



**Provincial Government of Tarlac**

**CITIZEN'S CHARTER**  
2021 (1<sup>st</sup> Edition)



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## PROVINCIAL PROFILE

### I. Vision:

A Resilient Tarlac with a Diversified and Integrated Rurban Economy, nestled in an Ecologically Sound Environment, Governed by Accountable Citizenry towards Sustainable Inclusive Growth.

### II. Service Pledge:

*We, the officials and employees of the Provincial Government of Tarlac, commit ourselves to provide effective, equitable, and transparent public service with the highest degree of professionalism and integrity.*

*We further commit ourselves to participate in all development efforts by actively asserting and accepting our individual roles and responsibilities.*

*The adoption of the Citizen’s Charter of the Provincial Government of Tarlac seeks to transform this performance pledge to reality.*

### Brief History

The name “Tarlac” is a Hispanized derivation of the Aeta word for a “*talahib-like*” weed called “*Malatarlak*”. The same document mentions that the Aetas lived in the western mountain regions of what is now the municipality of Bamban. Tarlac Province was the last province organized in Central Luzon in 1874 by the Spaniards. It was carved out from the provinces of Pampanga and Pangasinan which explains the two major dialects spoken in the area namely, Kapampangan (by more than half of the population) and Ilocano (roughly 41%).

Situated at the center of the Central Luzon Plains, Tarlac lies approximately between 15 16’19” and 15 40’41” north latitude, and 120 20’26” and 120 44’6” east longitude. The province is landlocked with boundaries defined by the province of Pangasinan on the north. Nueva Ecija on the east, Pampanga on the south and Zambales on the west.

### Administrative Boundaries

Tarlac has 17 municipalities and one (1) city grouped into three congressional districts (Table 1). The first congressional district consists of the municipalities of Anao, Camiling, Mayantoc, Moncada, Paniqui, Pura, Ramos, San Clemente, San Manuel and Sta. Ignacia. The second includes Gerona, San Jose, Tarlac and Victoria, while the third consists of the municipalities of Bamban, Capas, Concepcion and La Paz.

Tarlac City is the most urbanized, in terms of services, and has the largest built-up area. But unlike cities of similar development in the country, it remains to be predominantly agriculture in character as evidenced by the large tracts of agricultural land and open space surrounding the poblacion. Tarlac Province has 511 barangays. The distribution of barangays is also presented in Table 1 on the next page.

**Table 1**  
**Composition of Tarlac Province’s Congressional Districts**

District	Municipality/City	# of Barangays
District I	Anao	18
	Camiling	61
	Mayantoc	24
	Moncada	37
	Paniqui	35
	Pura	16
	Ramos	9
	San Clemente	12
	San Manuel	15
	Sta. Ignacia	24



	<b>Sub-Total</b>	<b>251</b>
District II	Gerona	44
	San Jose	13
	Victoria	26
	Tarlac City	76
	<b>Sub-Total</b>	<b>159</b>
District III	Bamban	15
	Capas	20
	Concepcion	45
	La Paz	21
	<b>Sub-Total</b>	<b>101</b>
	<b>Total</b>	<b>511</b>

## Land Area

Tarlac Province is classified as a first-class province having a total land area of 305,345 hectares. It constitutes 16.75 percent of the total land area of Region III and 1.0 percent of the total land area of the country.

Although the configuration of the province as well as the 17 municipalities and lone city approximate the Administrative Boundaries Map in the 1998-2008 PFP, the land areas vary. These are presented in Table 2 below.

