and records patient's data in the logbook.	None	10 minutes (Xray) 40 Minutes (Ultrasound)	Radiologic Technologist Physician in charge
4. Claims processed radiologic imaging result	4. Release film/ultrasound result and instructs/advises client to submit such film for official reading outside or waits for the reading by in-house radiologist during scheduled visit	None	5 minutes	Physician in charge  Radiologic Technologist
<b>TOTAL:</b>			<b>19 minutes</b>	

## 19. TOOTH EXTRACTION

Excessive tooth decay, tooth infection, and crowding can all require a tooth extraction. Tooth extraction is performed by a dentist or oral surgeon and is a relatively quick outpatient procedure with either local, general, intravenous anesthesia, or a combination. Removing visible teeth is a simple extraction. Teeth that are broken, below the surface, or impacted require a more involved procedure.

<b>Office/Division:</b>	<b>Madrid District Hospital/Dental Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vaccination Card		Patient		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present vaccination card	1. Receives patient, gets personal data, takes vital signs and writes down on chart.	None	5 minutes	Dental Aide

	2.1 Dentist evaluates and checks patient. Advises client.			Dentist
2. For Non Philhealth, proceeds to cashier for payment of the procedure	3. Receives payment and issue official receipt	PhP 300	2 minutes	Admin. Officer IV/ Cashier
3. For Philhealth patients, proceeds to Medical records for compliance of Philhealth documents.	4. Evaluates and prepares philhealth documents for the patient/member to sign.	None	10 minutes	Admin. Aide III
5. Returns back to Dental Room	5. Do the procedure. 5.1 Gives prescription.	None	30 minutes	Dentist
<b>TOTAL:</b>		<b>PhP 300</b>	<b>47 minutes</b>	



**MADRID DISTRICT HOSPITAL  
(MadDH)**

**INTERNAL SERVICES**

## 1. SECURING CERTIFICATE OF EMPLOYMENT

The Certificate of Employment is issued to employees of Madrid District Hospital who are requesting/needing the documents for their personal record and reference purposes. Certificate of employment is issued to affirm the validity of employment of the requesting employee.

<b>Office/Division:</b>	<b>Administrative Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Permanent Employees, Contract of Service, and Job Orders of MDH			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Information		Employee		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Employee proceeds to the Administrative Office	1. Verifies data.  1.1 Staff prepares the COE and secures signature of COH.	None	10 minutes	Admin. Officer IV/ Cashier
2. Receive the COE	2. Gives the signed and sealed COE.	None	3 minutes	Admin. Officer IV/ Cashier
<b>TOTAL:</b>		<b>None</b>	<b>13 minutes</b>	



**CORTES MUNICIPAL HOSPITAL  
(CMH)**

**CITIZEN'S CHARTER**



## **Cortes Municipal Hospital (CMH)**

### **V. Mandate**

The Anti-Red Tape Authority (ARTA) oversees the implementation of the Ease of Doing Business and Efficient Government Services Delivery Act of 2018 as an attached agency of the Office of the President.

### **VI. Vision**

The CMH will be the Center of Excellence for Health where patients are assured of effective, efficient, accessible, state-of-the-art service; provided by highly competent, compassionate and committed staff.

### **VII. Mission**

To provide quality health care through:

- Delivery of specialized infirmity health services;
- Implementation of disease prevention and health promotion programs;
- Efficient utilization of resources;
- Continuous strengthening of human resource development programs for staff, affiliates and trainees;
- Regular upgrading of facilities; and
- Effective institutionalization of responsive policies/standards and relevant research endeavors.

### **VIII. Service Pledge**

Cortes Municipal Hospital do hereby pledge our strong commitment to serve our people with highest degree of efficiency, integrity, respect and professionalism regardless of creed, race and socio economic status. We commit ourselves to strive creativity and innovation in developing comprehensive strategic plan that provides holistic approach in the delivery of compassionate, excellent, safe and high quality care to all clients we serve.

We always maintain the standard of service by ensuring transparency and good management in providing accurate and accessible information, prompt and timely response to the various needs of patient while we apply a feedback mechanism to ensure patient satisfaction as an indicator of our success.



**CORTES MUNICIPAL HOSPITAL  
(CMH)**

**EXTERNAL SERVICES**

## 1. ADMISSION AND DISCHARGE OF PATIENT

<b>Office/Division:</b>	<b>Cortes Municipal Hospital</b>			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G			
<b>Who may avail:</b>	Patient (In-Patient)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Admitting Slip General Admission Logbook Admitting Physician Billing/Cashier Form		Hospital Patient		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration Patient's relative present admitting order/Admitting Slip	1.1 Receive admitting slip/admitting order. 1.2 Log in General Admission Logbook 1.3 Get other needed patients' data	None	20 minutes	Nurse-on-Duty
2. Admission to Ward	2.1 NOD notifies Nurse Station of the new admission. 2.2 Nursing Attendant prepares room and bed assignment and facilitates supplies needed.  Institutional Worker directs and brings the patient to the designated ward.	None	25 minutes	Nurse-on-Duty  Institutional Worker on Duty
3. Patient Care and Management	3.1 Performs daily routine patient care. 3.2 Follows religiously clinical pathway procedure for certain diseases.  Oversees patient medical care.	None	2 minutes	Nurse-on-Duty  Institutional Worker on Duty  Resident on Duty  Attending Physician
4. Disposition	4.1 Examines and evaluates patient. Indicates in patient's chart "May Go Home" order.	None	15 minutes	Attending Physician/ Resident on Duty



	If the patient requests discharge against medical advice (DAMA), the NOD refers the request to Attending Physician			
5. Discharge	<p>5.1 discharge order, write discharge instructions and prescription for take home medicines</p> <p>5.2 Follow up check-up Review chart for completeness.</p> <p>5.3 Gives discharge instructions and health education to patients/ informs date of follow-up schedule.</p> <p>5.4 Prepare clearance certificate</p> <p>5.5 Bring clearance certificate to: - Pharmacy - Laboratory - Records Benefits Section - Deduct Philhealth Benefits (if with Philhealth)</p>	None	<p>20 minutes</p> <p>20 minutes</p> <p>10 minutes</p> <p>20 minutes</p>	<p>Attending Physician</p> <p>Ward Nurse on Duty</p> <p>Ward Nurse on Duty</p> <p>Benefits Clerk on Duty</p> <p>Billing/cashier Clerk on Duty</p>
6. Proceed to Resident on Duty / Billing Cashier if patient cannot pay the corresponding hospital bill	<p>6.1 Receive statement of account, re-evaluate patient and secure endowment fund to cover hospital expenses.</p> <p>6.2 Prepare Promissory Note. Refer back to billing section</p>	None	10 minutes	<p>Admitting Physician /</p> <p>Billing Cashier on Duty</p>
7. Billing Cashier reevaluation notice	7.1 Receive social evaluation notice, issue statement of account, signed the clearance certificate	None	10 minutes	Billing/Cashier Clerk on Duty

8. Present Official Receipt/Clearance Certificate	8.1 Issue discharge slip 2 copies. • Patients copy • Nurse Station copy	None	5 minutes	Ward Nurse on Duty
9. Present Discharge Slip to: Ward Nurse & Guard on Duty	9.1 Receive discharge slip, check if all equipment/ items previously issued to patients have been return. Give final instruction, regarding home care, medication and check-up schedule. Discharge patient at the ward			
<b>TOTAL</b>		<b>None</b>	<b>2 hours &amp; 55 minutes</b>	

## 2. OUT-PATIENT DEPARTMENT (OPD)

<b>Office/Division:</b>	<b>Cortes Municipal Hospital</b>			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>▪ Health Declaration Form</li> <li>▪ OPD Form</li> <li>▪ Hospital Number</li> <li>▪ Laboratory Request/Result</li> <li>▪ Official Receipt</li> </ul>		Hospital Patient		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Security Guard Desk	1.1 Register at visitor's log sheet. 1.2 Give Health Declaration form to be filled-up	None	5 minutes	Security Guard
2. Triage	2.1 Assess all individuals who will enter the hospital seeking medical intervention	None	5 minutes	Nurse on Duty / Nursing Attendant on Duty / Resident on Duty
3. Registration	3.1 Instruct patient or its companion to write in the OPD Master list then wait for their name to be called for registration. For new patient Issue hospital number. For old patient,	None	10 minutes	Nurse on Duty / Nursing Attendant on Duty / OPD Clerk

	retrieve records from OPD filing cabinet.			
4. Assessment	4.1 Interview and determine chief complaints 4.2 Take vital signs. 4.3 Give queue numbers	None	5 minutes	Nurse on Duty / Nursing Attendant on Duty / OPD Clerk
5. Consultation/ Examination	5.1 Take history and thorough physical examination. 5.2 Issue laboratory request as needed	None	10 minutes	Resident on Duty
6. Proceed to Cashier	6.1 Check the laboratory request for the corresponding payment 6.2 Issue official receipt	Refer to posted rate/fees	5 minutes	Cashier
7. Proceed to Laboratory	7.1 Receive laboratory request together with official receipt. 7.2 Perform required procedure. 7.3 Instruct to wait for the release of result	None	30 minutes	Medical Technologist
8. Back to consultation room	8.1 Re-examine patient based on diagnostics results	None	10 minutes	Resident on Duty
9. Treatment Plan	9.1 Not for Admission: • Give home instructions for the prescribed medication and advice for follow-up check-up (if necessary). • Instruct patient/ relative to put the filled-up client's feedback form in the feedback form box. • Log the OPD records in the OPD Logbook and keep the new and old records to the file cabinet section  9.2 For Admission: • The patient or relative will be asked to read and sign letter of consent confirming that they are not forced to undergo confinement. • The nurse prepares and carry out doctor's order, including intravenous fluid	None	30 minutes	Nurse on Duty / Nursing Attendant on Duty / Resident on Duty / Institutional Worker

	insertion and giving stat medications. • Prepares the list of medicine/ medical supplies to be used for admission using charge slip • Instruct the patient's relative to proceed to pharmacy and get the necessary medicine /medical supplies. • Log the patient's information to ER logbook and marked as admission in disposition column • Properly endorsed to ward nurse on duty			
<b>TOTAL</b>		<b>None</b>	<b>1 hour &amp; 50 Minutes</b>	

### 3. EMERGENCY SERVICES

<b>Office/Division:</b>	<b>Cortes Municipal Hospital</b>			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>▪ Health Declaration Form</li> <li>▪ OPD Form</li> <li>▪ Hospital Number</li> <li>▪ Laboratory Request/Result</li> <li>▪ Official Receipt</li> </ul>		Hospital Patient		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Assessment/ Triage	1.1 Take vital sign.  1.2 Do interview, determining the case.  1.3 Refer to respective room. - Triage/Holding area: for PUI patient - ER: Regular emergency patient	None	10 minutes	Nurse on Duty / Nursing Attendant on Duty
2. Registration	2.1 Issue Hospital Number - for new patient Issue hospital number.	None	5 minutes	Nurse on Duty / Nursing Attendant on Duty

	<p>- for old patient, retrieve records from OPD filing cabinet.</p> <p>2.2 Take patient's data</p>			
3. Examination and Work-Up	<p>3.1 Examine and evaluate patient's condition.</p> <ul style="list-style-type: none"> <li>- History taking</li> <li>- Physical <ul style="list-style-type: none"> <li>▪ Examination</li> <li>▪ Assessment</li> <li>▪ Treatment Plan</li> <li>▪ Emergency Measure</li> </ul> </li> </ul> <p>3.2 Explain the importance of diagnostic and therapeutic procedures to be performed/to be requested.</p> <p>3.3 Issue request for Laboratory</p>	None	1 hour	Resident on Duty
4. Laboratory Procedures	<p>4.1 Receive request and specimen Issue results.</p> <p>(release of results of laboratory as per time specify in the request slip)</p>	Refer to posted rate/fees	30 minutes	Medical Technologist
5. Evaluation	<p>5.1 Receive results and attached to patient's form.</p> <p>5.2 Evaluate diagnostic results and re-examine patient for disposition</p>	None	15 minutes	Nurse on Duty / Nursing Attendant on Duty / Resident on Duty
6. Treatment Plan	<p>6.1 For Admission - Issues Admission Orders and Admission Slip. The patient and/ or relatives proceed to Admitting Section forward assignment, Nurse accompanies patient to ward. (Refer to Admission Procedure)</p> <p>6.2 Not for Admission - Discharge patient at the Emergency Room; Discharged against Medical Advice, referred or transferred to other</p>	None	30 minutes	Nurse on Duty / Nursing Attendant on Duty / Resident on Duty / Institutional Worker

	hospitals, ER Death, Dead on Arrival, Absconded			
7. Billing Section for Clearance	<p>7.1 The patient and/or relatives proceeds to Billing Section for appropriate charges.</p> <p>7.2 Cashier staff issues Official Receipt for ER charges.</p> <p>7.3 The patient and/or relative presents OR to ER Clerk.</p> <p>7.4 Release patient.</p>	Refer to posted rate/fees	10 minutes	Cashier
<b>TOTAL</b>			<b>2 hours &amp; 40 minutes</b>	



# **SAN MIGUEL COMMUNITY HOSPITAL (SMCH)**

## **CITIZEN'S CHARTER**



## **San Miguel Community Hospital (SMCH)**

### **I. Mandate**

1975, Completion of a single-story hospital building named Medicare Community Hospital, an Infirmary Hospital, opening its services under the Philippine Medical Care Commission. It was absorbed by the Department of Health sometime on 1989 and was devolved to the provincial Government in 1993 which included the infrastructures, equipment and personnel.

### **II. Vision**

San Miguel Community Hospital shall have attained a sustainable quality health services to all.

### **III. Mission**

To be able to provide more effective quality health services to people in the community, in partnership with the local government unit.

### **IV. Service Pledge**

San Miguel Community Hospital (SMCH) is an infirmary type of facility under the full administrative and technical supervision of the Province of Surigao del Sur. It has an authorized and implemented bed capacity of 14, as approved number issued by Bureau of Health Facilities and Services (BHFS), the licensing agency of Department of Health. It provides quality health care services to all San Miguelnons and nearby Municipalities.





## **SAN MIGUEL COMMUNITY HOSPITAL (SMCH)**

### **EXTERNAL SERVICES**

## 1. OUTPATIENT DEPARTMENT/EMERGENCY DEPARTMENT

Proper consultation, comprehensive work-up, treatment and advised provided to the clients.

<b>Office/Division:</b>	<b>San Miguel Community Hospital/ Out-Patient Department/ Emergency Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All possible clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Old patient record		Records Section		
New patient record		Emergency Room/ Nurse On Duty/ Nursing Attendant on Duty		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Old Patient should ask their record from the Record Section; for new patient should provide personal information to the Nurse/Nursing Attendant on duty.	1. Release record of the client.	None	5 minutes	Admin Assistant II
	2. New record of client should be filled up by the Nurse/Nursing Attendant on duty.	None	5 minutes	Nurse / Nursing Attendant on duty
2. Initial Assessment (Ask Chief Complaints Vital signs taking Weight/ Height measurements	3. Nurse/Nursing Attendant will ask information from the client.	Php 50.00	15 minutes	Nurse / Nursing Attendant on duty
3. Receives Services: Consultation Proper				
a. Comprehensive Physical Examination	4. Complete physical examination by ROD	Php 100.00	30 minutes	Resident on Duty
b. Diagnostic Work-up if applicable	5. Complete examination	Depends on the	15 minutes	Medical Technologist II

(lab: CBC, U/A Examination, etc.)	such as CBC, U/A examination and others	laboratory requested		
	6. Issue prescription	None	5 Minutes	Resident on Duty
	7. Advise health/teaching/treatment/services	None	5 Minutes	Resident on Duty
<b>Receive Other Services</b>				
1. Nebulization	1. Assist client for nebulization	Php 80.00	15 minutes	Nurse / Nursing Attendant on duty
2. Injection	2. Injection of prescribed drugs	Php 65.00	30 minutes	Nurse / Nursing Attendant on duty
3. Urinary catheterization with/out indwelling catheter and urobag	3. Insertion of catheter	Php 250.00	30 minutes	Nurse / Nursing Attendant on duty
	1. Removal of catheter	Php 150.00	30 minutes	Nurse / Nursing Attendant on duty
4. ECG Lead	5. ECG procedure	Php. 325.00	30 minutes	Nurse / Nursing Attendant on duty
5. Cardiac Monitor Machine	6. Cardiac Monitoring	Php. 1,500.00	1 hour	Nurse / Nursing Attendant on duty
6. Receives Services on General surgical dressing				
a. Small	1. Wound dressing	Php 100.00	30 minutes	Nurse / Nursing Attendant on duty
b. Medium	2. Wound dressing	Php 200.00	30 minutes	Nurse / Nursing Attendant on duty
c. Large	3. Wound dressing	Php 300.00	30 minutes	Nurse / Nursing Attendant on duty

7. Receives Services on: Suture of Wounds				
a. Less than 5cm	1. Wound Suturing	Php 1,000.00	Depends on the wound size	Doctor/ Nurse/ Nursing Attendant on duty
b. Other wounds (above 5 cm)	2. Wound Suturing	Php 1,500.00	Depends on the wound size	Doctor/ Nurse/ Nursing Attendant on duty
c. Suture Removal	3. Suture Removal	Php 200.00	Depends on the wound size	Doctor/ Nurse/ Nursing Attendant on duty
d. Circumcision	4. Circumcision	Php 1,500.00	Depends on the wound size	Doctor/ Nurse/ Nursing Attendant on duty
8. Receives Services on: Incision and drainage	Incision and drainage	Php 1,000.00	1 hour	Doctor/ Nurse/ Nursing Attendant on duty
8. Receives Services on: Excision	Incision and drainage	Php 1,500.00	1 hour	Doctor/ Nurse/ Nursing Attendant on duty
10. Receives Services on: Debridement	Debridement of affected area	Php 1,000.00	Depends on the affected area	Doctor/ Nurse/ Nursing Attendant on duty
11. Receives Services on: Foreign Body Removal	Removed foreign body	Php 1,500.00	30 minutes	Doctor/ Nurse/ Nursing Attendant on duty
12. Receives Services on: Venoclysis Insertion	Insertion of IV cannula	Php 100.00	5 minutes	Doctor/ Nurse/ Nursing Attendant on duty
13. Receives Services on: Splint	Splinting of affected area	Php 200.00	Depends on the affected area	Doctor/ Nurse/ Nursing Attendant on duty
14. Receives Services on: Endotracheal Tube	Insertion of Endotracheal Tube	Php 2,000.00	Depends on the condition of patient	Resident on Duty

15. Receives Services on: Nasogastric Tube	Insertion of Nasogastric Tube	Php 350.00	Depends on the condition of patient	Resident on Duty
16. Receives Services on: Suctioning	Suctioning	Php 350.00	Depends on the condition of patient	Doctor/ Nurse/ Nursing Attendant on duty
11. Receives Services on: Pay for consultation fee	Assist the client for payment	Php 100.00	5 minutes	Haide S. Cortes Admin Assistant III
<b>In-Patient</b>				
Wounded and Other Illnesses		PHIC  (if non-PHIC pay all expenses)		Doctor/ Nurse/ Nursing Attendant on duty
(One watcher per patient only Policy)				
a. Initial assessment	1. Ask patient complaint/s and personal data		15 minutes	Doctor/ Nurse/ Nursing Attendant on duty
	2. Take vital signs			
b. Comprehensive Examination and history taking	Ask patient's past medical history and other relevant medical history		30 minutes	Doctor/ Nurse/ Nursing Attendant on duty
c. Emergency/Urgent care and treatment given d. Observation Period e. Disposition	Provide quality health services to the clients		Depending on the status of the patient Depending on the status of the patient	Doctor/ Nurse/ Nursing Attendant on duty Doctor/ Nurse/ Nursing Attendant on duty
9. Ward/Room	1. Transport patient to Ward/Room	None	10 minutes	I.W. on duty
Total		Depends on the type of service	Depends on the type of service	

## 2. BILLING SERVICES

Computation of all expenses and issuance of the statement of account to the client.