**Table 2**  
**2004 Land Areas by Municipality/City, Province of Tarlac**

District	City/ Municipality	2004 NAMRIA Data	
		Land Area	Percent Total
District I	Anao	1,961.00	0.64percent
	Camiling	15,150.00	4.96percent
	Mayantoc	27,178.00	8.90percent
	Moncada	7,899.00	2.59percent
	Paniqui	10,639.00	3.48percent
	Pura	3,146.00	1.03percent
	Ramos	2,488.00	0.81percent
	San Clemente	5,696.00	1.87percent
	San Manuel	5,366.00	1.76percent
	Sta. Ignacia	13,600.00	4.45percent
	<b>Sub-Total</b>	<b>93,123.00</b>	<b>30.50percent</b>
District II	Gerona	12,480.00	4.09percent
	San Jose	61,966.00	20.29percent
	Victoria	11,270.00	3.69percent
	TarlacCity	26,270.00	8.60percent
	<b>Sub-Total</b>	<b>111,986.00</b>	<b>36.68percent</b>
District III	Bamban	25,208.00	8.26percent
	Capas	42,438.00	13.90percent
	Concepcion	21,120.00	6.92percent
	La Paz	11,470.00	3.76percent
	<b>Sub-Total</b>	<b>100,236.00</b>	<b>32.83percent</b>
	<b>Total</b>	<b>305,345.00</b>	<b>100.00percent</b>

Using the 2004 data from NAMRIA, District II is the largest with 111,986 hectares or 36.68 percent of the province's total land area followed by District III which has a land area of 100,236 hectares or 32.83 percent of the province's area. Districts I have a land area of 93,123 hectares or 30.5 percent.

Among the municipalities and city, the municipality of San Jose has the largest land area, 61,966 hectares or 20.29 percent of the province's land area. It is followed by the municipality of Capas, 42,438 hectares or 13.9 percent; Mayantoc, 27,178



hectares or 8.9 percent; and Tarlac City, 26,270 hectares or 8.6 percent. The 2004 land areas provided by the NAMRIA take into consideration the corrected configuration of the municipality of Bamban as well as its land area.

The watershed areas of the province are found in Mayantoc, San Jose, Capas and Bamban. These municipalities, situated at the western portion of the province, share the forest resources of the province of Zambales. In an undated provincial map prepared by the Provincial Planning and Development Office (PPDO), it is interesting to note that a large area in San Jose is still an unclassified public forest (or unsurvey area).



**Provincial Environment and  
Natural Resources Office  
External / Internal Services**

**CITIZEN'S CHARTER**  
2021 (1<sup>st</sup> Edition)



## VISION

A province of protected environment.

## MISSION

The sustainable protection, development and utilization of the province's natural resources.

### 1. COMMERCIAL SAND & GRAVEL PERMIT/QUARRY PERMIT/INDUSTRIAL SAND & GRAVEL PERMIT

The Provincial Environment and Natural Resources Office process Commercial Sand & Gravel Permit/Quarry Permit/Industrial Sand & Gravel Permit to interested applicants who intend to extract and haul quarry materials (e.g., soil, sand/lahar, gravel & boulders) commercially.

<b>Office or Division:</b>	<b>Provincial Environment and Natural Resources Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Interested applicant who intends to extract & haul quarry materials (e. g. soil, sand/lahar, gravel & boulders) commercially.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 1 orig. copy - Letter of intent addressed to the Governor			Applicant	
2. Survey Map signed by a Geodetic Engineer (Accredited by Mines & Geosciences Bureau, R3)			Applicant	
3. 1 orig. copy of Barangay Clearance/Resolution			Concerned Barangay	
4. 1 orig. copy of Mayor's Clearance/Permit			Office of the Mayor	
5. 1 orig. copy of Work Program			Applicant	
6. 1 photocopy of Land Title (if private land)			Land Owner	
7. 1 photocopy of Authorization to Operate in the area			Land Owner	
8. Site inspection/verification			Environment and Natural Resources Office	
9. Filing/Processing fee			Environment and Natural Resources Office	
10. Application Form			Environment and Natural Resources Office	
11. Area Clearances				
➤ Agricultural Clearance (if within agri. land)			Municipal Agricultural Office	
➤ NCIP Clearance (if within Ancestral Domain)			National Commission on Indigenous Peoples-Region 3, City of San Fernando, Pampanga	
➤ Mines & Geosciences Clearance			Mines & Geosciences Bureau, San Fernando, Pampanga	
12. Environmental Compliance Certificate (ECC)			DENR-EMB, Region 3, Diosdado Macapagal Gov't Center, City of San Fernando, Pampanga	
13. Certificate of Posting			From concerned Barangay/Municipality/Agencies	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Receive & review the submitted requirements	None	1 hour	ENRO PMRB Secretariat