<b>Office/Division:</b>	<b>San Miguel Community Hospital/ Billing Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All possible clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient Chart		Nurse's Station		
2. Patient's Prescriptions		Pharmacy		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Nurse on duty will endorse patient's chart to the Billing Section.	1. Endorsed and received by billing officer on duty.	None	5 minutes	Nurse on Duty/ Pharmacist/ Pharmacy Aide on duty
2. Compute medicines and various supplies used by the patient who will be discharged on that day.	1. Compute correctly medicines/ supplies used by the patient.	None	45 minutes	Pharmacist/ Pharmacy Aide on duty
3. Return charts to Nurse Station, then Nurse on Duty will give statement of account to the patient.	1. Give and discuss bill with the client.	None	5 minutes	Nurse on Duty/ Pharmacist/ Pharmacy Aide on duty
4. Endorsed client to Cashier for payment.	1. Assist the client to cashier.	None	20 minutes	Pharmacist/ Pharmacy Aide on duty/ Cashier
<b>Total:</b>		<b>None</b>	<b>1 hour and 15 minutes</b>	

## 3. RECORDS SERVICES

Issuance of patient's OPD record, certificates (birth, death, medico-legal, medical) and processing of PhilHealth (PHIC) eligibility.

<b>Office/Division:</b>	<b>San Miguel Community Hospital/ Records Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	All possible clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. All Valid Documents (birth certificate, marriage certificate, baptismal, voter's certification/ ID, 4P's/ IP's ID)		1. LCR/ COMELEC/ DSWD office/ Church		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Releasing of OPD Record</b>				
1. Present OPD Record	1. Verify OPD Record of the Client	None	10 minutes	Admin Assistant II
2. Receive the presented OPD Record	2. Release OPD record and instruct client to give it to the Nurse/Nursing Attendant on Duty	None	5 minutes	Admin Assistant II Nurse/Nursing Attendant
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	
<b>B. Issuance of Certificates</b>				
1. Present OPD Record	1. Check OPD Record of the Client and verify what is requested in the OPD document	None	5 minutes	Admin Assistant II
2. Prepare request form of the documents	2. Prepare requested document with signature of the Resident on Duty	None	-	Admin Assistant II
a. For Birth Certificate	2. Immediate issuance after delivery of the newborn	PhP 150.00	20 Minutes	Admin Assistant II
3. For Death Certificate	b. Issuance of Death Certificate shall be released to the immediate family.	PhP 150.00	20 Minutes	Admin Assistant II
4. For Medico-legal	c. Certificates requested in the morning; issuance shall be in the afternoon. d. Certificates requested in the afternoon, shall be issued a day after.	PhP 370.00	Depends on Doctor's availability	Admin Assistant II
5. For Medical Certificate	e. Certificates requested shall be		20 Minutes	Admin Assistant II

	given on the same day. - Medical Certificate (School/Office) - Medical Certificate (Employment) - Medical Certificate ( Insurance)	PhP 200.00 PhP 250.00 PhP 350.00		
3. Pay for the requested document	3. Instruct/Assist client to pay for the document and issue Official Receipt	None	5 minutes	Cashier
4. Receives the document/s requested	4. Issue/Release the document/s requested	None	3 minutes	Admin Assistant II
TOTAL			Depends on the type of documents requested	
C. Processing of PHIC for In patient and surgical patients				
1. Process PHIC of the patient	1. Identify if PHIC of the member is still eligible, if not, send legal documents needed for membership renewal via online.	None	Depends on the feedback from Philhealth-Tandag	Admin Assistant II
2.	2. For non-PHIC, inform patient for another option (Point Of Service) and discuss the process.	None	Depends on the client's submission of required documents	Admin Assistant II
3.	3. If patient were unable to comply with the requirements needed, they will pay the bill. Endorse to the Nurse/ Midwife on Duty.	None	30 minutes	Admin Assistant II
TOTAL		None	Depends on status of PHIC of the patient	

#### 4. PHARMACY SERVICES

Dispensing of drugs, medicines and various supplies to In-Patients and Out-Patients



<b>Office/Division:</b>	<b>San Miguel Community Hospital/ Pharmacy Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All possible clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Prescription		1. Nurse Station		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. PhilHealth member</b>				
1. Bring prescription to the Record Section and ask for their counter sign (to check if the PHIC membership is still active). Then, give prescription to pharmacist on duty.	1. Accept prescription with counter signed by PhilHealth In Charge on duty.	None	5 minutes	Admin Assistant III/ Pharmacist / Pharmacy Aide
<b>B. Non- PhilHealth Member</b>				
1. Bring prescription to Pharmacy	1. Advise price lists to clients.	None	7 minutes	Pharmacist/ Pharmacy Aide
2. Payment of medicines/supplies	1. Assist client to the cashier	None	5 minutes	Pharmacist/ Pharmacy Aide/ Cashier
3. If financial constraint, go to social service for MAIPP availment	1. Ask pertinent documents needed for MAIPP	None	15 minutes	Pharmacist/ Pharmacy Aide/MAIPP focal
4. Return prescription to pharmacy department	1. Accept prescription with receipt or approved prescription by MAIPP focal	None	5 minutes	Pharmacist/ Pharmacy Aide/MAIPP Focal
5. Dispensing of medicines/ supplies	1. Dispense medicines/ supplies requested	None	10 minutes	Pharmacist/ Pharmacy Aide
<b>Total</b>		<b>None</b>	<b>Depends on the PHIC status of the patients</b>	

## 5. LABORATORY SERVICES

Performing laboratory examinations as per request by Resident on Duty.

<b>Office/Division:</b>	San Miguel Community Hospital/ Laboratory Section
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All possible clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form		1. Nurse Station		
2. Receipt		1. Cashier		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. For Out-Patient</b>				
1. Give laboratory request form to the Medical technologist	1. Accept request form	None	2 minutes	Medical Technologist
2. Collect specimen	2. Specimen will be collected immediately according to the laboratory examination requested.	CBC w/ Platelet Count -- 300.00 Urinalysis – PhP 150 Fecalalysis – PhP 150 Fecal Occult Blood- PhP 250 FBS – PhP 250 RBS – PhP 250 OGTT – PhP 1,200 Pregnancy Test – PhP 250 RT-PCR – PhP 3,800 HBSAG – PhP 350 Syphilis – PhP 350 Blood Typing – PhP 200 Dengue Duo – PhP 3,500 Dengue Rapid Test – PhP 2,000 Lipid Profile – PhP 1,200 BUA – PhP 400 BUN – PhP 400 CREATININE - PhP 300	Depending on the type of examination taken	Medical Technologist
3. Ask for laboratory examination result.	3. ROD will interpret and discuss result to the patient.	None	Depends on availability of the laboratory result	Resident on Duty

<b>B. For In- Patient</b>				
1. In- Patient laboratory examination requests	1. Nurse on Duty will endorse patient names and requests for laboratory examinations as per ROD's order.	None	5 minutes	Nurse On Duty/ Medical Technologist
2. Med. Tech. will give results to Nurse on Duty.	1. Nurse on duty will give results to ROD.	None	5 minutes	Doctor/ Nurse On Duty/ Medical Technologist
<b>TOTAL</b>		<b>Depends on the type of examination taken</b>	<b>Depends on availability of the laboratory result</b>	

Note:

Fasting Blood Chemistry Cut Off Time: **09:00 AM**

Releasing Time for OPD Blood Chemistry : **03:30 PM**

Blood Chemistry Cut Off Time: **04:00PM**

## 6. PROCESSING FOR DOH MAIPP ASSISTANCE

Patients requesting for DOH MAIPP Assistance provided support in the processing of the said assistance.

<b>Office/Division:</b>	<b>San Miguel Community Hospital/Medical Social Service (MAIPP)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	- All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO AVAIL</b>		
Prescription (1 copy original), Request (1 copy original), Charge slip (original copy) Statement of Account (1 copy original), Certified True Copy Medical Certificate, Barangay Indigency (1 copy original)		Medical Social Service Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS -ING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Patients requesting assistance for:  For medicines, present prescription signed by the doctor or order of payment and charge slip.  For Laboratory, present request form signed by the doctor or Order of Payment and Hospital Card.	1. Interview and assess patient or patient's relative.	None	15 minutes	SMCH assigned personnel
2. For admitted patient, present Statement of Account (SOA)	2. Interview and assess patient or patient's relative.	None	15 minutes	SMCH assigned personnel
3. will receive instructions	3. Instruct client to acquire Medical Certificate or Clinical Abstract at respective ward and proceed to medical records for certification (certified true copy) and barangay hall for the certificate of indigency	None	5 minutes	SMCH assigned personnel
<b>TOTAL</b>		<b>None</b>	<b>35 minutes</b>	

## 7. DELIVERY ROOM SERVICES

A special unit in the hospital where pregnant women give birth to babies.

<b>Office or Division:</b>	<b>San Miguel Community Hospital/Nursing Services Section</b>		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Maternal Monitoring Booklet (Pink Card), Ultrasound, Birth Plan, Vaccination Card, Informed Consent to Procedure, Birth certificate, if married, marriage certificate, Voters Certificate/ID		RHU, LCR, COMELEC	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
<b>A. OPD/TRIAGE</b>				
	1. Check for any previous consultation /admission data.		15 minutes	Midwife on Duty
	2. Assess for completion of 9 months Prenatal monitoring at Barangay level.		30 minutes	Resident on Duty/ Midwife
	3. Assess for 4 signs of high-risk pregnancy in the Pink card.			
	4. Take vital signs and document at OPD Form		10 minutes	Resident on Duty
	5. Internal Examination (IE)			
	6. Fill in other pertinent information.		10 minutes	IW on Duty
	7. Inform Resident on duty and Midwife on duty.			
<b>B. Delivery Room</b>				
1. Receives Services at the Delivery Room	1. Place patient comfortably at DR Table	None	10 minutes	IW on Duty
	2. Transfer patients to Delivery Room			
	3. Endorse to Resident on duty for Physical and Internal examination	None	5 minutes	IW on Duty
	4. Conducts delivery procedures	None	Depends on the patient's progress of labor/ delivery	Resident On Duty/ Midwife
<b>C. Philhealth processing</b>				
1. Proceed to Records section for Philhealth processing and birth certificate of the newborn	1. Instruct patients watchers on the documents and processes of Philhealth claims/ benefits	None	5 minutes	Admin Assistant II
<b>D. Breastfeeding Counselling</b>				

1. Receives breastfeeding counselling services	1. Prepares Breastfeeding Initiative and Health Education for Post-Partum Mothers and Schedule and Advocacy on Family Planning Counselling and discharge plan	None	15 minutes	Midwife on Duty
	2. Actual conduct of counselling on breastfeeding to all postpartum mothers before discharge	None	30 minutes	Midwife on Duty
<b>E. Mandatory Newborn Screening Procedure</b>				
1. Receives Mandatory Newborn Screening Procedure Services	1. Newborn Screening Procedure conducted to newborn babies	None	15 minutes	Midwife on Duty
<b>TOTAL</b>			<b>Depends on the type of service</b>	

## 8. X-RAY SERVICES

X-rays are used to image different parts of the body. These are stored in digital format and maybe viewed from a computer screen. It involves exposure of patients to ionizing radiation and should only be performed under the supervision of a physician. The X-ray department section performs diagnostics x-rays of the chest, abdomen, extremities, spine and skull.

<b>Office or Division:</b>		<b>San Miguel Community Hospital/X-ray Department</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctor's Order/X-Ray Request, Official Receipt, X-ray Result		ROD (Physician), Cashiering Section, X-RAY Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Out-patient:</b>				

1.Present Doctor`s written order to the X-RAY section.	1.Receive and check Doctor's request	None	5 minutes	Nurse/ Nursing Attendant / Radiology Technologist on Duty
2.Pay for the x-ray procedure (For Senior Citizen present identification card to the cashier for 20 % discount)	2. Received payment for x-ray and Issue Official Receipt	Refer to the chart below for the prices	5 minutes	Admin. Assistant II
3.Return to XRAY room and provide the official receipt and X-ray request	3. Perform requested X-ray procedure	None	30 minutes	Radiology Technologist on duty
4.Claim result	4. Reading of X-ray results and provision of medical advice	None	1 day	Resident on Duty
<b>TOTAL</b>		<b>Charge may vary</b>	<b>1 Day and 40 minutes</b>	

# SAN MIGUEL COMMUNITY HOSPITAL

## [X-RAY EXAMINATION]

## Price Rate

Examination	Price	PF
<b>CHEST X-RAY:</b>		
ADULT PA/AP	450.00	50
ADULT PAL	500.00	70
PEDIA APL	450.00	70
APICOLORDOTIC VIEW	450.00	50
THORACIC BONY CAGE (TBC)	450.00	50
<b>EXTREMITIES:</b>		
FOOT APL	450.00	75
ANKLE APL	450.00	75
LEG APL	450.00	75
KNEE APL	450.00	75
FEMUR APL	450.00	75
HAND APO/L	450.00	75
WRIST APL	450.00	75
FOREARM APL	450.00	75
HUMERUS APL	450.00	75
ELBOW APL	450.00	75
CLAVICLE AP	450.00	75
SHOULDER AP	450.00	75
<b>SKULL:</b>		
SKULL APL	450.00	75
SKULL SERIES	450.00	85
SKULL WATER'S VIEW	450.00	85
PARANASAL SINUS (PNS)	450.00	85
TMJ APL	450.00	85
FACIAL BONES	550.00	85

[illegible]





# **HINATUAN DISTRICT HOSPITAL CITIZEN'S CHARTER**



# **Hinatuan District Hospital (HDH)**

## **I. Mandate**

Extension of medical, surgical, laboratory and dental health services that constituents of Hinatuan and Tagbina and nearby municipalities of Surigao del Sur

## **II. Vision**

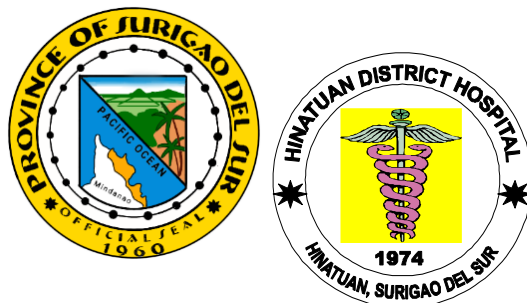
A model in providing quality district hospital services.

## **III. Mission**

We aim to provide quality hospital services that are accessible to the people of Hinatuan and Tagbina and neighboring municipalities.

## **IV. Service Pledge**

We, the men and women of Hinatuan District Hospital, hereunto set our hands, declare our commitment to abide by the provisions of the Hinatuan District Hospital Citizen's Charter and give our finest skills and talents in upholding the principles of commitment to public interest, professionalism, justness, integrity, accountability, and transparency in the delivery of public service and ensure courtesy, promptness, and sufficiency, as well as demonstrate efficiency and wisdom in the conduct and management of public affairs. So, we pledge.



# **HINATUAN DISTRICT HOSPITAL (HDH)**

## **EXTERNAL SERVICES**

## 1. HEALTH INFORMATION MANAGEMENT – BIRTH/DEATH CERTIFICATE ISSUANCE

Issuance of Birth / Death Certificate to clients for LCR registration.

<b>Office or Division:</b>	Hinatuan District Hospital/Health Information Management (HIM)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Client Information Slip</li> <li>- Charge Slip / Official Receipt (OR)</li> <li>- Birth / Death / Medical Certificate</li> </ul>		<ul style="list-style-type: none"> <li>- Cashiering Section</li> <li>- Cashiering Section</li> <li>- Cashiering Section</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Client Information Slip and process the payment to Cashier.	1. Process the payment; issue Official Receipt	₱ 50.00	8 minutes	Cashier
2. Present Official Receipt to Health Information Management clerk.	2. Encode client / patient information to Birth / Death Certificate form; Endorse the Form to ROD for signatory.	None	10 minutes	HIM Clerk
3. For Birth / Death Registration, proceed to Local Civil Registrar	N/A	N/A	N/A	ROD Medical Section Local Civil Registrar
<b>TOTAL:</b>		<b>₱ 50.00</b>	<b>18 minutes</b>	

## 2. CASHIERING SERVICES

In charge of processing and receiving payments; preparing and posting of receipts for hospital services while ensuring the accuracy in the posting of the receipt.

<b>Office or Division:</b>	<b>Hinatuan District Hospital/Cashiering Services</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Client Information Slip</li> <li>- Charge Slip / Official Receipt (OR)</li> <li>- Birth / Death Certificate</li> <li>- Statement of Account</li> <li>- Medical Certificate</li> </ul>		<ul style="list-style-type: none"> <li>- Cashiering Section</li> <li>- Cashiering Section</li> <li>- Cashiering Section</li> <li>- Cashiering Section</li> <li>- Health Information Management Section</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Out – patients – present charge slip / client information slip to cashier				
❖ Consultation	Issuance of Official Receipts	₱ 50.00	5 minutes	Cashier
❖ Birth / Death Certificates	Issuance of Official Receipts and release of certificates	₱ 50.00		
❖ Laboratory Fees	Issuance of Official Receipt	Depends on lab. requested		
❖ Medical Certificate	Issuance of Official Receipt	₱ 150.00		
2. In – patients – secure statement of account (SOA) from cashiers' office	Prepares SOA for - Philhealth patients, SOA is forwarded to Philhealth Office -Non – philhealth patients, issuance of OR for settled bills	Depends on the bill	5 minutes	Cashier
<b>TOTAL:</b>		<b>Charges may vary</b>	<b>10 minutes</b>	

### 3. DENTAL SERVICES

Services intended for the diagnosis, prevention, treatment, or cure of a dental condition.

Office or Division:	Hinatuan District Hospital/Health Information Management (HIM)				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
- Out – Patient Department (OPD) Form - Charge Slip / Official Receipt			- Health Information Management - Cashiering Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE	
1. Proceed to HIM for record verification	Create / Update OPD record for Oral Examination. Endorse the client to Dentist.	None	3 minutes	HIM Clerk	
2. Proceed to Dental Clinic for Oral Examination.	Oral Examination	None	15 minutes	Dentist	
3. Proceed to Cashier for payment	Issuance of Official Receipt	None	8 minutes	Cashier	
4. Present Official Receipt to Dentist	Dentist performs Dental procedure; - Tooth Extraction and Suturing; - Tooth Filling (Light Cure, Silicate, Temporary Cement) - Oral Prophylaxis (Mild, Severe) - Home Meds Instructions	₱150.00	3 minutes	Dentist	
		₱100.00 per surface	2 hours		
		₱300.00			
TOTAL:		Depends on procedure	2 hours 29 minutes		

#### 4. HEALTH INFORMATION MANAGEMENT – GENERAL CONSULTATION

This service addresses the health concern of the patient / client.

<b>Office or Division:</b>	<b>Hinatuan District Hospital/Health Information Management (HIM)</b>
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Out – Patient Department (OPD) Form - Charge Slip / Official Receipt		- Health Information Management - Cashiering Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Cashier for payment	Cashier will process payment and provides Official Receipt	₱ 50.00; If Senior Citizen / PWD, free	3 minutes	Cashier
2. Present the Official Receipt to HIM Section	Retrieval of OPD Record	None	3 minutes	HIM Clerk
3. Proceed to Consultation Room	ROD will evaluate / examine the patient; provides feedback	None	10 minutes	ROD Medical Section
<b>TOTAL:</b>		<b>₱ 50.00</b>	<b>16 minutes</b>	

## 5. LABORATORY SERVICES

A model in providing quality laboratory services. To ensure that quality essential laboratory services are readily accessible to the people of Hinatuan and Tagbina and neighboring Municipalities.

<b>Office or Division:</b>	<b>HINATUAN DISTRICT HOSPITAL</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Laboratory Request - Official Receipts		- Medical Section (Physician) - Cashiering		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Laboratory Request	1. Prepare charge slip for specified laboratory fees.	None	3 minutes	Med. Tech

<b>a. Admitted Patients (In-Patient)</b>	1.1. Check IHOMIS for charge slip.			
2. Secure official receipt for <b>Out-patients</b> .	2. Receive Payments and Issuance of Official Receipt <ul style="list-style-type: none"> <li>▪ CBC ₱ 200.00</li> <li>▪ Blood Typing ₱ 100.00</li> <li>▪ Urinalysis ₱ 100.00</li> <li>▪ Fecalalysis ₱ 100.00</li> <li>▪ HbsAg ₱ 200.00</li> <li>▪ TYPHI-DOT ₱ 850.00</li> <li>▪ Pregnancy Test ₱ 150.00</li> <li>▪ Dengue Rapid Test ₱1,265.00</li> <li>▪ Occult Blood Test ₱ 320.00</li> <li>▪ H. Pylori Test ₱ 250.00</li> <li>▪ HBA1C ₱ 800.00</li> <li>▪ Crossmatching ₱ 200.00</li> <li>▪ PSA ₱1,000.00</li> <li>▪ TSH ₱ 865.00</li> <li>▪ T3 ₱ 865.00</li> <li>▪ T4 ₱ 865.00</li> <li>▪ RBS ₱ 150.00</li> <li>▪ FBS ₱ 150.00</li> <li>▪ Lipid Profile ₱ 900.00</li> <li>▪ Uric Acid ₱ 250.00</li> <li>▪ SGPT ₱ 400.00</li> <li>▪ Creatinine ₱ 250.00</li> <li>▪ BUN ₱ 250.00</li> </ul>	Payment varies	5 minutes	Cashier
3. Present Official Receipt	3. Specimen Collection 3.1. Procedure instructions and Explanation 4. Perform the laboratory examinations	None	10 minutes  2 hours	Med. Tech.  Med. Tech.
4. Ask for Laboratory Result	5. Recording and releasing of Laboratory Results	None	2 minutes	Med. Tech.
<b>TOTAL:</b>		<b>Payment varies</b>	<b>2 Hours and 20 minutes</b>	



## 5. HEALTH INFORMATION MANAGEMENT – MEDICO LEGAL/MEDICAL CERTIFICATE ISSUANCE

This service denotes legal basis for requesting clients regarding Medico – Legal and Medical Certification.

<b>Office or Division:</b>	<b>Hinatuan District Hospital/Health Information Management (HIM)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Medico – Legal Form</li> <li>- Out – Patient Department (OPD) Form</li> <li>- Police Blotter</li> <li>- Charge Slip / Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>- Health Information Management</li> <li>- Health Information Management</li> <li>- Police Station</li> <li>- Cashiering</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Letter Request from PNP.	Retrieval of OPD record of the client.	None	5 minutes	<i>HIM Clerk</i>
2. Proceed to Cashier for payment	Issuance of Official Receipt <ul style="list-style-type: none"> <li>- Consultation</li> <li>- Medico Legal Certificate</li> </ul>	₱ 50.00 ₱ 300.00	3 minutes	<i>Cashier</i>
3. Proceed to Consultation Room	ROD will examine / evaluate the patient	None	10 minutes	<i>ROD</i>
4. Present Official Receipt and asks for the certificate.	4. Issuance Medico-Legal Certificates.		5 minutes	<i>HIM Clerk</i>
<b>TOTAL:</b>		<b>₱ 350.00</b>	<b>23 minutes</b>	

## 6. PHARMACEUTICAL SERVICES

An integral member of the Health Care Team responsible for the outcome of proper medication and improving patient health.

<b>Office or Division:</b>	<b>Hinatuan District Hospital/Pharmacy Section</b>
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Doctor's Prescription - Official Receipt		- Physician - Cashiering		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
Out-patient:				
1. Present Doctor's written order to the pharmacy.	Check prescriptions and prepare charge slip	None	3 minutes	<i>Pharmacist II</i>
2. Proceed to cashier.	Issuance of Official Receipt	Depends on the meds prescribed	5 minutes	<i>Cashier</i>
3. Present Official Receipt	Dispense medicines with instructions.	None	5 minutes	<i>Pharmacist II</i>
<b>TOTAL:</b>		<b>Depends on charges</b>	<b>13 minutes</b>	

## 7. PHARMACEUTICAL SERVICES

An integral member of the Health Care Team responsible for the outcome of proper medication and improving patient health.

<b>Office or Division:</b>	<b>Hinatuan District Hospital/Pharmacy Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Nurses on duty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Doctor's Order		- Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
In-patient (Nurses will be the client):				
		None	5 minutes	<i>Pharmacist II</i>

1. Carry-out Doctor's Order	Prepare prescribed medicines and encoding of charges	None	3 minutes	Pharmacy Aide
2. Asks for the Medicines	Delivery of meds to the station			
<b>TOTAL</b>		<b>None</b>	<b>8 minutes</b>	

## 8. BILLING SERVICES

Provides health insurance coverage to its members and beneficiaries to ensure affordable, available, and accessible health care services for all citizens.

<b>Office or Division:</b>	<b>Hinatuan District Hospital / Philhealth Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Philhealth Member Registration Form (PMRF)</li> <li>- Member Data Record (MDR) Form</li> <li>- Claim Form 2 (CF1)</li> <li>- Claim Signature Form 2 (CSF)</li> <li>- Statement of Account (SOA)</li> <li>- Certification of Indigency (for Indigent clients)</li> <li>- Certification of Active Member (for 4P's clients)</li> <li>- Photocopy of 4P's ID (for 4P's clients)</li> </ul>		<ul style="list-style-type: none"> <li>- Philhealth Office</li> <li>- Philhealth Office</li> <li>- Philhealth Office</li> <li>- Philhealth Office</li> <li>- Philhealth Office</li> <li>- Brgy. Hall</li> <li>- DSWD Office</li> <li>- DSWD Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Client/Patient data to Philhealth clerk for verification.	1. Check the client's data on the computer.	None	3 minutes	<i>Philhealth Clerk</i>
2. Filling out of PMRF form for membership / information needs updating.  If you are an indigent client, please secure Certificate of Indigency from Barangay, and valid ID's.	2. Documents will be forwarded to Philhealth Membership Processing Team	None	1 hour	<i>Philhealth Clerk</i>

3. Filling out of CF2 / CSF forms.	3. Verify the signed documents	None	3 minutes	Rosel Q. Murio
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 6 minutes</b>	

## 9. X-RAY Services

A service that lets the Doctors see your bones, muscle and more without having to make an incision. This helps them diagnose, treat and monitor a number of different medical conditions.

<b>Office or Division:</b>	<b>Hinatuan District Hospital/Radiology Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Doctor's Order</li> <li>- Official Receipt</li> <li>- X-RAY film</li> </ul>		<ul style="list-style-type: none"> <li>- ROD (Physician)</li> <li>- Cashiering Section</li> <li>- X-RAY Section</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
Out-patient:  1. Present Doctor's written order to the Cashiers section for payment.  ❖ For Senior Citizen present identification card to the cashier for 20 % discount.	1. Issuance of Official Receipts  Chest PA Skull APL upper Lower Extremities Lumbosacral APL Pelvis KUB Abdomen Cervical APL	₱ 300.00 ₱ 300.00 ₱ 300.00 ₱ 300.00 ₱ 300.00 ₱ 300.00 ₱ 300.00 ₱ 300.00	3 minutes	<i>Cashier</i>

2. Return to XRAY and provide the Official Receipt	2. Perform the X-RAY procedure;		30 minutes	<i>Rad. Tech. II</i>
3. Proceed to ROD for examination of result and provide the X-RAY film	3. Advise the client about the result		10 minutes	<i>ROD</i> Medical Section
<b>TOTAL:</b>		<b>Charge may vary</b>	<b>46 minutes</b>	

## 10.NURSING SERVICES – ADMISSION SERVICES

Admission of a person as an Inpatient for Medically Necessary and Appropriate Care and treatment of an illness or injury.

<b>Office or Division:</b>	<b>Hinatuan District Hospital/Nursing Services Section – Admission Services</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Health Declaration Form</li> <li>- Vaccination Card</li> <li>- Admitting Chart</li> <li>- Vital Signs Monitoring Tool</li> <li>- Request for Laboratory Examinations</li> </ul>		<ul style="list-style-type: none"> <li>- Health Information Management Section</li> <li>- Municipal Health Office</li> <li>- OPD/TRIAGE</li> <li>- Emergency Room</li> <li>- WARD Station</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill - in Health Declaration Form Checklist (patient and watcher)	<ul style="list-style-type: none"> <li>- OPD/TRIAGE</li> <li>- Disclose accurately the Travel History, signs and symptoms, close contact to COVID confirmed patients or suspect.</li> </ul>	None	1 minute	<i>Nurse I</i> Nursing Section
2. Ask for previous Record of the patient from	<ul style="list-style-type: none"> <li>- Monitor for any previous</li> </ul>	None	30 seconds	<i>Nurse I</i> Nursing Section

Health Information Management Section	consultation / admission data.			
	- Gather and document pertinent data from the patient; Vital signs taken; Advice Resident on duty for admission.	None	30 seconds	<i>HIM Clerk</i> HIM Section
	3. Interview and Physical examination patient			
	4. Consent to care	None	10 minutes	<i>Nurse I</i> Nursing Section
	- OPD/TRIAGE			
	- Inform Consent and Procedure Form			
	- Inform consent and procedure must be thoroughly explained using Mother tongue or within the level of understanding.			
	- Inform also the rights of the patient under care.			
5. Admission and conduct of procedure	- ER/TRIAGE	None	3 minutes	<i>Nurse I</i> Nursing Section
	- Explain the procedure (IVF insertion; start of medication; conduct of minor procedure at bedside; and laboratory examinations procedure)			
	- Encode to IHOMIS			
	- Advise for food preparation.			
	- Health education plan for the duration of stay			
	- Encourage to report any unusuality's within the duration of stay.			
	- WARD Nurse Station			
	- Institutional Worker	None	20 minutes	<i>Nurse I</i>
6. Endorse patient to Ward Charge Nurse				

	<ul style="list-style-type: none"> <li>- Endorse information of newly admitted patient to Charge Nurse and other vital procedures that needs to be carried out.</li> <li>- Wheeled the patient to his/her designated room.</li> <li>- Endorse accompanying watcher to Charge Nurse for proper identification.</li> </ul>	None	3 minutes	<i>Nurse I</i> Nursing Section  <i>Admin. Aide I</i> Administrative Services Section  <i>Nurse IV</i> Nursing Section
<b>TOTAL:</b>		<b>None</b>	<b>36 minutes</b>	

Admission of a person as an Inpatient for Medically Necessary and Appropriate Care and treatment of an illness or injury.

## 11. NURSING SERVICES – DELIVERY ROOM SERVICES

A special unit in the hospital where pregnant women give birth to babies.

<b>Office or Division:</b>	<b>Hinatuan District Services / Nursing Services Section – Delivery Room Services</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Maternal Monitoring Booklet (Pink Card)</li> <li>- Birth Plan</li> <li>- Vaccination Card</li> <li>- Health Declaration Form</li> <li>- Informed Consent to Procedure</li> <li>- Partograph</li> </ul>		<ul style="list-style-type: none"> <li>- Municipal Health Office</li> <li>- Municipal Health Office</li> <li>- Municipal Health Office</li> <li>- Health Information Management Section</li> <li>- OPD/TRIAGE</li> <li>- Delivery Room service</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-in Health Declaration Form Checklist (patient and watcher)	<ul style="list-style-type: none"> <li>- OPD/TRIAGE</li> <li>- Disclose accurately the Travel History, signs and symptoms, close contact to COVID</li> </ul>	None	1 minute	<i>Nurse I</i> Nursing Section

	confirmed patients or suspect			
2. Present Vaccination Card	<ul style="list-style-type: none"> <li>- OPD/TRIAGE Counter check accuracy of Vaccination Card</li> <li>- Check for any previous consultation / admission data</li> </ul>	None	30 seconds	<i>Nurse I</i> Nursing Section
3. Ask for previous Record of the patient from Health Information Management Section	<ul style="list-style-type: none"> <li>- Advise watcher to submit PHIC requirements to Philhealth processing office</li> <li>- Assess for completion of 9 months Prenatal monitoring at Barangay level</li> </ul>	None	30 seconds	<i>HIM Clerk</i> HIM Section
4. Proceed to Philhealth	<ul style="list-style-type: none"> <li>- Assess for 4 signs of high-risk pregnancy in the Pink card</li> <li>- Take vital signs and document at OPD Form</li> <li>- Fill in other pertinent information</li> <li>- Inform Resident on duty and Midwife on duty</li> <li>- Delivery Room</li> <li>- Place patient comfortably at DR Table</li> </ul>	None	2 minutes	<i>Admin. Aide I</i> Philhealth Section
5. Proceed to TRIAGE area Present Home Base Mother Record/Booklet ; Pink Card; Ultrasound Result	<ul style="list-style-type: none"> <li>- Informed consent and procedure should be signed prior to conduct of vaginal internal examination</li> <li>- Proceed with further interview</li> <li>- Take vital signs and do Leopold's Maneuver, Fetal Heart Tone monitoring via Doppler</li> <li>- Inform to insert finger by Resident on duty to</li> </ul>	None	15 minutes	<i>Nurse I</i> Nursing Section



6. Endorse to Midwife and Resident on duty for Physical and Internal examination of Cervical Dilatation	<ul style="list-style-type: none"> <li>measure Cervical Dilatation</li> <li>- Document initial assessment to Monitoring sheet and Partograph</li> <li>- Prepare for admission</li> <li>- Fill in vital data for admission to chart</li> <li>- Informed consent and procedure must be signed</li> <li>- Attach Pink Card and ultrasound if available</li> <li>- Ask for Newborn's Layette</li> </ul>	None		<i>Midwife III</i> Nursing Section
7. Submit for Admission	<ul style="list-style-type: none"> <li>- Delivery Room</li> <li>- Assist patient</li> <li>- Position patient on OR table to prepare for internal examination</li> <li>- Prepare instruments, supplies and medicines</li> <li>- Do perennial care</li> <li>- Call resident on duty</li> <li>- Do manual maneuver delivery of Newborn and Placenta per vagina (MULTIGRAVIDA)</li> </ul>	PHIC Package for non - episiotomy and repair – ₱ 5,000; For episiotomy and repair PHIC package- ₱ 9,200	10 minutes	
8. Proceed to Delivery of Newborn	<ul style="list-style-type: none"> <li>- If Primigravida case, and entails episiotomy and Repair, advise patient for the procedure and to be conducted by the Resident on Duty</li> <li>- Breastfeeding Initiation</li> <li>- Newborn Care and treatment</li> <li>- Document to DR Logbook</li> <li>- Transfer to ward</li> </ul>		2 hours	<i>ROD</i> <i>Medical Section</i>  <i>Midwife III</i> Nursing Section
9. Breastfeeding Initiative and Health Education for Post- Partum	<ul style="list-style-type: none"> <li>- Breastfeeding Room</li> <li>- Bring Post- partum mother to Breastfeeding Room</li> </ul>	None		<i>ROD</i> <i>Medical Section</i>  <i>Midwife III</i> Nursing Section

Mothers and Schedule	<ul style="list-style-type: none"> <li>- Educate proper positioning and benefits of breastfeeding</li> <li>- Encourage to ask questions for misconception regarding Breastfeeding</li> <li>- Provide leaflets regarding benefits of breastfeeding</li> <li>- Demonstrate umbilical stump care and encourage return demonstration of their own babies</li> <li>- Demonstrate proper handling when bathing the baby</li> <li>- Document Health education to Logbook</li> </ul>			<i>Admin. Aide I</i> Administrative Services Section
10. Advocacy on Family Planning Counselling	<ul style="list-style-type: none"> <li>- Family Planning Room</li> <li>- Bring Post-partum mother to Family Planning room</li> <li>- Place Post-partum mother in a comfortable chair</li> <li>- Discuss and demonstrate different Contraceptive materials and its benefits</li> <li>- Encourage questions and answer to their level of understanding</li> <li>- Give leaflets for their guidance</li> <li>- Coordinate with Barangay Midwife once discharge for monitoring and vaccination of Newborn under Mandatory Vaccination Program of DOH</li> <li>- Document activity to Logbook</li> </ul>	None	30 minutes	<i>Nursing Attendant I</i> Nursing Section
11. Mandatory Newborn	<ul style="list-style-type: none"> <li>- Newborn Screening Room</li> </ul>	PHIC Package- ₱ 2,750; Non-	20 minutes	<i>Nursing Attendant I</i> Nursing Section

Screening Procedure	<ul style="list-style-type: none"> <li>- Discuss Informed Consent and procedure</li> <li>- Once signed, Educate the benefits of knowing the status of newborn thru Newborn screening</li> <li>- Provide leaflets</li> <li>- Proceed with the screening test and Hearing Screening Test</li> <li>- After care</li> <li>- Documentation</li> </ul>	PHIC ₱ 2,250 or submit for MAP assistance		
12. Discharge Plan	<ul style="list-style-type: none"> <li>- PHIC Processing Office/ Medical Assistance Program Office</li> <li>- Advise for discharge per doctor's order</li> <li>- Send Chart for billing</li> <li>- Advise to process Billing at PHIC Processing office/MAP in non- PHIC</li> <li>- Once billing is approved, Instruct Home Medication and follow up check- up and emphasize close monitoring of blood pressure or any profuse vaginal bleeding</li> <li>- Include Newborn Teaching and Vaccination c/o Barangay Health station</li> </ul>	PHIC Package for non-episiotomy and repair – ₱ 5,000; For episiotomy and repair PHIC package- ₱ 9,000	30 minutes	<i>Nurse I</i> Nursing Section  <i>Nursing Attendant I</i> Nursing Section  <i>Midwife III</i> Nursing Section
			10 minutes	
TOTAL:		Charges may vary	3 hours and 59 minutes	

## 12. NURSING SERVICES – OPERATING ROOM SERVICECS

The operating room, sometimes called the OR, a surgery unit, is where surgery takes place in a hospital. Having surgery is also called having an operation.