Submit requirements to the Office of the Governor	Receive and review the submitted requirements from PGO.	None	1 hour	<i>PMRB Secretariat</i>
	Posting of application to MGB, PGT, DENR, Municipality and Barangay concerned	None	14 days	<i>PMRB Secretariat</i>
	If requirements are okay, conduct site verification.  Site validation and inspection	None	8 hours	<i>ENRO Technical Staff</i>
Secure to Provincial Environment and Natural Resources Office (PENRO) the order of payment for the filing/processing fee	Issue order of payment for the filing/processing fee	Filing fee- 350 Processing fee- 600 Verification fee-4,000 Projection fee - <u>500</u>  5,400.00	5 minutes	<i>PMRB Secretariat</i>
Proceed to Provincial Treasury Office for the payment	Receive payment	None	5 minutes	<i>Cashier</i>
Submit to PENRO the O. R.	Processing of the CSAG/Quarry/Industrial Sand & Gravel permit	None	1 hour	<i>PMRB Secretariat</i>
	Endorsement to PMRB for resolution	None	5 minutes	<i>PMRB Secretariat</i>
	Endorsement to the Governor for the approval of permit	None	10 minutes	<i>PMRB</i>
	Approval of permit	None	7 days	<i>Governor</i>
	Receive approved permit from PGO	None	5 minutes	<i>PMRB Secretariat</i>
Secure the Permit from ENRO	Releasing of the Permit	None	5 minutes	<i>PMRB Secretariat</i>
	<b>TOTAL</b>	<b>Five Thousand Four Hundred Pesos (P5,400.00)</b>	<b>21 days, 13 hours and 35 minutes</b>	



## 2. Issuance of Order of Payment for Delivery Receipts

The Provincial Environment and Natural Resources Office issue order of payment for the issuance of Delivery Receipts to quarry permittees/operators and individuals/company with backfilling and excavation activities.

<b>Office or Division:</b>	<b>Provincial Environment and Natural Resources Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quarry permittees/operators and individual/company who conduct backfilling/excavation activity			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request for delivery receipts – for quarry permittees in Tarlac City			Task Force Tarlac City	
Quarry permittees from other Municipalities - None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure order of payment from PENRO	Issue order of payment	None	10 minutes	<i>Giselle Valentin Siena Aganon</i>
Proceed to Provincial Treasury Office	Receive payment	1 booklet DR (sand/soil) – 13,650.00	30 minutes	<i>Cashier</i>
		1 booklet DR (gravel/boulders) –21,150.00		
		1 booklet DR (crushed) – 28,650.00		
	<b>TOTAL</b>		<b>40 minutes</b>	

## 3. Issuance of Order of Payment for Backfilling/Excavation Fee and Certification

The Provincial Environment and Natural Resources Office issue order of payment for the Environmental Enhancement Fee and Certification to individuals/company with on-going backfilling & excavation activities.

<b>Office or Division:</b>	<b>Provincial Environment and Natural Resources Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quarry permittees/operators and individual/company who conduct backfilling/excavation activity			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Endorsement from Provincial Composite Task Force wherein volume of backfilling/extraction materials is indicated			Provincial Composite Task Force	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure order of payment from PENRO	Issue order of payment	None	5 minutes	<i>Giselle Valentin Siena Aganon</i>
Proceed to Provincial Treasury Office	Receive payment	Backfilling fee- P 1.00/cu. m. Excavation fee –P 3.00/cu. m.	5 minutes	<i>Cashier</i>



Submit Official Receipt to PENRO	Receive Official Receipt and prepare certification stating that the individual/ company has paid the corresponding payment for the volume of backfilling/ excavation and the period of operation.	None	20 minutes	<i>Giselle Valentin Siena Aganon</i>
	Approval of certification	None	10 minutes	<i>Bren Tuazon</i>
Secure certification from Provincial Environment and Natural Resources Office (PENRO)	Release certification	None	5 minutes	<i>Giselle Valentin Siena Aganon</i>
	<b>TOTAL</b>	<b>Backfilling fee- P 1.00/cu. m. Excavation fee- P 3.00/cu. m.</b>	<b>1 hour and 15 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Fill up feedback forms available in the office and drop the form at the suggestion box located outside the office
<b>How feedbacks are processed</b>	Feedbacks are being collected and consolidated by the PHRMO
<b>How to file a complaint</b>	Answer the Client Complaint Form and drop it at the designated drop box located at the entrance of the Provincial Environment and Natural Resources Office. Make sure to provide the following: <ol style="list-style-type: none"> <li>1. Name of the client</li> <li>2. Date (include time if possible)</li> <li>3. Person/ employee Involved</li> <li>4. Complaint (Narrative)</li> </ol>
<b>How complaints are processed</b>	<ol style="list-style-type: none"> <li>1. The Human Resource Management Office opens the complaint drop box on a monthly basis and evaluates each complaint.</li> <li>2. The Human Resource Management Office shall start the investigation and forward to the relevant office for their explanation.</li> </ol> <p>The HRMO will give some feedback to the client about his/her complaint.</p>
<b>Contact information of CCB, PCC and ARTA</b>	You may call the following offices for serious complaints: 8888 - Presidential Complaints Center 09088816565 – Civil Service Commission Contact Center ng Bayan 478-5093 - Anti Red Tape Act Commission Nympha E. Atompag – ARTA Contact Person 0998-967-6045



**GILBERTO O. TEODORO  
MEMORIAL HOSPITAL  
External / Internal Services**

**CITIZEN'S CHARTER  
2021 (1<sup>st</sup> Edition)**



## 1. Out Patient Department

To provide ambulatory care for pediatrics, medicine, obstetrics-gynecology and surgery who are not registered as inpatients.

<b>Office or Division:</b>	Gilberto O. Teodoro Memorial Hospital			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G- Government to Government G2B- Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None for walk in patient			None	
Referral form for referral patient			Government / Private Health facility	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Get number/charge slip at Information Desk	1.Issues number/charge slip	None	1 minute	<i>Security Guard</i>
2.Present charge slips to cashier & pay specified amount	2.Issues Official Receipt	Fifty pesos (P 50.00)	3 minutes	<i>Cashier Juvelyn Morong, Joel Bolocon, Al Jones Subillaga, Jan Louise manglicmot</i>
3.Proceeds to Out Patient Department for registration	3.Issues Out Patient Department Number	None	1 minute	<i>Out Patient Evangeline Felipe, Carolina Castilla, Nurse on Duty</i>
4.Waits for the record verification <b>***NEW PATIENT</b> Gives necessary information to Out-Patient Department Clerk <b>***OLD PATIENT</b> Waits for chart to be retrieved	4.Interviews patient & takes vital signs	None	7 minutes	<i>Out Patient Department Clerk / Nurse on Duty Evangeline Felipe, Carolina Castilla,</i>
5.Waits for name to be called	5.Bring chart to Out Patient Department Clinic	None	1 minute	<i>Out Patient Department Clerk Evangeline Felipe, Carolina Castilla,</i>
6.Proceeds to OPD as name is called	6.Out-Patient Department Medical Officer takes history and examines patient	None	15 minutes	<i>Medical Officer John Richard Sim, Maricris Grace Lopez, Ma. Carmencita Bacnis, Ma. Concepcion Bognot</i>
7.If patient is for <b>ADMISSION</b> , He/She proceed to Emergency Room  If patient is for <b>DISCHARGE</b> , Receives Instruction & Prescription	7.Accomplishes admission orders  7.1 Gives prescription with advice and home instruction	None	3 minutes  5 minutes  3 minutes	<i>Medical Officer John Richard Sim, Maricris Grace Lopez, Ma. Carmencita Bacnis, Ma. Concepcion Bognot</i>