<b>Office or Division:</b>	<b>Hinatuan District Hospital/Nursing Services Section – Operating Room Services</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- Health Declaration Form Checklist</li> <li>- Vaccination Card</li> <li>- Laboratory Examinations</li> <li>- Cardiopulmonary Clearance</li> <li>- Preparation for Standby Blood</li> <li>- Date of Surgery (STAT/Elective cases)</li> <li>- Inform Operating Room STAFF</li> <li>- Elective Surgery</li> </ul>		<ul style="list-style-type: none"> <li>- OPD/TRIAGE/EMERGENCY ROOM</li> <li>- Municipal Health Office</li> <li>- Laboratory</li> <li>- X-RAY/ECG Section</li> <li>- REDCROSS</li> <li>- IM/Surgeon approval</li> <li>- IM/Surgeon approval</li> <li>- IM/Surgeon approval</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill - in Health Declaration Form Checklist (patient and watcher) and present Vaccination Card if available)	OPD/TRIAGE 1.1. Disclose accurately the Travel History, co-morbidities, signs and symptoms, close contact to COVID confirmed patients or suspect; counter check accuracy of Vaccination Card	None	2 minutes	Nurse I Nursing Section
2. Ask for previous Record of the patient from Health Information Management Section	2.1. Health Information Management Section 2.2. Monitor for any previous consultation/ admission data.	None		<i>HIM Clerk</i> HIM Section
3. Interview and Physical examination patient	3.1. Gather and document pertinent data from the patient. 3.2. Vital signs taken and recording.	None	15 minutes	Nurse II Nursing Section

	3.3. Ask for recent Ultrasound result, blood works result or CT Scan result. 3.4. Advise Surgeon for Schedule of surgery. 3.5. Prepare admission chart.			
4. Secure Informed Consent and Procedure	4.1. Explain thoroughly the operation to patient and watcher about the procedure and encourage to ask questions regarding the operation. 4.2. Explain for the conduct of another blood laboratory request and preparation of standby blood and X-RAY and ECG taking before operation. 4.3. Advise to prepare and process necessary documents for Philhealth and other bills to pay such as; payment for Private Anesthesiologist and other OR supplies not available in the facility	P 3,600 (2 units of Blood)  Depend- ing on the Type of Surgery	15 minutes  3 minutes  3 minutes	Nurse II Nursing Section  Med. Tech. Laboratory Section  Admin. Aide I Philhealth Section  ROD Medical Section
5. Cardio-pulmonary Clearance/ Approval	5.1. X-RAY/ECG Section 5.2. A Perform X-RAY/ECG procedure. 5.3. Submit X-Ray and ECG results to Dr. Lim for approval, once cleared advise Surgeon to proceed with the surgery.	None None None	3 minutes 10 minutes 5 minutes	Rad. Tech. II X-RAY Section
6. Prepare for admission of Scheduled Surgery of patient (STAT/Elective SURGERY)	6.1. Emergency Room Services 6.2. Operating Room Services 6.3. Re-explain the procedure to the patient and watcher.	None	20 minutes	Nurse II Nursing Section

	6.4. Start IVF and pre-operative Medication as ordered. 6.5. Advise for NPO prior to surgery. 6.6. Advise to remove any jewelries or metal attach to body, remove nail polish, remove make-up, remove dentures/ prosthesis if present. 6.7. Advise body hygiene; empty bladder prior to surgery 6.8. Endorse to Operating Room Service Staff and inform the Chief of Hospital 6.9. Encode data to IHOMIS			
7. Elective surgery for Non – Philhealth clients	7.1. Philhealth Processing Office 7.2. Medical Assistance Program Coordinator/Social worker 7.3. Enroll patient to POS or Medical Assistance Program 7.4. Comply with the necessary requirements for application. 7.5. If willing to pay, advise to proceed to Cashier and issue official receipt.	If Phil-health member – None  If Paying patient - To be determined by the type of Surgery to be conducted.	15 minutes	Admin. Aide I Administrative Section
8. Submit for Pre-Anesthesia Evaluation	8.1. Anesthesiologist 8.2. Interview and examine the patient. 8.3. Fill - in Anesthesia Checklist 8.4. Document on Doctors' order	None	10 minutes	Cashier Cashiering Section  ROD Medical Section
9. Surgery proper (conduct of patient to Operating Room)	9.1. Transfer patient per wheelchair or stretcher as the case maybe	None	10 minutes	Admin. Aide I Administrative Section  Nurse II Nursing Section

	<p>9.2. Receive patient and place comfortably to OR table.</p> <p>9.3. Validate/Verify Patient's data by double checking the Patient's Chart and name on OR Schedule Board</p> <p>9.4. Check Signed Informed consent and procedure and completed Anesthesia Check List</p> <p>9.5. Validate site for surgery.</p> <p>9.6. Review OR Checklist</p> <p>9.7. Take vital signs and document in the chart.</p> <p>9.8. Receive and prepare OR medicines.</p>			Nurse II Nursing Section
10. Conduct of Anesthesia	<p>10.1. Operating Room Services</p> <p>10.2. Read Patient's chart.</p> <p>10.3. Check IV level, site and patency of fluid.</p> <p>10.4. Explain the procedure and effects of Anesthesia.</p> <p>10.5. Prepare Anesthesia and start induction.</p> <p>10.6. Vital signs monitoring and recording.</p>	None	30 minutes	<p>ROD Medical Section</p> <p>Nurse I Nursing Section</p> <p>Nurse I Nursing Section</p>
11. Position patient to start the procedure.	<p>11.1. Operating Room Service</p> <p>11.2. Re- explain the procedure.</p> <p>11.3. Insert Foley Bag Catheter</p> <p>11.4. Final Skin preparation</p> <p>11.5. Surgical scrub</p> <p>11.6. Gowning, gloving</p> <p>11.7. Prepare instruments.</p>	None	2 hours	<p>ROD Medical Section Nurse I Nursing Section</p> <p>Nurse I Nursing Section</p>

	11.8. Counting of sponges and instruments 11.9. Documentation of number of sponges and instruments 11.10. Draping 11.11. Perform OR procedure. 11.12. Post-op care 11.13. Documentation			
12. Transfer to Recovery Room	12.1. Recovery Room (adjacent to OR Room) 12.2. Keep client warm with blanket. 12.3. Connect to oxygen properly regulated. 12.4. Keep Oxygen saturation monitored. 12.5. Close monitoring of Vital signs and record 12.6. Check IV level. 12.7. Check urine output. 12.8. Check post operative site for signs of profuse bleeding. 12.9. Assess level of consciousness 12.10. Administer medication as ordered. 12.11. Properly document assessment and procedure done in the patient's chart.	None	30 minutes	ROD Medical Section  Nurse I Nursing Section         ROD Medical Section Nurse I Nursing Section
13. Patient's transfer to Surgical Ward (with written order by Anesthesiologist/Surgeon)	13.1. Accompany patient by OR Nurse and endorse properly the patient's condition and data. 13.2. Endorse IV level and site. 13.3. Endorse Medicines and other mixed medicines to IV Fluid	None	1 hour	Nurse I Nursing Section



	13.4. Advise Ward Nurse on duty to place lie flat on bed for 6 hours or depending on the surgeon's order; remove bladder sheet. 13.5. Endorse PACKS or drain for removal 24 hours. 13.6. Keep medical oxygen ready at bedside and Suction machine. 13.7. Inspect post-operative site. 13.8. Document to chart 13.9. Endorse patient's belongings to watcher and other valuable things. 13.10. Submit specimen to Laboratory (request for Biopsy purposes) 13.11. Advise Institutional worker for proper disposal OR waste. 13.12. Disinfect; cleaning and drying of instrument. 13.13. Disinfect equipment. 13.14. OR cleaning and disinfecting in preparation for next case. 13.15. Documentation to OR Logbook			
<b>TOTAL:</b>		<b>Depending on the type of surgery; and number of blood bags</b>		
		<b>4 hours and 51 minutes</b>		



## **BISLIG DISTRICT HOSPITAL (BDH)**

## **CITIZEN'S CHARTER**



## **Bislig District Hospital (BDH)**

### **V. Mandate**

Extension of medical, surgical, laboratory and dental health services to the constituents of Bislig and nearby municipalities of Surigao del sur.

### **VI. Vision**

Quality health care system committed for the best interest of the community.

### **VII. Mission**

To achieve affordable, accessible and sustainable healthcare services to the community.

### **VIII. Service Pledge**

We commit to ensure efficient delivery of quality health care services and to achieve sustainability of hospital health programs and services.



**BISLIG DISTRICT HOSPITAL  
(BDH)**

**EXTERNAL SERVICES**

## 1. CONSULTATION

Consultation process for patients. Due to Covid-19 situation the clinic will only cater 25 patients a day for consultation. The criteria for consultation are the following:

- a. Newly diagnosed
- b. Lost to follow-up
- c. Have major complaints
- d. Follow-up check up for discharged patients

Availability of Service: Monday, Wednesday and Friday 9:00am – 12:00nn; 2:00pm – 4:00pm (except holidays)

<b>Office/Division:</b>		<b>Bislig District Hospital</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
OPD patient record			Records Section/OPD Clerk	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration of patients.	1. Collection Of patient demographic information including personal and contact information.  1.1 Confirm the name, medical record number, location of the patient.  1.2 For first time patient, assign a hospital number.	50.00	3 minutes	OPD CLERK/ OPD NURSE
2. Secure vital sign measurement.	2. Check and document vital signs of patient; Temp., BP, PR, RR, O2 Sat., height & weight.	None	3 minutes	OPD CLERK/ OPD NURSE
3. Consultation/ Examination	3. Provide a brief synopsis of patient history.	None	10 minutes	RESIDENT ON DUTY

	<p>3.1 Assess any pertinent physical examination.</p> <p>3.2 Conduct thorough medical review on general condition or any health concerns.</p> <p>3.4 Explore subjective and objective level of patient need.</p>			
4. Diagnostic investigation.	4. Determine request pertinent/desired laboratory examinations, X-ray request.	CBC 200.00 URINALY SIS 100.00 FECA- LYSIS 100.00 XRAY 300.00	30 minutes	MEDICAL TECHNOLOGIST
5. Treatment and prescription.	<p>5. Promptly treat patient condition based on the result of the diagnostic procedure &amp; consultation.</p> <p>5.1 Prescribe appropriate medication. Use systematic approach</p>	None	10 minutes	RESIDENT ON DUTY
6. Discharge/ Home	<p>6. Discharge teachings properly delineated to patient, which include potential signs and symptoms of a complication, urgency of seeking additional care and where to find the care.</p> <p>6.1 Discuss arrangements for follow-up check up/ visit &amp; referral to other health care resources.</p>	None	3 minutes	RESIDENT ON DUTY
<b>TOTAL:</b>		<b>700.00</b>	<b>59 minutes</b>	

## 2. ANTI-RABIES INJECTIONS

This service is intended for Animal Bite Clients.

Availability of Service: Tuesday and Friday 8:00am – 12:00nn;  
1:00pm – 5:00pm

<b>Office/Division:</b>		<b>Bislig District Hospital</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OPD patient record		Records Section/OPD Clerk		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration of patients.	1. Collection of patient demographic information including personal and contact information.	Php 50.00	3 minutes	OPD CLERK/ ANIMAL BITE NURSE
	1.1 Take vital signs: BP, temperature, heart rate, respiratory rate, weight, height including date of incident, time of incident, place of incident and what kind of animal, area in the body where the patient is bitten.	None	2 minutes	OPD CLERK/ ANIMAL BITE NURSE
	1.2 Give priority number and let the patient wait for the number to be called.	None	1 minute	OPD CLERK/ ANIMAL BITE NURSE
2. Proceed to Room 1 for doctor's evaluation	2. The doctor's on duty will examine the patient and give prescriptions for the needed medicines for each client.	None	3 minutes	RESIDENT ON DUTY
3. The patient will proceed to Room 3 with OPD record and prescriptions where animal	3. The Nurse In-charge for the Animal Bite Center will carry out doctor's order.	None	2 minutes	ANIMAL BITE NURSE
	3.1 Anti-rabies injections will be given right away if	None	5 minutes	ANIMAL BITE NURSE

bite In-Charge is waiting.	the vaccines are available.  3.2 The Animal Bite Nurse In-charge will make schedules for Anti-rabies vaccines where the patients follow the dates written in the schedule as advised.  3.4 Patients are advised to wash the wounds with soap and running water daily.	None	3 minutes	ANIMAL BITE NURSE
		None	2 minutes	ANIMAL BITE NURSE
4. The patient will claim the medications in the hospital pharmacy.	4. The Pharmacist will give instructions on the medications taken and its frequency together with written instructions. If for injection, advice patients to go back to Room 3.	None	5 minutes	PHARMACIST
<b>TOTAL:</b>		<b>50.00</b>	<b>26 minutes</b>	

### 3. ADMISSION OF PATIENT FROM OUT-PATIENT DEPARTMENT

This service is intended for patients from OPD who are scheduled by the doctor for admission.

Availability of Service: 24 Hours, 7 Days, including Holidays.

<b>Office/Division:</b>	<b>Bislig District Hospital/Admitting Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	1. Patients (Emergency Cases and Referrals), Parents of Patient, Siblings, Legal Guardian, Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Out-Patient Patient Data Form – Elective Admission		Doctor		
2. Consent on Admission		Doctor		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient's for admission.	1. Received patient from Out-Patient Department with complete demographic information.	None	2 minutes	ER NURSE



2. Secure vital signs measurement	2. Re-check and document vital signs, TPR, BP, O2 sat.	None	2 minutes	NURSING ATTENDANT I
3. Perform other admission procedure.	3. Refer to Resident on Duty observations/unusuality of patients and vital signs.	None	5 minutes	ER NURSE
	3.1 Carry out/administer medication as ordered.	None	15 minutes	ER NURSE
	3.2 Endorsed patient to Clinical Units.	None	2 minutes	ER NURSE
	<b>TOTAL:</b>	<b>None</b>	<b>26 Minutes</b>	

#### 4. ADMISSION OF PATIENT FROM EMERGENCY ROOM DEPARTMENT

This service is intended for emergency room patients for admission by the Attending physician.

Availability of Service: 24 Hours, 7 Days, including Holidays.

<b>Office/Division:</b>		<b>Bislig District Hospital/Admitting Section</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		1. Patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Admission Slip		Doctor		
2. Consent for Admission		Doctor		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient for Admission.	1. Gather pertinent information (name, age, sex, address, mobile number, etc.)	None	10 minutes	Triage In-charge
	1.1 Prepare medical record		5 Minutes	Admitting Clerk
2. Secure vital signs measurement.	2. Vital signs recording obtaining patients vital signs; Temp., BP, PR, RR, O2 Sat., height & weight.	None	15 minutes	NURSING ATTENDANT I

	2.1 Prepare Identification bracelet.  2.2 Secure consent form.  2.3 Prepare patient both physically and mentally for his stay in the institution.			
3. Patient Evaluation.	3. Perform admission assessment.  3.1 Obtain Physician's order for laboratory test, medical activity.  3.2 Inform Ward Nurse of the admission.  3.3 Carry out doctors legal order (telephone, verbal order & written)	None	45 minutes	RESIDENT ON DUTY  ER NURSE  ER NURSE  ER NURSE
4. Endorsement/ transport of patient to ward.	4. Endorsement of patient to Nurse on duty (OR/DR/Ward) by ER Nurse on duty.  4.1 Transport patient via wheelchair, stretcher and settled patient to bed.	None  None	3 minutes  3 minutes	ER NURSE  INSTITUTIONAL WORKER
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour 21 Minutes</b>	

## 5. SUBMISSION OF REQUEST FOR SURGERY

Availability of Service: Daily, 24 hours a day

<b>Office/Division:</b>	<b>Bislig District Hospital/Operating Room</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	1. Nursing Staff with admitted patient with a surgical plan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for surgery form				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Present the Request for Surgery to the OR Charge Nurse (Perioperative Nurse if elective surgery)	1. Verify completeness of the Request for Surgery (and attachments, if elective surgery).	None	5 minutes	Charge Nurse (Perioperative Nurse if elective)
	1.1 Receive the request form by indicating name, signature, with date and time of receipt.	None	3 minutes	Charge Nurse (Perioperative Nurse if elective)
2. Verification of surgery schedule of patient.	2. OR Charge Nurse verifies and confirm the schedule of surgery to Ward Nurse	None	5 minutes	Charge Nurse (Perioperative Nurse if elective)
3. Retrieve the signed Request for Surgery.	3. Return a copy of the Request for Surgery to the ward nursing staff.	None	10 minutes	Charge Nurse (Perioperative Nurse if elective)
	3.1 Retain and file a copy of the Request for Surgery.	None	3 minutes	Charge Nurse (Perioperative Nurse if elective)
	3.2 Document the information in the OR logbook and OR board schedule.	None	3 minutes	Charge Nurse (Perioperative Nurse if elective)
<b>TOTAL:</b>		<b>None</b>	<b>29 minutes</b>	

## 6. RECEIVING OF OUT-PATIENT REQUESTS/SAMPLES

Provide clients/patients laboratory examinations.

Availability of Service: 5:30am to 5:00pm except Saturdays, Sundays and holidays.

<b>Office/Division:</b>	<b>Bislig District Hospital/Laboratory Service Section</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	All out patients
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Fully accomplished request form	Attending Physician
2. Appropriately labeled specimen	Attending Physician
3. Official Receipt for paid laboratory procedure	Cashier



Laboratory request form		OPD/ER/Ward		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Watcher or Hospital Staff present the Laboratory request together with the urine sample	1.1 Receive the specimen and request and instructs them to write the name of patient on the container provided and logs on the name of patient and hospital number in the logbook provided	none	2 minutes	Laboratory Clerk/Medical Technologist
2. Watcher or Hospital Staff present the laboratory request together with the stool sample.	2.1.Receive the specimen and request and instructs them to write the name of patient on the container provided and logs on the name of patient and hospital number in the logbook provided.	none	2 minutes	Laboratory Clerk/Medical Technologist
3. Present hematology request form	3. Nurse station submit request forms to lab.	None	2 minutes	Medical Technologist
	3.1 Inform patient about the test and result procedures.	None	15 minutes	
	3.2 Collection of blood specimen.			
	3.3 Validation and releasing of test result			
	3.4 Submit all specimens collected		60 minutes	Medical Technologist
4. Claim Result	4. Release Result	None	2 minutes	Attending Physician
TOTAL:		None	1 hour 23 minutes	

## 8. RELEASING OF BLOOD UNIT FOR TRANSFUSION

Withdrawal of crossmatched blood for transfusion.