If further evaluation and management patient is referred to tertiary hospital or facility	7.2 Accomplishes referral letter			
	<b>Total:</b>	<b>Fifty pesos (P 50.00)</b>	<b>39 Minutes</b>	

## 2. Emergency Room Department

An emergency department is a medical treatment facility unit which attends acute care and patient needed admissions.

<b>Office or Division:</b>	Gilberto O. Teodoro Memorial Hospital			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G- Government to Government G2B- Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Brings Patient/ Proceed to Emergency Room (ER).	1. Brings patient to Emergency Room 1.1 Interview patient information 1.2 Takes vital signs 1.3 Medical Officer on Duty examines patient	None	2 minutes 2 minutes 2 minutes 15 minutes	<i>Institutional worker Apolinario Tiniola, Darling Santos, John Paul Pascasio, Christian Parayno, Jayson Conos Medical Officer: John Richard Sim, Maricris Grace Lopez, Ma. Carmcita Bacnis, Ma. Concepcion Bognot</i>
*IF patient is for <b>ADMISSION</b>	a. Accomplishes admission orders b. Carries out doctor's order c. Endorse patient and chart to Ward Nurse	None	15 minutes 2 minutes 2 minutes	<i>Medical Officer: John Richard Sim, Maricris Grace Lopez, Ma. Carmcita Bacnis, Ma. Concepcion Bognot</i>
*IF patient is for <b>TRANSFER:</b> a. Secures referral form b. Receives statement of Account c. Presents charge slip to cashier and pays	a. Accomplishes referral letter b. Carries out doctor's order c. Informs ambulance driver of conduction d. Prepares trip ticket e. Issues charge slip f. Receives payment and issue official Receipt	Please refer to client steps (Fees to be paid depend on the client's billing statement (if any))	5 minutes 15 minutes 1 minute 1 minute 2 minutes 3 minutes 1 minute	<i>Medical Officer: Arlene Palmares, Daisy Obispo E.R Nurse, Cashier/E.R. Nurse on Duty, Ambulance Driver on duty Juvelyn Morong, Joel Colocon, Jan Louise Manglicmot, Al Jone Subillaga</i>



specified amount d. Presents Official Receipt to E.R. Nurse	g. Verifies payment h. Patient release for transfer			
*If Patient is <b>DEAD ON ARRIVAL</b> , Relative a. Receives statement of account b. Presents charge slip to the cashier and pays specified amount c. Presents Official Receipt to E.R. Nurse d. Accompany cadaver to morgue	a. Pronounce Dead b. Renders post mortem care c. Issues charge slip d. Receives payment and issue official receipt e. Cadaver is brought to morgue	None	5 minutes 10 minutes 3 minutes 3 minutes 2 minutes	<i>Medical Officer</i> John Richard Sim, Maricris Grace Lopez, Ma. Carmencita Bacnis, Ma. Concepcion Bognot  <i>E.R Nurse Billing:</i> Juvelyn Morong, Joel Bolocon, Jan Louise Manglicmot, Al Jones Subillaga  <i>Cashier:</i> Juvelyn Morong, Joel Bolocon, Jan Louise Manglicmot, Al Jones Subillaga  <i>Institutional Worker:</i> Apolinario Timiola, Darling Santos, John Paul Pascasio, Christian Parayno, Jayson Conos
	<b>Total</b>	<b>None</b>	<b>1 hour and 31 minutes</b>	

### 3. X-ray Department – Out Patient

To provide x-ray services available for Level I Hospital.