Availability of Service: 24 Hours a day; 7 days a week (24/7)

<b>Office/Division:</b>	<b>Bislig District Hospital/Laboratory Service Section</b>
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All BDH patients for Blood Transfusion			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request form		OPD/ER/Ward		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Nurse ward/ Nursing Attendant present crossmatching result with transfusion record	1. Receive, check and encode in HIS the date and time blood is issued 1.1 Record in the worksheet for Release of Blood for Transfusion	None  1,800.00	3 minutes	Medical Technologist
	2. Retrieve from blood bank refrigerator the blood unit for issuance  2.1 Check and verify the blood for issuance with the crossmatching result		3 minutes	Medical Technologist
2. Check, receive, and Affix Trodat/ printed name and signature in the crossmatching result/transfusion record and in the compatibility logbook  2.1 Transport blood in a recommended transport box	3. Issue blood unit to ward nurse/ nursing attendant  3.1 Affix Trodat/ signature in the crossmatching result with transfusion record and in the Compatibility logbook.	None  None	4 minutes	Medical Technologist
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	

## 9. BLOOD CHEMISTRY TESTS (IN-PATIENT DEPARTMENT)

Routine Blood Chemistry tests for admitted patients.

Albumin, Alkaline Phosphatase, (SGPT), (SGOT), Blood Urea Nitrogen, Calcium, Chloride, Creatinine, Fasting Blood Sugar (FBS), Lipid Profile, Potassium, Random Blood Sugar (RBS), Sodium, Total Cholesterol, Total Protein, Triglycerides, Uric Acid

Availability of Service: Everyday, 24 hours a day

<b>Office/Division:</b>	<b>Bislig District Hospital/Laboratory Service Section</b>
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Admitted patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Blood Chemistry Request		Doctor/Nurse		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present request to receiving clerk.	1. Encodes request to Hospital Information System (HIS)	FBS/RBS – 150.00 CREA – 250.00 BUN – 250.00 BUA – 250.00 SGOT – 250.00 SGPT – 250.00 LIPID PROFILE – 750.00 TOTAL CHOLESTEROL – 250.00 HbA1C – 850.00 SODIUM – 450.00 POTASSIUM – 450.00 CHLORIDE – 450.00 TROP I – 650.00	2 minutes	Laboratory Clerk/Medical Technologist
2. Go back to ward and wait for the Medical Technologist to collect blood from patient.	2. Collects blood requests from receiving area and sorts them according to patient location.	None	20 minutes	Laboratory Clerk/Medical Technologist
	2.1.Proceeds to the wards and locates patient. Identifies patient and prepares for blood collection.	None	20 minutes	Medical Technologist
	2.2 Explains procedure to patient/watcher, verifies patient adherence to fasting requirement (if any)	None	5 minutes	Medical Technologist
	2.3 Collects blood sample from the patient and labels sample.	None	5 minutes	Medical Technologist

	2.4 Centrifuge samples and verifies test requests.	None	20 minutes	Medical Technologist
	2.5 Checks serum integrity and loads blood samples to Chemistry Analyzer.	None	20 minutes	Medical Technologist
	2.6 Waits for analyzer to finish processing; checks and validates results generated by the analyzer.	None	1 hour	Medical Technologist
	2.7 Release result	None	1 minute	Medical Technologist
<b>TOTAL:</b>			<b>2 hours 33 minutes</b>	

## 10. EXPANDED NEWBORN SCREENING BLOOD COLLECTION

Blood is extracted via heel prick and collected onto the special filter cards which can diagnose 29 newborn disorders.

Availability of Service: MONDAYS TO SUNDAYS; 8:00AM TO 5:00PM

<b>Office/Division:</b>		<b>Bislig District Hospital/Laboratory Service Section</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		>24 hour-born babies (admitted)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Properly accomplished information in the filter cards		Delivery Room Nurse		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Completely Accomplished information of patient in the Expanded Newborn Screening Filter Card	1. Extraction of blood via heel prick	None	5 minutes/baby	Medical Technologist
<b>TOTAL:</b>			<b>5 minutes</b>	



## 11. ACID FAST BACILLI STAIN (AFB), SPUTUM

Availability of Service: 8:00 am to 5:00 pm except holidays

<b>Office/Division:</b>		<b>Bislig District Hospital/TB DOTS Clinic</b>		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		Patient (Out-patients)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Laboratory request form/referral form		Attending Physician/Midwife-RHU		
2. Number of samples required – 1 Sputum sample		Patient		
3. Collection time – 1st) Early morning. CLIENT STE (sample volume 1ml-4ml)		Sputum Collector/Midwife-RHU		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request to Microbiology laboratory for encoding	1. Check for completeness of data written on the request form, then encode the test desired by the attending physician.  1.1 Give instruction on the proper collection of sputum.	None	5 minutes	Receiving Clerk/ Lab. Aide
2. Submit laboratory request and sputum samples	2.0 Check the correctness of data written on both container and the request form.  2.1 Accept the request form and the two sputum samples.	None	5 minutes	Receiving Clerk/ Lab. Aide
3. Secure claim stub	3.0 Write on the claim stub the name of the patient, sample submitted, date of submission, and mark with “check” the test to be performed on the patient sample 3.1 Issue claim stub  3.2 Process sample	None	5 minutes         3 hours	Receiving Clerk/ Lab. Aide         Med Tech Staff (GenXpert)
4. Claim result	4.0 Release result		After 2 days	Med Tech Staff (GenXpert)
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 3 hrs &amp; 15 mins.</b>	

## 12. IN-PATIENT DEPARTMENT GENERAL X-RAY

Diagnostic X-ray Imaging.

Availability of Service: 24 hours, Monday to Sunday.

<b>Office/Division:</b>		<b>Bislig District Hospital/Department of Radiology</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		All In-patients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Prescribed X-ray request with hospital number			Admitting Section/Attending Physician	
and complete patient's personal data				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the nursing aide who will transport the patient to the X-ray room together with the request.	1. Receives, verifies request and record patient on the logbook	None	5 minutes	X-ray Aide/Clerk
2. Undergo the x-ray procedure.	2. Gently call and approach patient to enter x-ray room and instruct watcher to remove patient's garments with hard plastic buttons or any clothes with metallic accessories. Let the patient wear a gown in the dressing room.	None	7 minutes	Radiologic Technologist
	2.1 Prepares equipment.	None	2 minutes	Radiologic Technologist
	2.2 Conducts procedure and check screen image monitor that radiograph is sure acceptable.	None	5 minutes	Radiologic Technologist
	2.3 After the procedure instruct again the patient and watcher to change clothes back and return to observation	None	5 minutes	Radiologic Technologist

	area and inform the nurse or doctor that their x-ray procedure is already performed.			
	2.4 Review digital radiographs to ensure quality. Process and export radiographs to the main computer server.	None	4 minutes	Radiologic Technologist
	2.5 E-mail radiographs to the Radiologist for official reading	None	2 minutes	Radiologic Technologist
3. Wait for the official reading results.	3. Encode X-ray results once available and forward to the Nurse Stations.	None	1-3 days	Radiologic Technologist Radiologist
<b>TOTAL:</b>			<b>1-3 days &amp; 30 minutes</b>	

### 13. OUT-PATIENT DEPARTMENT GENERAL X-RAY

Diagnostic X-ray Imaging.

Availability of Service: 8:00am to 5:00pm except Saturdays, Sundays and Holidays.

<b>Office/Division:</b>	<b>Bislig District Hospital/Department of Radiology</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	COVID In-patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Prescribed X-ray request with hospital number		Admitting Section/Attending Physician		
and complete patient's personal data				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present request form to the X-ray Clerk on duty at the reception area	1. Receives, verifies request and record patient on the logbook.  1.1 Instruct patient or representative to settle payment at the Cashier	None	5 minutes	X-ray Aide/Clerk

2. Settle request payments at the cashier.	2. Accept payment for the processing of test	CHEST PA (ADULT) – 260.00  CHEST APL (CHILD) – 260.00  SKULL – APL – 320.00  SKULL SERIES – 380.00  PARANASAL SINUSES – 380.00  EXTREMITIES APL (UPPER & LOWER) – 320.00  ABDOMEN FAT PLATE & UPRIGHT – 320.00  SHOULDER AP – 260.00  LUMBOSACRAL SPINE APL – 320.00  PELVIS/HIP – 260.00  BARIUM ENEMA/ BOWEL PREP / NPO POST MIDNIGHT – 1,400.00  UGIS (NPO) – 800.00  UGIS W/ FOLLOW	2 minutes	Cashier
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		THROUGH – 900.00		
3. Undergo X-ray procedure.	3. Checks official receipt or other documents of proof of payment	None	2 minutes	Radiologic Technologist
	3.1 Gently call and approach patient to enter X-ray room and instruct to remove garments with hard plastic buttons or any clothes with metallic accessories and jewelries. Let the patient wear down in the dressing room.	None	2 minutes	Radiologic Technologist
	3.2 Prepares equipment	None	2 minutes	Radiologic Technologist
	3.3 Conducts procedure and check screen image monitor that radiograph is surely acceptable.	None	3 minutes	Radiologic Technologist
	3.4 After the procedure instruct patient to change clothes back in the dressing room.	None	2 minutes	Radiologic Technologist
	3.5 Review radiographs to ensure quality. Process and export radiographs to the main comput server.	None	4 minutes	Radiologic Technologist
	3.6 E-mail radiographs to the Radiologist for official reading.	None	2 minutes	Radiologic Technologist
4. Wait for the official results.	4. Encode X-ray results once available and release to the patients. Instruct patient to proceed to	None	1-3 days	Radiologic Technologist Radiologist

	the Attending Physician for the interpretations of results.			
<b>TOTAL:</b>			<b>1-3 days &amp; 24 minutes</b>	

## 14.DENTAL PROCEDURES

Dental procedures include: Tooth restoration/oral prophylaxis (preventive), tooth extraction (curative)

Availability of services: Monday to Fridays except Holidays (8:00 am-5:00 pm)

<b>Office/Division:</b>		<b>Bislig District Hospital/Cash Operation Section</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		Patients (Out-patient and Walk In-patient)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt for paid dental procedure		Cashier		
Local Anesthesia		Pharmacy		
Suturing Materials		Pharmacy		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Waits for name to be called.	1. Calls clients name.  1.1 Prepares dental equipment, and materials needed for the procedure.	None	5 mins.	<i>Dental Assistant</i>
2. Undergoes assessment.	2. Assesses medical history of the patient  2.1 Checks materials for dental procedure.  2.2. Informs patient of the tooth /teeth indicated for procedure.	None	10 mins.	Dentist
3. Settle request payments at the cashier.	3.1 Accept payment for the dental procedure	Tooth Extraction - 168.00	2 mins.	Cashier

OR  3.2 Submission of Philhealth documents / Valid ID / Membership Data Records to Billing Section	3.2 Verifies Philhealth eligibility, generating and printing of Philhealth Benefit Eligibility Form	Oral Prophylaxis – 100.00 Temporary Tooth Filling – 100.00 Permanent Tooth Filling – 200.00  None	5 mins.	Billing Section / Billing Clerk
4. Undergoes dental procedure.	4. Performs dental procedure indicated for the tooth/teeth.  4.1 Releases post-op instructions and prescribed medications if indicated.  4.2 Instructs patient to return to Dental Clinic, if necessary.	None	45 mins	Dentist
5. If patient is eligible for Philhealth, Proceed to Billing Section for signing of CSF, CF2, SOA and PBEF	Releasing of Discharge Clearance	None	10 mins	Billing Clerk / Billing Section
<b>TOTAL:</b>			<b>1 hr and 2 mins or 1 hr and 15 mins</b>	

## 15. PROVISION OF ALL AVAILABLE DRUGS/MEDICINES/SUPPLIES TO ALL OUT-PATIENTS

Provision of available medicines for Out-Patient

<b>Office/Division:</b>	<b>Bislig District Hospital/Pharmacy Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
The following requirements must have the complete information pursuant to RA 6675 (Generics Law). Invalid prescription will not be accepted for processing.				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription issued by the attending Physician	1. Review and prepare charge slip	None	5 mins	Pharmacist on duty
2. Settle Payment to Cashier's Office	Receive and issue Official Receipt	Depends on the prescription given	2 mins	Cashier
3. Approach the releasing personnel and receive/claim the item/s	2. Issue the requested item/s to the patient.	None	5 mins.	Pharmacist on duty
<b>TOTAL:</b>		Depends on the prescription given	<b>12 mins</b>	

## 16. ASSESSMENT AND CLASSIFICATION

<b>Office/Division:</b>	<b>Bislig District Hospital/Ward Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	- Patients, Watchers, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Medical Social Services (MSS) office for interview	1. Conduct interview and Assessment using the MSS assessment tool Patient's classification	None	30 minutes	Medical Social Worker
2. Receive MSWS	2. Issues MSWS Card	None	5 minutes	Medical Social Worker



Card	2.1 Explain the Benefit of MSWS Card			
<b>TOTAL:</b>			<b>35 minutes</b>	

## 18. ENROLLMENT TO POINT OF SERVICE

Process in Availing Point of Service (POS) Philhealth Program

Availability of Service: 8:00 am to 5:00pm Monday to Friday and  
8:00-5:00 - Saturday

<b>Office/Division:</b>		<b>Bislig District Hospital/Medical Social Work Section</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Walk-in and Referred Clients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit Medical Social Services Office	1. Conducts interview and assessment using the MSS Assessment tool  1.1 Advise client to submit requirements, to wit:  For married (marriage Contract with registry number)  For Single (Birth Certificate with registry number)  For dependent – 21 years old and below (Birth certificate with registry number) 1.2 Verify documents  1.3 Enroll client to POS portal if submission of required documents is within 72-hours from date of admission	NONE	1 hour	Medical Social Worker

	<p>1.4 Scan and e-mail required documents to Bislig LHIO if submission of documents is beyond 72-hours from date of admission for them to facilitate the enrollment to POS</p> <p>1.5 Advise client to come back the next day for the issuance of Registration slip issued by Philhealth Region Office thru e-mail</p> <p>1.6 Patient enrolled to POS and entitle to avail the No Balance Billing (NBB)</p>			
<b>TOTAL</b>		<b>None</b>	<b>1 hour</b>	

## 18. PROCESS OF AVAILING REFERRALS FOR MEDICAL ASSISTANCE

Referring patient for Medical Assistance

Availability of Service: 8:00 am to 5:00 pm, Monday to Sunday and Holidays

<b>Office/Division:</b>		Bislig District Hospital/Medical Social Work Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2B and G2C		
<b>Who may avail:</b>		1. Walk-in and referred patient from ER Charity Ward		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Request		Doctor/Nurse from the Ward and OPD		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Present request for assistance;</p> <p>* Hospital Bill</p> <p>*Medical/Diagnostic Request</p> <p>*Prescription</p>	<p>1. Conducts interview and assessment using the MSS Assessment tool</p> <p>1.1 Assess / Update Classification of the patient</p> <p>1.2 Give referral letter and instruct patient the flow of transaction</p>	None	1 hour	Medical Social Worker

	in processing and availing the medical assistance.			
2. Submit Guarantee Letter (GL) from partner Government agency	<p>2.1 Receive Guarantee Letter (GL) and apply necessary deduction</p> <p>2.2 Facilitate hospital bill thru MAIP if assistance is not enough</p> <p>2.3 If payment for hospital bill is enough, waive the remaining balance and record to quantified free services.</p> <p>2.4. Facilitates assistance/ discount on socialized and non-socialized medical request</p> <p>2.5. Instruct patient to go to cashier for payment of non socialized request before proceeding to laboratory procedure</p> <p>2.6 Facilitate action according to the following transaction/s: Hospital Bill: Issued MSS slip with reflected amount of assistance availed to be given to Billing section for clearance</p> <p>Medicine : Refer to Pharmacy to withdraw medicine/ supplies Procedure:</p>	None	2 hours	Medical Social Worker

	Refer to respective cost centers for the procedure /scheduling			
<b>TOTAL</b>		None	<b>3 hours</b>	

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## 19. PAYMENT OVER THE COUNTER (OTC)

Collection of payment for various hospital services rendered to clients.

Availability of Service:

Monday to Friday, except Holidays: 8:00 am to 5:00 pm

<b>Office/Division:</b>		<b>Bislig District Hosital/Cash Operation Section</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen, G2B- Government to Business Entity, G2G- Government to Government		
<b>Who may avail:</b>		-All;		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form/Charge Slip/Hospital Bill/ Prescription		Ward/Laboratory/Pharmacy/Office In Charge of the service rendered CLIENTS		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Presentation of charge slip	Cashier does review and verification of the charges	None	10 seconds	Administrative Officer I
Receive payment	Cashier does cash counting	Refer to existing tax ordinance	10 seconds	Administrative Officer I
Issuance of Official Receipt	Cashier shall issue official receipt (AF No. 51A) in triplicate	None	2 minutes	Administrative Officer I
<b>TOTAL:</b>		<b>Refer to existing tax ordinance</b>	<b>2 mins and 20 seconds</b>	

## 20. AVAILING OF PHILHEALTH BENEFITS

Receiving of patients philhealth documents.

Availability of service: 8:00 am to 5:00 pm; monday to sunday, including holidays.

<b>Office/Division:</b>		<b>Bislig District Hospital/Billing/PHIC</b>		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G- Government to Government		
<b>Who may avail:</b>		Patient, Members and Qualified Dependents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PHIC Claim Signature Form (CSF)		Billing Section		
2. PHIC ID or any valid ID				
3. PhilHealth Membership Registration Form (PMRF) if needed.				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-up and presents documents.	1. Receives and checks items if complete.	None	2 minutes	Receiving Staff PHIC Benefit Section
	2. Verifies PHIC portal for Membership eligibility vs Submitted documents.	None	10 minutes	Receiving Staff PHIC Benefit Section
	3. If not eligible to avail/ no record found, advice clients to proceed to Medical Social Service for verification if without existing PIN and for POS enrollment and wait for PIN generation slip.	None	2 minutes	Receiving Staff PHIC Benefit Section
<b>TOTAL:</b>		<b>None</b>	<b>14 minutes</b>	

## 21. PREPARATION OF STATEMENT OF ACCOUNTS

Preparation of statement of accounts for Service and Payward (PHIC, Non-PHIC, Covid-19).

Availability of Service: 8:00 am to 5:00 pm; Monday to Sunday, including Holidays

<b>Office/Division:</b>	<b>Bislig District Hospital/Billing/PHIC</b>
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	Patients and their Relatives/ Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original copy of HIMES Evaluated Sheet		Health Insurance Medical Evaluation Sheet (HIMES)		
2. List of qualified to avail PhilHealth for		Health Electronic Record (EHR), Composite team		
3. Clinical Cover Sheet (Non-PHIC)		Nurse Station		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Billing Clerk and say the patient's name for discharge	1. Verify the previously generated membership eligibility from PHIC portal versus patient's hospital records.	None	2 minutes	Receiving Staff Billing Section
	2. Generates CSF, CF2, PBEF and Statement of Account.	None	20 minutes	Billing Staff Billing Section
<b>TOTAL:</b>		<b>None</b>	<b>22 minutes</b>	

## 22. RELEASING OF STATEMENT OF ACCOUNTS

Releasing of patient statement of accounts.

Availability of Service: 8:00 am to 5:00 pm; Monday to Sunday, including Holiday.

<b>Office/Division:</b>	<b>Bislig District Hospital/Billing/PHIC</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	Patients and their Relatives/ Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Claim Stub		Nurse Station/Social Services Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Billing Clerk and say the patient's name for discharge.	1. Release generated SOA	None	2 minutes	Billing Staff Billing Section
	*If NBB patient's SOA shows excess fee, patient's watcher routes to Medical Social			Medical Social Services Clerk Medical Social Services Office

2. Signs the CSF, CF2, PBEF and SOA	<p>Services for Medical Assistance.</p> <p>*If IPM patient's SOA shows excess fee, patient's/watcher routes to Cashier's Office for payment or Medical Social Services for Medical Assistance.</p> <p>2.1 Assist Clients in signing the CSF, CF2, PBEF and SOA</p> <p>*If member/representative is unable to write/sign, member/representative may put right thumbmark and should be assisted by the billing representative.</p> <p>2.2 Files Documents</p> <p>3. Release patient's copy of SOA and notice for discharge (Patient Clearance)</p>	None	10 minutes	Cashier
				Billing Staff Billing Section
3. Receives charge slip and endorse to Nurse's Station		None	1 minute	Billing Staff Billing Section
<b>TOTAL:</b>		<b>None</b>	<b>13 minutes</b>	

## 23. BIRTH REGISTRATION OF NEWBORNS

Birth registration for newborns delivered within the institution.

Availability of Service: 8:00 am to 5:00 pm, Monday to Friday, except Holidays. No Noon Break.

<b>Office/Division:</b>	<b>Bislig District Hospital/Records Section</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen,
<b>Who may avail:</b>	Parents of newborn delivered within the Institution

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Data Form		Records Section		
2. Birth Certificate of Parents		PSA/LCR		
3. Marriage Contract		PSA/LCR		
4. At least two (2) valid identification cards, if necessary: <input type="checkbox"/> Voter's ID <input type="checkbox"/> SSS <input type="checkbox"/> UMID <input type="checkbox"/> TIN ID <input type="checkbox"/> PRC (Updated) <input type="checkbox"/> Driver's License (Updated) <input type="checkbox"/> Passport (Updated) <input type="checkbox"/> Company ID <input type="checkbox"/> School ID (within the school year) <input type="checkbox"/> Police Clearance		Personal, Commission on Election (COMELEC) Personal, Social Security System (SSS) Personal, Government Insurance System (GSIS) / SSS Personal, Bureau of Internal Revenue (BIR) Personal, Professional Regulation Commission (PRC) Personal, Land Transportation Office (LTO) Personal, Department of Foreign Affairs (DFA) Personal, Place of Employment Personal, School Personal, Police Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present fully filled up Birth Data Form with requirements/ supporting documents	1. Receive and validate entries in the Birth Data Form and requirements presented.	None	15 minutes	Birth Registration staff in-charge
	1.1 Proceed to Cashier's Office for payment.	Php 70.00	1 minute	Cashier
	1.2 Transcribe data to Official Birth Certificate Form.  1.3 Proofread data and print draft copy of Certificate of Live Birth			
2. Review all entries on the draft copy of the Certificate of Live Birth for completeness and accuracy. Affix signature on the draft copy of the Certificate of Live Birth	2. Print official copy of the Certificate of Live Birth and Release of Responsibility for Erroneous Entry Form.	None	5 minutes	Birth Registration staff in-charge



3. Affix signature on official copies: > Certificate of Live Birth >Release of Responsibility for Erroneous Entry.	3. Validate and check client's signature.	None	5 minutes	Birth Registration staff in-charge
4. Acknowledge receipt of Birth claim stub	4. Issue Birth claim stub and log at Birth Certificate issuance logbook with final instruction where to register the birth certificate.	None	5 minutes	Birth Registration staff in-charge
<b>TOTAL:</b>		<b>PhP 70.00</b>	<b>31 minutes</b>	

## 24. ISSUANCE OF DEATH CERTIFICATE

This applies to all Death occurred at the Bislig District Hospital.

Availability of Service: 8:00 am to 5:00 pm, Monday to Friday, except Holidays. No Noon Break.

<b>Office/Division:</b>	<b>Bislig District Hospital/Records Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen,			
<b>Who may avail:</b>	1. Parent or legal guardian (with Certificate of Guardianship) in case of minors or incapacitated patients 2. Nearest of kin or legal heirs for died patients 3. Authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip		HIMD Billing Section		
2. Settled Statement of Account		Billing		
3. At least two (2) valid identification cards of patient and/or authorized representative		Personal, Any Government Issued IDs		
4. PSA Birth Certificate and/or PSA Marriage Certificate, if necessary or any valid documents of the deceased.		Personal, Philippine Statistics Authority		
5. Sworn Statement, if necessary		Notary Public, SPMC Legal Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplishes request slip. Present hospital Statement	1. Interviews client to verify relationship with the deceased.	None	5 minutes	Administrative Aide IV

of Account (SOA) and valid identification cards.	1.1 Verifies status of patient's medical records thru the Hospital Information System (HIS)	None	5 minutes	Medical Records Clerk
	1.2 Retrieves patient's record.	None	3 minutes	Medical Records Clerk
	1.3 If SOA is not available, advice client to secure from Billing Section.	None	2 minutes	Medical Records Clerk
	1.4 If clearance and SOA are not settled, advice client to pay	None	2 minutes	Medical Records Clerk
	1.5 Proceed to Cashier's office for payment of Death Certificate.	Php 70.00	1 minute	Cashier
2. Checks patient's data and validate the required information.	2. Encode and proofread entries on death certificate	None	10 minutes	Administrative Aide IV
3. Review all entries for completeness and accuracy. Affix signature on copy of Death Certificate and "Release of Responsibility for Erroneous Entry" Form	3. Prints Death Certificate  3.1 Releases death certificate with instruction to complete the process with Local Civil Registrar in Bislig City.	None	5 minutes	Administrative Aide IV
4. Acknowledges receipt of Death Certificate.	Logs in at the issuance of Death Certificate Logbook with final instruction for the next steps before going to LCR for registration of death..	None	5 minutes	Administrative Aide IV
<b>TOTAL:</b>		<b>PhP 70.00</b>	<b>38 minutes</b>	

## 25. ISSUANCE OF MEDICAL CERTIFICATE

This applies to the issuance of a valid request of a medical certificate on same day Outpatient consultation.

Availability of Service: 8:00 am to 5:00 pm, Monday to Friday, except Holidays. No Noon Break.

<b>Office/Division:</b>		<b>Bislig District Hospital/Records Section</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen,		
<b>Who may avail:</b>		1.Patient 2. Parent or legal guardian in case of minors or incapacitated patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient's Identification Card (Yellow card) Retrieve Patient record		HIMD		
2. Draft Copy – Medical Certificate		Doctor		
3. Proof of payment/Official Receipt or Social Worker's Approval		Cashier/Social Service		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Patient's Identification Card (yellow card) and completely filled out draft copy of medical certificate from clinic.	1. Receives, validates and verifies request.	None	5 minutes	Medical Records Staff
	1.1 Issues charge slip	Medical Certificate (STUDENT) - 50.00 Medical Certificate (Employment) – 100.00 Medico -Legal Certificate – 150.00	5 minutes	
	1.2 Instructs client to pay to cashier or ask assistance from social worker	None	5 minutes	
2. Presents Official Receipt or Charge Slip with Social Worker's Approval.	2. Encodes the diagnosis in the system	None	5 minutes	Medical Records Staff
	2.1 Prints Medical Certificate 2.2 Facilitates signing of Medical Certificate by Attending Physician.	None	5 minutes	

3. Presents valid identification card/s and other required documents	3. Checks submitted requirements  3.1 Stamps dry seal of Medical Certificate then releases the certificate.	None  None	5 minutes  5 minutes	Medical Records Staff
4. Acknowledges receipt of Medical Certificate	4. Logs in the Issuance of Medical Certificate Logbook.	None	5 minutes	Medical Records Staff
<b>TOTAL:</b>			<b>40 minutes</b>	

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## **26. REQUISITION FOR LINEN SUPPLY**

This service is intended for releasing of linen to patients/watchers.

Availability of Service: Monday to Sunday 8:00am – 5:00pm (including Holidays)

<b>Office/Division:</b>	<b>Bislig District Hospital/Linen Section</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen,			
<b>Who may avail:</b>	1.Patient 2. Watchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Linen Section to fill up requisition slip.	1. Issues the form and instruct client to fill it up.	None	1 minute	Linen In-charge
	1.1. Instruct client to proceed to CAO office for approval.	None	1 minute	Linen In-charge Adm. Officer IV
2. Submits approved Requisition Slip.	2. Receives request form and provides schedule of the delivery of requested linen supply.	None	1 minute	Linen In-charge
<b>TOTAL:</b>		<b>None</b>	<b>3 minutes</b>	





# **LIANGA DISTRICT HOSPITAL (LDH)**

## **CITIZEN'S CHARTER**



## **Liang District Hospital (LDH)**

### **I. Mandate**

Extension of Medical, Surgical, Laboratory and Dental Health services to the constituents of Liang and nearby municipalities of Surigao del Sur.

### **II. Vision**

Holistic and sustainable health care services to ensure delights and well-being for all.

### **III. Mission**

- To strengthen servant leadership to our co-workers and customers whereby every LDH staff shall have willingness to serve with honesty, humility, and respect and not to be served;
- To institutionalize transparent hospital operations and "NO GIFT" policy whereby financial soundness is sustained; and
- To sustain as Level 1 facility to be more socially responsive to the needs of our customers, to have functional Integrated Hospital Management Information System for a better working condition of our employees and to contribute to the environmental sustainability of the community we serve.

### **IV. Service Pledge**

Liang District Hospital is a health care institution that protects and secures the health of those it serves. It welcomes the practice of profession that provides social and medical care to all people without a hint of prejudice or discrimination regardless of political, religious, or ethnic background. Standing for honor, knowledge, and learning, it is in continuous pursuit for competence and professional development in order to deliver quality health care services. As part of a community, it not only is concerned with internal goals but is one in the goal of other sectors in achieving a productive and functioning society by being a vehicle for promoting people's health. Its services are done with kindness and pure intentions.



**LIANGA DISTRICT HOSPITAL  
(LDH)**

**EXTERNAL SERVICES**



## 1. PAYMENT PROCESS OVER THE COUNTER (OTC)

This procedure pertains to making payments over-the-counter for the goods and services received from the hospital. All payments made must be accompanied by an issuance of Official Receipt (Accountable Form No. 51A).

<b>Office/ Division:</b>		Cash Operation Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		-All;		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Charge Slip/ Order of Payment		Cost centers (e.g. Laboratory, OPD, Emergency Room, Radiology, Pharmacy, etc.)		
Statement of Account (SOA)		Billing Section		
Senior Citizen ID/ PWD ID		Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present the Charge Slip/ Order of Payment	Accepts and review the charge slip/ order of payment and/or statement of account.	None	1 minute	Administrative Officer I / Cashier I
Make payment as indicated in the Statement of Account/ Charge Slip	Receives cash and issue official receipt (Accountable Form no. 51A) in triple copies.	Fees depend on the indicated amount in the SOA/ Charge Slip (fees and charges must be in accordance to the existing Tax Ordinance of the Province of SDS)	5 minutes	Administrative Officer I / Cashier I
Receives the original copy of the official receipt.	Inform the payor for any/ further instructions.	None	1 minute	Administrative Officer I / Cashier I
<b>TOTAL:</b>			5 minutes	

## 2. PHILHEALTH ELIGIBILITY VERIFICATION

This procedure pertains to checking and verifying the eligibility of the PHILHEALTH member and filing to avail PHILHEALTH benefits to the member or qualified dependents confined/ treated in the hospital.

<b>Office/ Division:</b>	Billing and Verification Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	-Qualified PHILHEALTH members/ dependents confined and treated in the hospital;			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Member's Data Record (MDR)			PHILHEALTH/ Local Health Insurance Office (LHIO)/ Client	
CSF (Claim Signature Form)			Billing and Verification Section	
CF-2 (Claim Form 2)			Billing and Verification Section	
Proof of Contribution/ Remittances (Official Receipt/ Certification from Employer)			Client	
Valid Government ID and/or 4Ps ID			Client	
Birth Certificate/ Marriage Contract/ Baptismal Certificate/ML Certificate/Voters Certificate			Client	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present the photocopy of proof of identity of the PHILHEALTH member and/or the patient (e.g. MDR, PHILHEALTH ID or any government ID and other pertinent documents needed) in the "VERIFICATION" window.	Accepts, review and verify the correctness and legality of the documents.  Verify the membership using the PHILHEALTH portal.  Print the PHILHEALTH Benefits Eligibility	None	2 minutes  10 minutes (depending on the signal quality of the internet provider)	PHIC Clerk

<p><b>If the PBEF will require proof of payment (Non-NBB):</b></p> <p>Present the official receipt as proof of premium payment/ certification of contribution duly signed by the employer or authorized representative.</p> <p><b>If the PBEF will require proof of payment (NBB):</b></p> <p>Present Marriage Contract, Birth Certificate of the Patient, 4Ps ID and 4Ps Certification.</p>	<p>Form (PBEF) generated by the system, Claim Signature Form and Claim Form</p>			
<p>Endorse to RSW for Assessment and submission of the required documents for enrollment Birth Certificate; Baptismal Certificate; Marriage Contract; Valid National Government IDs</p>	<p>Assess patients and validate all documents received for authenticity and clarity (make sure that all documents submitted are readable and authenticated by the issuing agency)</p>		<p>10 minutes</p> <p>10 minutes</p>	<p>RSW</p>

	Enroll patient for PHIC coverage		(depending on the signal quality of the internet provider	RSW and or PHIC Clerk
Review and Sign the PBEF, CSF and CF-2	Receives the duly signed PBEF, CSF and CF-2 and other supporting documents.	None	05 minutes	PHIC Clerk
<b>TOTAL:</b>				

### 3. BILLING SECTION SERVICES

This services under the Pharmacy Section provides and prepares the of Statement of Account for settlement of accounts in the hospital.

<b>Office/ Division:</b>		Billing and Verification Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		-Confined/ treated patients in the hospital;		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account		Billing and Verification Section		
Official Receipt		Cash Operation Section		
Summary of Medical Assistance Charges/ Guaranty Letter		Medical Social Worker's Office		
Promissory Note		Cash Operation Section and/or Medical Social Worker's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for the statement of account	Compute, review and generate the final statement of account in triplicate.	None	10 minutes	Billing / Pharmacy Services Section
Settle the account	Mark the statement of account "CLEARED" if there is no excess	None	5 minutes	Billing / Pharmacy Services Section

	<p>in billing and documents are completely filed. Give one (1) copy for the client</p> <p><b>If with excess (Non NBB/NBB patients)</b></p> <p>Inform the client to proceed to the Medical Social Work Office for the medical assistance.</p>			
Present the SOA, Official Receipt, Summary of Medical Assistance Charges / Guaranty Letter and/or duly approved promissory note	<p>Receives the SOA and other supporting documents and review its veracity.</p> <p>Mark the statement of account "CLEARED" if accounts are settled and documents are completely filed. Give one (1) copy for the client.</p>	None	5 minutes	Billing / Pharmacy Services Section
Receives the cleared Statement of Account.	Instructs client to present the cleared SOA denoting that the client is cleared from any financial accountabilities.	Note	5 minutes	Billing / Pharmacy Services Section
<b>TOTAL:</b>			25 minutes	

#### 4. RECORDS SECTION SERVICES

Official documents such as Medical Certificates, Medico-Legal Certificate, Birth and Death Certificate and other documents can be provided to the client upon request

<b>Office/ Division:</b>		Medical Records Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip		Health Information Management Section		
Official Receipt		Cash Operation Section		
Request Form		OPD		
OPD Form		OPD		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Health Information Management Section For needed certificate	Locate Medical records of patient  Secure Valid ID of requesting party. For representative, presentation of authorization letter and valid ID of the patient and representative	None	5 minutes	Records Officer Designate/ Records Clerk
Endorse to Cashiering for fess payment and OR issuance	Client pays the required fee :			Cashier
	Medical Certificate (School/Office)	<b>50.00</b>	30 minutes	
	Medical Certificate (Employment)	<b>150.00</b>	30 minutes	
	Medical Certificate (Insurance)	<b>300.00</b>	30 minutes	
	Medico-legal Certificate	<b>300.00</b>	40 minutes	
	Birth Certificate	<b>50.00</b>	60 minutes	
	Death Certificate	<b>50.00</b>	60 minutes	Records Clerk

	Preparation of Official Documents			
Approval of the Official medical document requested	Signing of Client waits for the release of the official medical documents	None	20 minutes	Records Officer Designate/
Release of Medical Documents	Clerk releases documents after checking with the clients for any errors and apply necessary corrections	None	5 minutes	Records Officer Designate/ Records Clerk
<b>TOTAL:</b>				

## 5. RETRIEVAL OF PATIENT'S OLD CHART PROCESS

Steps to retrieve old patients / discharged patient's chart.

<b>Office/Division:</b>	Health and Information Management			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	- All;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Record information system request form		Records Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for old charts at the medical records office	Accept and verify patient's data at system	None	3 minutes	Records Officer Designate/ Records Clerk
	Retrieve medical records from the storeroom		5 minutes	

Receive and sign acknowledgement record	Release and inform of the specific time for return of medical records.	None	3 minutes	Records Officer Designate/ Records Clerk
<b>TOTAL:</b>		None	Average of 11 minutes	

## 6. GRIEVANCE COMMITTEE SERVICES

This committee aims to provide quality services to all clients. This committee aims to attend to the complaints and recommendations that will serve as the basis for improving the quality of the hospitals operations.

<b>Office/ Division:</b>	Medical Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Governmen t to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint/recommendation letter		PACDO		
Incident report		Administrators Office		
Survey Form		OPD and Nurse Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients submit a written letter (sealed) to PACDO	PACDO to submit sealed letter to Grievance Committee	None	2 minutes	Admin Aide I/ PACDO Designate
Clients personally discuss the	Validate the complaint based on		30 minutes	Medical Officer III/ Committee Chair



incident with the committee members	record and witnesses  Interpretation of the incident based on the facts gathered from the complainant and witnesses  Endorsement of the resolution of the findings of the committee to the Chief of Hospital		72 hours       2 hours	Grievance Committee  Admin Asst III/ Committee Vice Chair Grievance Committee  Medical Officer III/Committee Chair Grievance Committee
Discuss with the Chief of Hospital the findings and resolution of the complaint	Chief of Hospital presents the findings of the investigation conducted by the committee and discuss with client the resolution to the complaint filed	None	2 hours	Admin Asst III/ Committee Vice Chair Grievance Committee/ Chief of Hospital
<b>TOTAL:</b>				

## 7. SOCIAL SERVICE SECTION SERVICES

Provision of medical and financial assistance, and other services to indigent and financially-incapacitated patients for their medical needs

<b>Office/ Division:</b>	Malasakit Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	-All;

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for medical procedure of client issued by the attending physician either during out-patient consultation or in-patient admission.			Nurse Station;OPD;ER	
Valid ID			client	
Birth / Marriage certificates/Baptismal Certificate			client	
Price quotation of the medical procedure			client	
Medical Abstract/ certificate			Medical Records Section	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presentation and identification of assistance needed	Assessment of patient's eligibility	None	10-15 minutes	Medical Social Worker
Processing of assistance	Agency representative provides clients with his/her needs. Client presents the requirements needed such as but not limited to: birth/marriage certificate, valid ID, medical abstract/certificate and price quotation of the medical procedure	None	20 minutes	Agency Representative Patient/ Customer
Claim of Medical Assistance provided	Release of Medical assistance with instructions regarding availment of procedures and others		5 minutes	Medical Social Worker
<b>TOTAL:</b>			<b>40 minutes</b>	

## 8. EMERGENCY ROOM SERVICES

This service is intended for emergency room patients for admission by the Attending physician.