<b>Office or Division:</b>	Gilberto O. Teodoro Memorial Hospital			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G- Government to Government G2B- Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
X-ray Request from Medical Doctors		Government / Other Health Facility		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Give the X-ray request to X-Ray personnel	1. Receive the X-ray request. 1.1 Logs patient data. 1.2 Encode patient information to the computer. 1.3 Prepares patient X-ray marker. 1.4 Prepare X-ray film and cassette.	None	1 minute 4 minutes 5 minutes 3 minutes 2 minutes	<i>X-ray Tech:</i> Bienvenido Custodio, Michael Santos, John Joseph Romboa



	1.5 Performs requested X-ray procedure. 1.6 Processes X-Ray film for reading by Radiologist. 1.7 Prepare patient charge slip to paid to cashier.		6 minutes  5 minutes  3 minutes	
2. Pay to Cashier	2. Abdomen AP 270.00 Ankle APL 270.00 Cervical APL 315.00 Chest PA or Chest APL 270.00 Chest Lat. Decubitus 270.00 Coccyx APL 496.00 Facial Bone 315.00 Foot APO 270.00 Hand PAO 270.00 Knee APL 270.00 Leg APL 270.00 Mandible PAO 315.00 Nasal Bone 270.00 Pelvimetry 496.00 Ribs AP 270.00 Scapula APL 270.00 Skull APL 315.00 Thoraco Lumbar 496.00 Water's View 315.00 Abdomen APL 496.00 Arm APL 270.00 Cervico Thoraco APL 496.00 Chest APL 496.00 Clavicle AP 270.00 Elbow APL 270.00 Femur APL 270.00 Forearm APL 270.00 Hip Joint AP 270.00 KUB (Kidney Ureter, Bladder) AP 270.00 LumboSacral APL 496.00 Mastoid APL 315.00 Patella APL 270.00 Pelvis AP 270.00 Rise Wages tine/ Invertogram 270.00 Shoulder AP 270.00 TemporoMandibular Joint APO 315.00 Towne's AP 315.00 Wrist PAL 270.00		5 minutes	<i>Cashier</i>  <i>Juvelyn Morong, Joel Bolocon, Jan Louise Maglicmot, Al Jones Subillaga</i>
3. Return the Official receipt to X-ray	3. Patient is instructed that X-ray result processing take 3 Days (except for Saturday, Sunday & holiday)	None	72 Hrs. (3days)	<i>X-ray Tech: Bienvenido Custodio, Michael Santos, John Joseph Rombaoa</i>





4. None	4. Submits film for reading by Radiologist. 4.1 Receives X-ray film w/ interpretation by Radiologist. 4.2 Prepares X-ray result to out patient	None None None	4 minutes 4 minutes 3 minutes	<i>X-ray Tech:</i>  <i>Bienvenido Custodio, Michael Santos, John Joseph Rombaoa</i>
5. Patients represent X-ray receipts to get results.	5. Log patients to receiving log book. 5.1 Search for patient X-ray result from the filing room and give X-ray result to patient.	None None	3 minutes 5 minutes	<i>X-ray Tech:</i>  <i>Bienvenido Custodio, Michael Santos, John Joseph Rombaoa</i>
	<b>Total</b>		<b>3 days and 53 Minutes</b>	

#### 4. X-ray Department – In Patient

To provide x-ray services available for Level I Hospital.