<b>Office/Division:</b>		Emergency Room		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Citizen		
<b>Who may avail:</b>		- All;		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Patients Data Sheet			Emergency Department	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to the emergency room for patient assessment on personal data	Records patient data & takes vital signs	None	10 minutes	Nurse/Nursing Attendant on duty
	- Physical Assessment of client	None	15 minutes	Medical Officer III
	a) Preparation of Drugs for Administration to clients  b) Perform other procedures as ordered c.1. Oxygen therapy c.2. perform intravenous fluid insertion	None	20 minutes	Nurse I
	Documentation of services rendered on patient chart/ records	None	15 minutes	Nurse I
	Documentation of patients on ER-Record logbook	None	5 minutes	Nurse I
<b>TOTAL:</b>			Average of 75 minutes	

## 9. ADMISSION SERVICES

Clients who are moderately to severely ill are admitted for immediate alleviations of their health problems.

<b>Office/ Division:</b>	Admission Service Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	-All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
MDR; PHIC ID;		PHIC Office		
Signed CSF Forms by employer		Employer of the patient		
Proof of payment for Self-employed and Informal sectors		PHIC Office; Bayad Centers		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission for Admission	Assessment of the client in the ER	None	3 minutes	Nurse /Nursing Attendant I
Provides relevant information needed for the completion of the admission form and consent form	Completion of the admission records and consent forms  Encoding of the data in the IHOMIS system of the hospital	None	10 minutes	Nurse /Nursing Attendant I
Provides accurate information of medical history and submit for complete medical and surgical evaluation	Evaluation and completion of the medical history of illness of the client, complete the physical examination and doctors order	None	15 minutes	Medical Officer III/ RODs on duty
Voluntary submits the required laboratory procedures for diagnostics purposes	Examination of specimen for diagnostic purposes  Encoding of the laboratory	Refer to the table of fees	Refer to the table of laboratory examinations	MedTech II

	results data in the IHOMIS system of the hospital for billing purposes.			
Submit to the procedures and orders of the ROD for admission	Performance of Physician Admission Orders and Procedures	None	10-15 minutes	Nurse I/ Ward Supervisor/ Nursing Attendant II
<b>TOTAL:</b>			<b>43 Minutes</b>	



# **LIANGA DISTRICT HOSPITAL (LDH)**

## **INTERNAL SERVICES**

## 10. Administrative Services

Personnel related documents as requested by LDH personnel are accurately prepared, processed, and released within the prescribed period.

<b>Office/Division:</b>	ADMINISTRATIVE SERVICES			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Citizen			
<b>Who may avail:</b>	- All;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Forms filled-up by Leave Application		Administrative Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personnel present the Leave Application to Administrative Officer IV	1. Review the documents if it is VL, SL, SPL, or EL	None	2 minutes	Administrative Assistant III
	2. Posting of Leave Application in Applicants Leave Card	None	3 minutes	Administrative Assistant III
	3 If application has no deficiency	None	5 minutes	Administrative Assistant III

	If application has deficiency			
	4 Forward the Leave application to the Provincial Government of Tandag-Surigao City	None	1 minute	Provincial Human Resource Management Officer
	5. Administrative Officer for certification as to correctness of entries	None		Provincial Human Resource Management Officer
	6. Forward to the Provincial Governor's Office of Authorized Representative for Approval	None		Provincial Administrator
<b>TOTAL:</b>			Average of 11 minutes	







# **MARIHATAG DISTRICT HOSPITAL (MarDH)**

## **CITIZEN'S CHARTER**



# **Marihatag District Hospital (MarDH)**

## **I. Mandate**

Extension of Medical, Surgical, Laboratory and Dental Health services to the constituents of Marihatag and nearby municipalities of Surigao del Sur.

## **II. Vision**

To evolve Marihatag District Hospital to a Level 1 Hospital provider of accessible, affordable, safe, and quality holistic care for all by 2025.

## **III. Mission**

- To deliver comprehensive, innovative patient-centered health services in collaboration and partnership with non-government organizations and municipalities of CASAM LAHDZ III.
- To cultivate an environment of efficient and effective governance, transparency, multi respect and ethics.
- To boost the disaster responsiveness and resiliency of MARDH staff by inculcating environmental awareness, public safety, and social services.

## **IV. Service Pledge**

Marihatag District Hospital is a health care institution that protects and secures the health of those it serves. It welcomes the practice of profession that provides social and medical care to all people without a hint of prejudice or discrimination regardless of political, religious, or ethnic background. Standing for honor, knowledge, and learning, it is in continuous pursuit for competence and professional development in order to deliver quality health care services. As part of a community, it not only is concerned with internal goals but is one in the goal of other sectors in achieving a productive and functioning society by being a vehicle for promoting people's health. Its services are done with kindness and pure intentions.



# **MARIHATAG DISTRICT HOSPITAL**

## **(MarDH)**

### **EXTERNAL SERVICES**

## 1. PAYMENT PROCESS OVER THE COUNTER (OTC)

All payments of goods and services received from the hospital shall be made over-the-counter which must be accompanied by the issuance of Official Receipt (AF No. 51A).

<b>Office/ Division:</b>	MARIHATAG DISTRICT HOSPITAL/ Cash Operation Section (Cashier's Office)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Charge Slip ( <i>for out-patient</i> )		Information		
Statement of Account ( <i>for in-patient</i> )		Billing Section		
Senior Citizen ID/ PWD ID		Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>For Out- Patient</b> , inform the Information staff for the services needed. ( <i>present senior citizen ID and PWD ID for SC and PWD</i> )  <b>For In- patient</b> , directly proceed to step no. 2	1.1. Check the availability of the goods and/or services needed.  <b>If available,</b>  1.2. issues charge slip ( <i>indicate discounts for senior citizen and PWD</i> ) and instructs to proceed to cashier.	None	1 minute	Information Staff PACD
2. GFJPresent the Charge Slip/ Statement of Account.	1.1. Accepts and review the charge slip or Statement of Account	None	1 minute	Cash Clerk CASHIER'S OFFICE
3. Make payment as indicated in the Statement of Account/ Charge Slip	2.1. Receives cash and issue official receipt (Accountable Form no. 51A) in triple copies.	Fees depend on the indicated amount in the SOA/ Charge Slip ( <i>fees and charges refer to the existing Tax Ordinance of the Province of SDS</i> )  Less 20% discount for PWD and Senior Citizen	1 minute	Cash Clerk CASHIER'S OFFICE
4. Receives the original copy of the official receipt.	3.1. Inform the payor for any/ further instructions.	None	1 minute	Cash Clerk CASHIER'S OFFICE
<b>TOTAL:</b>			<b>10 minutes</b>	

## 2. PHILHEALTH ELIGIBILITY VERIFICATION

PHILHEALTH membership should be verified using the PHILHEALTH benefit eligibility portal and updated premium/ contribution payment to avail the PHILHEALTH benefits for the confined/ treated member/s and dependent/s before availing the hospital services.

<b>Office/ Division:</b>	MARIHATAG DISTRICT HOSPITAL/ Billing and Verification Section (Billing)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	PHILHEALTH members/ authorized representative for confinement/ treatment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Member's Data Record (MDR)		PHILHEALTH/ Local Health Insurance Office (LHIO)/ Client		
CSF (Claim Signature Form)		Billing and Verification Section		
CF-2 (Claim Form 2)		Billing and Verification Section		
Valid Government ID		Client		
Birth Certificate/ Marriage Contract		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RES- PONSIBLE
1. Present the photocopy of proof of identity of the PHILHEALTH member and/or the patient (e.g. MDR, PHILHEALTH ID or any government ID and other pertinent documents needed) in the "VERIFICATION" window.	1.1. Accepts, review and verify the correctness and legality of the documents. 1.2. Verify the membership using the PHILHEALTH portal. 1.3. Print the PHILHEALTH Benefits Eligibility Form (PBEF) generated by the system, Claim Signature Form and Claim Form 1.4. Ask the customer if the PHILHEALTH member is available for signing the documents. If "YES", proceed to Step No. 2.	None	3 minutes	Billing Clerk BILLING SECTION

	If "NO", present valid documents that will establish relationship to the member (e.g. Birth Certificates, Marriage Contract and Valid ID)			
2. Review and Sign the PBEF, CSF and CF-2	2.1. Receives the duly signed PBEF, CSF and CF-2 and other supporting documents.  2.2. Inform the member/ authorized representative for any further instructions.	None	2 minutes	Billing Clerk BILLING SECTION
<b>TOTAL:</b>			5 minutes	

### 3. PROCESSING OF STATEMENT OF ACCOUNT

The Statement of Account is the summary of charges and fees incurred to the confined/ treated patients for the goods and services provided. The Statement of Account shall be processed and settled upon discharge of the patient.

<b>Office/ Division:</b>	MARIHATAG DISTRICT HOSPITAL/ Billing and Verification Section (Billing)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Patients/ authorized representative with patients confined/ treated.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PHILHEALTH claim forms (CSF and CF-2)		Billing Section		
Official Receipt		Cash Operation Section (Cashier)		
Summary of Medical Assistance Charges/ Guaranty Letter		Medical Social Worker's Office		
Promissory Note		Cash Operation Section (Cashier) and/or Medical Social Worker's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RES-PONSIBLE</b>
1. Signs the statement of account, CSF and CF-2	1.1. Compute and review the hospital fees and charges.  1.2. Generate the final statement of account in triplicate.	None	10 minutes	Billing Clerk BILLING SECTION
2. Settle the account	2.1. Mark the statement of account "CLEARED" if there is no excess in billing and documents are	None	5 minutes	Billing Clerk BILLING SECTION

	<p>completely filed. Give one (1) copy for the customer.</p> <p><b>If with excess (Non-NBB)</b></p> <p>2.2. Inform the client to proceed in the Cashier's Window for payment</p> <p><b>If with excess (NBB patients)</b></p> <p>2.3. Inform the client to proceed to the Medical Social Worker's Office for the medical assistance.</p>			
3. Present the Statement of Account, Official Receipt, Summary of Medical Assistance Charges / Guaranty Letter and/or duly approved promissory note	<p>3.1. Receives the SOA and other supporting documents and review its veracity.</p> <p>3.2. Mark the statement of account "CLEARED" if accounts are settled and documents are completely filed. Give one (1) copy for the customer.</p>	None	5 minutes	Billing Clerk BILLING SECTION
4. Receives the cleared Statement of Account.	4.1. Instructs customer to present the cleared SOA denoting that the client is cleared from any financial accountabilities.	Note	5 minutes	Billing Clerk BILLING SECTION
<b>TOTAL:</b>			25 minutes	

#### 4. SECURING MEDICAL CERTIFICATE (EMPLOYMENT AND STUDENTS)

Medical Certificate is one of the minimum requirements for students which shall be used for enrollment, school affiliations and some other related school activities and for employment requirements/ purposes.

<b>Office/ Division:</b>	MARIHATAG DISTRICT HOSPITAL/ Health Information Management Section (Records Section)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	-Students and Teachers; Applicants
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Charge Slip	PACD/ Information



Official Receipt		Cash Operation Section		
OPD Form		OPD		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS-ING TIME	PERSON RES-POSSIBLE
1. Inform the information staff for the services needed.	1.1. Check the availability of the services needed by the client.  1.2. Issue charge slip and instructs client to proceed to cashier.	None	3 minutes	Information Staff PACD
2. Presents charge slip and pay the due amount.	2.1. Reviews charge slip and receive payment.  2.2. Issues official receipt (AF No. 51A)  2.3. Instruct client to proceed to Health Information Management Section (Records)	<b>Students:</b>  P 50.00-Medical Certificate P 50.00-Consultation/ PE  <b>Employed / Employment:</b>  P 150.00-Medical Certificate P 50.00-Consultation/ PE	5 minutes	Cash Clerk CASHIER'S OFFICE
3. Presents the official receipt	3.1. Retrieves the OPD records, forward to OPD and instructs client to proceed to the OPD for consultation.		2 minutes	Clerk HEALTH INFORMATION MANAGEMENT SECTION
4. Informs the OPD nurse and wait for your name to be called.	4.1. The OPD nurse will call the client and instructs the client for examination  3.2. Give the OPD form filled by the physician to the client and instruct to proceed to Health Information	None	15 minutes	Nurse OUT-PATIENT DEPARTMENT

	Management Section (Records)			
5. Give the OPD form and present the official receipt.	4.1. Prepare the medical certificate and forward to the attending physician for certification.  4.2. Gives one (1) original copy of medical certificate to the client.	None	5 minutes	Clerk HEALTH INFORMATION MANAGEMENT SECTION
<b>TOTAL:</b>		P 100.00-Students P 200.00-Employment	30 minutes	

## 5. SECURING MEDICO-LEGAL CERTIFICATE

Medico-Legal Certificate for medico-legal cases provides the medical findings by the doctor of the injuries sustained as a result, say, of an accident or a crime. It applies to any case of injury or medical condition in which law enforcement agencies seek to investigate and fix the responsibility regarding the said injury or medical condition.

<b>Office/ Division:</b>	Health Information Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	-All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Charge Slip		Health Information Management Section		
Official Receipt		Cash Operation Section		
Police Request/ Report		Client/ PNP		
OPD Form		OPD (new); Health Information Management Section (with existing old records)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the information staff for the services needed and presents police report.	1.1. Check the availability of the services needed by the client and verify the report.  1.2. Issue charge slip and instructs client to proceed to cashier.	None	3 minutes	Information Staff PACD

2. Presents charge slip and pay the due amount.	2.1. Reviews charge slip and receive payment.  2.2. Issues official receipt (AF No. 51A)  2.3. Instructs the client to proceed to Health Information Management Section (Records).	P 300.00 (if VAW-C case, No Fees/ Charges)	5 minutes	Cash Clerk CASHIER'S OFFICE
3. Presents the official receipt and the Police Report	3.1. Checks official receipt and police report  3.2. Retrieves the OPD records, forward to OPD and instructs client to proceed to the OPD for examination.	None	2 minutes	Clerk HEALTH INFORMATION MANAGEMENT SECTION
4. Informs the OPD nurse and wait for your name to be called.	3.1. The OPD nurse will call the client and instructs the client for examination  3.2. Gives the OPD form filled by the physician to the client and instruct to proceed to Health Information Management Section	None	15 minutes	Nurse OUT-PATIENT DEPARTMENT
5. Presents the OPD form and official receipt.	4.1. Prepare the medico-legal certificate and forward to the attending physician for certification.  4.2. Gives one (1) original copy of medical certificate to the client.	None	5 minutes	Clerk HEALTH INFORMATION MANAGEMENT SECTION
<b>TOTAL:</b>		P 300.00/ NONE for VAW-C case	30 minutes	

## 6. BIRTH CERTIFICATE REGISTRATION PROCESS

This procedure pertains to the processing and releasing of Birth Certificate in which it 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.

<b>Office/ Division:</b>	Health Information Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate Pre-Form		Health Information Management Section		
Parent's Birth Certificate/ Baptismal Certificate/ Voter's Certification and Marriage Contract		Client		
Charge Slip		Health Information Management Section		
Valid ID of the parents		Client		
Official Receipt		Cash Operation Section (Cashier's Office)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RES- PONSIBLE</b>
1. Fills in Birth Certificate Pre-Form and present the required documents (e.g. parent's birth certificate/ baptismal certificate/ Voter's Certificate and/or Marriage Contract	1.1. Receives duly filled pre-form and review the correctness of the data entered.  1.2. Encode the data in the Municipal Form No. 102 (Revised 2007) Certificate of Live Birth.  1.3. Issue charge slip and Instruct the client to proceed to cashier's office for payment.	None	10 minutes	Clerk HEALTH INFORMATIO N MANAGEMEN T SECTION
2. Present the charge slip and pay cash to the cashier.	2.1. Receives the cash and charge slip and issue official receipt (Accountable Form No. 51A)  2.2. Instruct the client for the next procedure	P 50.00	5 minutes	Cash Clerk CASHIER'S OFFICE
3. Present the official receipt and duly filled charge slip to the record's office.	3.1. Check the veracity of the charge slip and official receipt and prints four (4) copies of birth certificate	None	3 minutes	Clerk HEALTH INFORMATIO N MANAGEMEN T SECTION
4. Signs the four (4) copies of birth	4.1. Receives the duly signed birth certificate	None	10 minutes	Clerk

certificate ( <i>certification of informant and affidavit of acknowledgement portion</i> )	by the client and forward to the attending physician for certification.			HEALTH INFORMATION MANAGEMENT SECTION
5. Receives the duly signed birth certificate	5.1. Instruct the client to proceed to the Local Civil Registry for registration.	None	2 minutes	Clerk HEALTH INFORMATION MANAGEMENT SECTION
<b>TOTAL:</b>		P 50.00	30 minutes	

## 7. DEATH CERTIFICATE REGISTRATION PROCESS

This procedure pertains to the processing and releasing of death certificate. A 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.

<b>Office/ Division:</b>	Health Information Management Section				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C- Government to Citizen				
<b>Who may avail:</b>	All				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Birth Certificate/ Marriage Contract of the deceased			Client		
Official Receipt			Cash Operation Section (Cashier)		
Charge Slip			Health Information Management Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RES- PONSIBLE</b>	
1. Present the documents that will support the identity of the deceased patient (e.g. <i>birth certificate/ marriage contract</i> )	1.1. Reviews the documents and verifies the settlement of accounts in the billing section.  1.2. Issue charge slip and instructs client to proceed to cashier's office for payment.	None	5 minutes	Clerk HEALTH INFORMATION MANAGEMENT SECTION	

2. Present the charge slip and pay cash to the cashier.	2.1. Receives the cash and charge slip and issue official receipt (Accountable Form No. 51A).  2.2. Instructs client to go back to Health Information Management Section.	P 50.00	5 minutes	Cash Clerk CASHIER'S OFFICE
3. Present the official receipt and duly filled charge slip.	3.1. Retrieves clinical records and prepare death certificate using (Municipal Form No. 103 Revised 2017 Certificate of Death) in four (4) copies.	None	10 minutes	Clerk HEALTH INFORMATION MANAGEMENT SECTION
4. Signs the four (4) copies of death certificate ( <i>certification of informant portion</i> )	4.1. Receives the duly signed birth certificate by the client and forward to the attending physician for certification.	None	5 minutes	Clerk HEALTH INFORMATION MANAGEMENT SECTION
5. Receives the duly signed death certificate	5.1. Instruct the client to proceed to the Municipal Health Office.	None	5 minutes	Clerk HEALTH INFORMATION MANAGEMENT SECTION
<b>TOTAL:</b>		P 50.00	30 minutes	

**MEDICAL AND ANCILLARY SERVICES DIVISION  
CITIZEN'S CHARTER 2022**

**8. PURCHASE OF MEDICINE AND MEDICAL SUPPLIES**

This procedure pertains on the process of purchasing medicine and medical supplies in Marihatag District Hospital pharmacy.

<b>Office/ Division:</b>	Pharmacy Service Section
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	-All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription		Attending Physician		
Charge Slip		Pharmacy		
Official Receipt		Cash Operation Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RES- PONSIBLE</b>
1. Presents the prescription signed by the Doctor	1.1. Accept prescription signed by the Doctor. 1.2. Check stock availability 1.3. Gives charge slip/ order payment and instruct client to proceed to Cash Operation Section (Cashier's Office)	None	5 minutes	Pharmacist/ Pharmacy Aide PHARMACY
2. Present the charge slip and pay cash to the cashier.	2.1. Receives the cash and charge slip and issue official receipt (Accountable Form No. 51A).  2.2. Instructs client to proceed to Pharmacy	(depends on the indicated amount in the charge slip) with 20% discount for PWD and Senior Citizen	5 minutes	Cash Clerk CASHIER'S OFFICE
3. Present the official receipt to the Pharmacist.	3.1. Verify the official receipt	None	1 minute	Pharmacist/ Pharmacy Aide PHARMACY
4. Claim requested medicine/ medical supplies and instructions for medication.	4.1. Release the requested medicine and medical supplies and give instructions on medication.	None	4 minutes	Pharmacist/ Pharmacy Aide PHARMACY
<b>TOTAL:</b>		(Depend on the medicine)	15 minutes	

## 9. LABORATORY TESTS AND RELEASING OF RESULTS PROCEDURES

Laboratory test procedures are requested by the doctors to help them diagnose and treat illnesses. Routine tests are Urinalysis, Complete Blood Count, Fecalysis (Stool Examination) and Special Tests (Blood Chemistry). This pertains to the details of the procedure in availing laboratory tests from requisitions up to the releasing of result/s.

<b>Office/ Division:</b>	Clinical Laboratory Service Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	-All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctor's Request/ Order		Out-Patient Department;		
Official Receipt		Cash Operation Section (Cashier's Office)		
Charge Slip		Clinical Laboratory Service Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RES- PONSIBLE</b>
1. Submission of Doctor's Request/ Order	1.1. Reviews and verifies request and checks the availability of the test procedure.  1.2. If available, issues charge slip and instructs client to proceed to Cash Operation Section for payment.	None	3 minutes	Laboratory Aide CLINICAL LABORATORY SERVICES SECTION
2. Present the charge slip and pay cash to the cashier.	2.1. Receives the cash and charge slip and issue official receipt (Accountable Form No. 51A).  2.2. Instructs client to go back to Laboratory Section.	(Refer to existing Tax Ordinance )	5 minutes	Cash Clerk CASHIER'S OFFICE
3. Presents the Official Receipt	3.1. Collects sample/ specimen.	None	Average of 20 minutes	Medical Technologist CLINICAL LABORATORY SERVICES SECTION
4. Waits for the releasing of result	4.2. Processes the sample/ specimen.	None	<b>for routine tests:</b> Average of 45 minutes  <b>for special tests:</b> Average of 5 hours	Medical Technologist CLINICAL LABORATORY SERVICES SECTION



5. Receives the laboratory test results.	5.1. Encodes and release laboratory results.	None	2 minutes	Laboratory Aide CLINICAL LABORATORY SERVICES SECTION
<b>TOTAL:</b>		Amount will depend on the type of tests performed. However, fees and charges are based on the existing Tax Ordinance of the Province of Surigao del Sur		<b>Average Routine Tests: 1.25 hours</b> <b>Average Special Tests: 5.5 hours</b>

## 10.DENTAL SERVICES- TOOTH EXTRACTION

This pertains to the services of dental particularly on tooth extraction and dental consultation.

<b>Office/ Division:</b>	Dental Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	-All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt (Accountable Form No. 51A)		Cash Operation Section (Cashier's Office)		
Charge Slip		PACD/ Information		
MDR/ Member's Data Record		PHILHEALTH/ Client		
PHILHEALTH ID/ Valid ID		Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RES-PONSIBLE</b>
1. Secure and present charge slip and official receipt (accountable form no.51A)	1.1. Review and verify the charge slip and official receipt.	P 50.00 Consultatio n Fee	3 minutes	Dental Aide DENTAL SERVICES SECTION
2. Fill-out patient's record on patient's information portion only and present PHILHEALTH documents (e.g. MDR, PHILHEALTH ID/ Any Valid ID)	2.1. Review the data written in the form. 2.2. Interview patient, identify category of patient (Philhealth or Non-Philhealth) and issue charge slip. 2.3. For <b>Non-PHILHEALTH</b> , instructs patient to pay the due amount to Cashier. For <b>PHILHEALTH</b> , indicate mark "FOR	P 150.00 (Tooth Extraction) Other fees and charges may be added depending to the patient's case  If PHILHEALT	5 minutes	Dental Aide DENTAL SERVICES SECTION

	PHILHEALTH” in the charge slip and instruct patient to proceed to Billing Section to file PHILHEALTH requirements then proceed to Pharmacy to get the prescribed dental supplies.	H, and P 0.00		
3. Present the Official Receipt (for Non-PHILHEALTH) and give the dental supplies secured from the Pharmacy	3.1. Receive the official receipt and review the correctness.  3.2. Receive the dental supplies and take Vital Signs  3.4. Instructs patients to enter dental clinic and start the procedure	NONE	20 minutes	Dental Aide Dentist DENTAL SERVICES
4. Wait for further instruction/s	4.1. Prescribe and orient/instruct home medication	NONE	2 minutes	Dentist DENTAL SERVICES
<b>TOTAL:</b>		P 200.00 (for Non-PHIC) and dental supplies/ medicines may added  P 50.00 (for PHILHEALTH)		30 minutes

## 11. X-RAY SERVICES (OUT-PATIENT)

This procedure pertains to x-ray imaging services requested by the doctors to help them diagnose and treat illnesses.

<b>Office/ Division:</b>	Radiology Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	-All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctor's Request/ Order		Out-Patient Department;		
Official Receipt (Accountable Form No. 51A)		Cash Operation Section (Cashier's Office)		
Charge Slip		PACD/ Information		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RES-PONSIBLE</b>

1. After consultation, proceed to Information to secure charge slip	1.1. Reviews and verifies request and checks the availability of the test procedure.  1.2. If available, issues charge slip and instructs client to proceed to Cash Operation Section for payment.	None	3 minutes	Information Staff PACD
2. Present the charge slip and pay cash to the cashier.	2.1. Receives the cash and charge slip and issue official receipt (Accountable Form No. 51A).  2.2. Instructs client to proceed to Radiology Services Section/ X-Ray Room.	(Refer to existing Tax Ordinance)	5 minutes	Cash Clerk CASHIER'S OFFICE
3. Presents the Official Receipt, Doctor's Order and Charge Slip	3.1. Perform the prescribed x-ray procedure	None	5 minutes	Radiologic Technologist RADIOLOGY SERVICES SECTION
4. Waits for the releasing of printed x-ray image	4.2. Print the x-ray image and release to the customer;  4.3. Instruct patients to go back to the referring physician to present the x-ray image.  4.4. Inform patients for the releasing of official result	None	2 minutes  <b>Average Time: 2-3 days</b>	Radiologic Technologist RADIOLOGY SERVICES SECTION
<b>TOTAL:</b>		Amount will depend on the type of tests performed. However, fees and charges are based on the existing Tax Ordinance of		<b>Procedure: 15 minutes</b> <b>Releasing of Result: 2-3 days</b>

	the Province of Surigao del Sur	
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## 12. CONSULTATION, ANIMAL BITE TREATMENT AND TB TREATMENT SERVICES

This procedure depicts the process on how to avail the out-patient services specifically the consultation, animal bite and TB treatment procedure in Marihatag District Hospital.

<b>Office/ Division:</b>	Nursing Services- Out-Patient Department (OPD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	-All;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient Information Form		Public Assistance and Complaint Desk/ Information		
Charge Slip		Public Assistance and Complaint Desk/ Information		
Official receipt (AF No. 51A)		Cashier's Office		
Clinical Record		Health Information Management Section/ Medical Records		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-in Patient Information Form	1.1. Receive duly filled patient information slip and review the correctness of data entered  1.2. Issue charge clip	None	2 minutes	Information Staff PACD
2. Present the charge slip and pay cash to the cashier.	2.1. Receives the cash and charge slip and issue official receipt (Accountable Form No. 51A).  2.2. Instructs client to proceed to Medical Records Section/ Health Information Management Section.	P 50.00 Consultation Fee	3 minutes	Cash Clerk CASHIER'S OFFICE
3. Presents the Official Receipt, Charge Slip	3.1. Retrieve the previous clinical record and issue case number	None	5 minutes	Clerk HEALTH INFORMATION

and Patient Information Form	3.2. Instruct client to proceed to OPD.			MANAGEMENT SERVICES SECTION
4. Present the Official Receipt, Charge Slip, Patients Information and Clinical Records to the OPD staff	4.1. Receive and review the documents presented.  4.2. Conduct interview and take vital signs and instruct patients to take their seats while waiting to be called.			OPD Staff OUT PATIENT DEPARTMENT
5. Wait their names to be called for consultation	5.1. Resident-on-Duty calls the patient. Nurse-on-Duty shall inform patient to proceed to the consultation room.  5.2. Perform the consultation  5.3. Instructs the patient to proceed to the Nurse-On-Duty	<b>For Animal Bite Only (Category II):</b>  P 50.00 (injection fee) P 150.00 (Insulin syringe)	15-20 minutes	Resident-on-Duty Nurse-on-Duty OUT-PATIENT DEPARTMENT
6. Proceed to the Nurse-on-Duty for the instruction	6.1. Instructs home medication, follow-up check-up if deemed necessary	None	5 minutes	Nurse-on-Duty OUT-PATIENT DEPARTMENT
<b>TOTAL:</b>		<b>P 50.00 or P250.00 (Animal Bite Treatment Cat. II )</b>		30-35 minutes

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the feedback form placed in designated areas of the lobby and the HR transaction window in each office or in the lobby and put it in the feedback and complaints drop box.
How feedbacks are processed	<p>The admin verifies the nature of queries and feedback within one working day. The same will be referred to the Office concerned via email. Upon receiving the reply from the concerned Office, the client will be informed via email or phone call</p> <p>For follow-ups or queries, the contact information are as follows: (086) 214-4104  <a href="mailto:phrmo@surigaodelsur.gov.ph">phrmo@surigaodelsur.gov.ph</a>  <a href="mailto:padmo@surigaodelsur.gov.ph">padmo@surigaodelsur.gov.ph</a></p>
How to file a complaint	<p>To file a complaint against any personnel of the PGSDS, provide the following details via email:</p> <ul style="list-style-type: none"> <li>- Full name and contact information of the complainant</li> <li>- Narrative of the complain</li> <li>- Evidences</li> <li>- Name of the person being complained</li> </ul> <p>Send all complaints against the employee to <a href="mailto:phrmo@surigaodelsur.gov.ph">phrmo@surigaodelsur.gov.ph</a> or <a href="mailto:padmo@surigaodelsur.gov.ph">padmo@surigaodelsur.gov.ph</a></p> <p>For follow-ups or queries, the contact information are as follows: (086) 214-4104</p>
How complaints are processed	<p>All complaints received against the Authority will be processed by the Committee on Anti-Red Tape.</p> <p>The PGSDS, thru the CART, browses, evaluates, and determines the complaints received on a daily basis.</p> <p>The CART shall coordinate with the concerned Office to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the CART shall create an incident report for the Governor, for appropriate action.</p> <p>The CART shall give the feedback to the clients via email or thru their contact numbers.</p> <p>For follow-ups or queries, the contact information are as follows: (086) 214-4104</p>

## LIST OF PROVINCIAL GOVERNMENT OFFICES

FEEDBACK AND COMPLAINTS MECHANISM		
Contact Information of CCB, PCC, ARTA	<b>ARTA:</b>  8-478-5093 complaints@arta.gov.ph  <b>PCC:</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888  <b>CCB:</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565	
Office	Address	Contact Information
Provincial Governor's Office	2/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:pgo@surigaodelsur.gov.ph">pgo@surigaodelsur.gov.ph</a>
PGO – Nutrition Division	1/F Legislative Building Capitol Hills, Tandag City	<a href="mailto:pgno@surigaodelsur.gov.ph">pgno@surigaodelsur.gov.ph</a>
PGO – POPCOM Division	2/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:popcom@surigaodelsur.gov.ph">popcom@surigaodelsur.gov.ph</a>
PGO – Warden's Division	BAEX, Balilahan Road, Telaje, Tandag City	<a href="mailto:warden@surigaodelsur.gov.ph">warden@surigaodelsur.gov.ph</a>
PGO – Provincial Enterprise Development and Investment Promotions Office	2/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:pedipu@surigaodelsur.gov.ph">pedipu@surigaodelsur.gov.ph</a>
Provincial Internal Audit Service Office	1/F Legislative Building Capitol Hills, Tandag City	<a href="mailto:piaso@surigaodelsur.gov.ph">piaso@surigaodelsur.gov.ph</a>
Provincial Tourism Office	G/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:tourism@surigaodelsur.gov.ph">tourism@surigaodelsur.gov.ph</a>
Provincial Disaster Risk Reduction and Management Office	PEO Complex, BaEx, Telaje, Tandag City	<a href="mailto:pdrmo@surigaodelsur.gov.ph">pdrmo@surigaodelsur.gov.ph</a>
Provincial Vice-Governor's Office	2/F Legislative Building Capitol Hills, Tandag City	<a href="mailto:pvgo@surigaodelsur.gov.ph">pvgo@surigaodelsur.gov.ph</a>
Office of the Secretary to the Sangguniang Panlalawigan	2/F Legislative Building Capitol Hills, Tandag City	<a href="mailto:ossp@surigaodelsur.gov.ph">ossp@surigaodelsur.gov.ph</a>
Office of the Members of the Sangguniang Panlalawigan	1/F Legislative Building Capitol Hills, Tandag City	<a href="mailto:omsp@surigaodelsur.gov.ph">omsp@surigaodelsur.gov.ph</a>
Provincial Administrator's Office	2/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:padmo@surigaodelsur.gov.ph">padmo@surigaodelsur.gov.ph</a>

Provincial Human Resource Management Office	2/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:phrmo@surigaodelsur.gov.ph">phrmo@surigaodelsur.gov.ph</a>
Provincial Budget Office	G/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:pbo@surigaodelsur.gov.ph">pbo@surigaodelsur.gov.ph</a>
Provincial Accountant's Office	G/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:pacco@surigaodelsur.gov.ph">pacco@surigaodelsur.gov.ph</a>
Provincial Treasurer's Office	G/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:pto@surigaodelsur.gov.ph">pto@surigaodelsur.gov.ph</a>
Provincial Assessor's Office	G/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:passo@surigaodelsur.gov.ph">passo@surigaodelsur.gov.ph</a>
Provincial Planning and Development Office	2/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:ppdo@surigaodelsur.gov.ph">ppdo@surigaodelsur.gov.ph</a>
Provincial General Services Office	2/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:pgso@surigaodelsur.gov.ph">pgso@surigaodelsur.gov.ph</a>
Provincial Legal Office	2/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:plo@surigaodelsur.gov.ph">plo@surigaodelsur.gov.ph</a>
Provincial Prosecutor's Office	G/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:ppo@surigaodelsur.gov.ph">ppo@surigaodelsur.gov.ph</a>
Provincial Engineer's Office	PEO Complex, BaEx, Telaje, Tandag City	<a href="mailto:peo@surigaodelsur.gov.ph">peo@surigaodelsur.gov.ph</a>
Provincial Agriculturist's Office	BaEx, Telaje, Tandag City	<a href="mailto:opag@surigaodelsur.gov.ph">opag@surigaodelsur.gov.ph</a>
Provincial Veterinary Office	BaEx, Telaje, Tandag City	<a href="mailto:pvet@surigaodelsur.gov.ph">pvet@surigaodelsur.gov.ph</a>
Provincial Fisheries and Aquatic Resources Office	BaEx, Telaje, Tandag City	<a href="mailto:pfaro@surigaodelsur.gov.ph">pfaro@surigaodelsur.gov.ph</a>
Provincial Environment and Natural Resources Office	G/F Executive Building, Capitol Hills, Tandag City	<a href="mailto:penro@surigaodelsur.gov.ph">penro@surigaodelsur.gov.ph</a>
Provincial Social Welfare and Development Office	PSWD Building, Capitol Hills, Tandag City	<a href="mailto:pswdo@surigaodelsur.gov.ph">pswdo@surigaodelsur.gov.ph</a>
Provincial Health Office	PHO Building, Capitol Hills, Tandag City	<a href="mailto:pho@surigaodelsur.gov.ph">pho@surigaodelsur.gov.ph</a>
Bislig District Hospital	National Highway, Poblacion, Bislig City	<a href="mailto:bisligdh@surigaodelsur.gov.ph">bisligdh@surigaodelsur.gov.ph</a>
Hinatuan District Hospital	Nazareno St., Purok 2, Lacasa, Hinatuan, SDS	<a href="mailto:hinatuandh@surigaodelsur.gov.ph">hinatuandh@surigaodelsur.gov.ph</a>
Liang District Hospital	Poblacion, Lianga, Surigao del Sur	<a href="mailto:liangadh@surigaodelsur.gov.ph">liangadh@surigaodelsur.gov.ph</a>
Marihatag District Hospital	Pagbahanan II, Poblacion, Marihatag, Surigao del Sur	<a href="mailto:marihatagdh@surigaodelsur.gov.ph">marihatagdh@surigaodelsur.gov.ph</a>
Madrid District Hospital	National Highway, Madrid, Surigao del Sur	<a href="mailto:madriddh@surigaodelsur.gov.ph">madriddh@surigaodelsur.gov.ph</a>
Lingig Community Hospital	Poblacion, Lingig, Surigao del Sur	<a href="mailto:lingigch@surigaodelsur.gov.ph">lingigch@surigaodelsur.gov.ph</a>
San Miguel Community Hospital	National Highway, Tina, San Miguel, SDS	<a href="mailto:sanmiguelch@surigaodelsur.gov.ph">sanmiguelch@surigaodelsur.gov.ph</a>



Cortes Municipal Hospital	National Highway, Burgos, Cortes, Surigao del Sur	<a href="mailto:cortesmh@surigaodelsur.gov.ph">cortesmh@surigaodelsur.gov.ph</a>
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