<b>Office or Division:</b>		Gilberto O. Teodoro Memorial Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
X-ray Request from Medical Doctors		Government / Other Health Facility		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient will be taken to X-ray room by Institutional Worker on duty	1. Institutional Worker will bring the patient for x-ray to the X-ray room	None	5 minutes	<i>Institutional Worker</i>  <i>Apolinario Tiniola, Darling Santos, John Paul Pascasio, Christian Parayno, Jayson Conos</i>
2. Patient will be received in X-Ray Room	2. Receive online X-ray request. 2.1 Logs patient data. 2.2 Prepares patient X-ray marker. 2.3 Prepare X-ray film and cassette. 2.4 Performs requested X-ray procedure. 2.5 Processes X-Ray film for reading by Radiologist. 2.6 Prepare patient charge slip.	None	5 minutes 4 minutes 3 minutes 2 minutes 6 minutes 5 minutes 3 minutes	<i>X-ray Tech:</i>  <i>Bienvenido Custodio, Michael Santos, John Joseph Rombaoa</i>
3. Patients will be transported back to their designated room or E.R.	3. The Institutional worker will return back the patient to their designated room or E.R.	None	15 minutes	<i>Institutional Worker:</i>  <i>Apolinario Tiniola, Darling Santos, John Paul Pascasio, Christian Parayno, Jayson Conos</i>



4.4None	4.Submits film for reading by Radiologist. 4.1Receives X-ray film w/ interpretation by Radiologist. 4.2Prepares X-ray result to outpatient & attaches result for in patient.	None	5 minutes  5 minutes  3 minutes	<i>X-ray Tech on Duty</i>
	<b>Total:</b>	<b>None</b>	<b>1 hour and 1 Minute</b>	

## 5. PHARMACY SERVICE OUT-PATIENT DEPARTMENT

The Gilberto O. Teodoro Memorial Hospital Pharmacy Department provides medicines to OPD and walk-in patients contained in the Philippine National Drug Formulary for level 1 hospital.

<b>Office or Division:</b>		Gilberto O. Teodoro Memorial Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Prescription from Medical Officer/ Private Doctors			OPD/ ER/ Private Clinics	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Patient or Guardian presents prescription to the pharmacist	1.Pharmacist receives prescription and checks if the medicine is available at the hospital pharmacy	None	2 Minutes	<i>Pharmacist: Josephine Tomas, Ma. Concepcion Bermudez, Genevieve Alarcio, Pauleen Santos</i>
	1.1If available, pharmacist prepares and print charge slip and lets patient pay at the cashier	Fees to be paid depends on cost of medicines consumed	4 Minutes	<i>Pharmacist: Josephine Tomas, Ma. Concepcion Bermudez, Genevieve Alarcio, pauleen Santos.</i>
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Patient or Guardian must present the official receipt at the pharmacy after paying	1.Pharmacists verifies the receipt	Please refer to Client steps (Billing amount depends on the patients consume medicine)	2 Minutes	<i>Pharmacist on duty Josephine Tomas, Ma. Concepcion Bermudez, Genevieve Alarcio, pauleen Santos.</i>
	1.1Once verified, pharmacist dispenses the prescribed medicines and provides patient counseling.		7 Minutes	
	<b>Total</b>		<b>15 minutes</b>	

## 6.PHARMACY SERVICE IN-PATIENT

The Gilberto O. Teodoro Memorial Hospital Pharmacy Department provides medicines to In-patients contained in the Philippine National Drug Formulary for level 1 hospital.

<b>Office or Division:</b>	Gilberto O. Teodoro Memorial Hospital
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<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request of medicines from nurse station(s)			Ward/ Emergency Room/ Delivery Room- Operating Room	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Patient's guardian asks for medicine(s) at the pharmacy	1.Pharmacist checks patient's name in the request queue 1.1Prepares and dispenses medicine(s) *if all items were already served, pharmacist will post / save charge slip	None	2 Minutes  5 Minutes  2 Minutes	<i>Pharmacist: Josphine Tomas, Ma. Concepcion Bermudez, Genevieve Alarco, Pauleen Santos</i>
2.If patient is for discharge;  3.Pay bills to cashier at the billing	2.Pharmacist rechecks pending request(s) of patient for discharge 3.Patient settles for pharmacy charges at the cashier	Fees to be paid depends on cost of medicines consumed	2 Minutes  2 Minutes  30 Minutes	<i>Pharmacist:  Josphine Tomas, Ma. Concepcion Bermudez, Genevieve Alarco, Pauleen Santos</i>
<b>Total</b>			<b>43 minutes</b>	

## 7. LABORATORY SERVICE

The Laboratory Service under the Medical Ancillary Department renders services to both pay and charity patients by making all examinations as requested in the prescribed forms. Services are provided 24 hours a day, seven days a week to all patients. The quality of service is assured with the compliance with the staff and the facility to the Department of Health Rules and Regulation.

<b>Office or Division:</b>		Gilberto O. Teodoro Memorial Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
For In-Patients: Properly encoded Laboratory request in the Hospital System			Nurse stations	
For ER/OPD Patients: Properly encoded Laboratory Request in the Hospital System			Out Patient Department/Emergency Room	
For Walk-in Patients: Properly filled-up laboratory request form			Private Clinic/Other Hospitals/RHU	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presents laboratory request form	<b><u>For ER, OPD &amp; In-Patients:</u></b> 1. Receives and print laboratory	None	5 minutes	<i>Medical Technologist/ Jane Abenes, Sylvina Suelen,</i>



	<p>request from the Hospital System</p> <p><b>*For Walk-in Patient:</b></p> <p>1.1 Receives laboratory request and register patient in the Hospital System</p>			<p>Marielle Jane Juan, Shaira Crescilla S. Galsim, Marisol S. Coallado</p> <p>Laboratory Aide: Florencia Pescador, Manilyn Guting</p>
2. Pay to the Cashiers Office (Present charge slips to cashier & pay specified amount)	<p><b>For ER/OPD/Walk-in Patients:</b></p> <p>2. Prepare charge slip for the payment to the cashier.</p>	Fees to paid depending on the examination	10 minutes	<p>Medical Technologist: Jane Abenes, Sylvina Suelen, Marielle Jane Juan, Shaira Crescilla S. Galsim, Marisol S. Collado</p> <p>Laboratory Aide: Florencia Pescado, Manilyn Guting</p>
3. Presents official receipts of OPD patient	<p><b>For ER/OPD patient:</b></p> <p>3. Collect/obtain specimen of patient for the following examinations: Hematology, Clinical Microscopy, Parasitology, Clinical Chemistry, Microbiology, Immunology/Serology, Blood Station and Newborn Screening</p> <p><b>For In-patient:</b></p> <p>3.1 Collect/obtain specimen of patient from different wards (PRIVATE &amp; CHARITY WARDS) for the following examinations: Hematology, Clinical Microscopy, Parasitology, Clinical Chemistry, Microbiology, Immunology/Serology, Blood Station and Newborn Screening</p>	None	15 minutes	<p>Medical Technologist: Jane Abenes, Sylvina Suelen, Marielle Jane Juan, Shaira Crescilla S. Galsim, Marisol S. Collado</p>
4. None	4. Process/Examine Specimen	None	2 hours	
5. None	5. Encodes and records laboratory results in their respective forms and logbook	None	5 minutes	
6. None	<b>For In-Patient:</b>	None	5 minutes	<p>Laboratory Aide: Florencia Pescado, Manilyn Guting</p>



	6.Charge slip are encoding in the Hospital System			
7.Receives laboratory results	<p><b>For OPD patient:</b> 7.Release laboratory results</p> <p><b>For In-Patient:</b> 7.1 Results are forwarded to different stations</p> <p><b>*RESULTS ARE AVAILABLE</b> within 1 hour for Hematology, Clinical Microscopy, Parasitology. For Clinical Chemistry 2PM, Serology 1 hour and 30 minutes, Blood Banking (Crossmatching) 3 hours and for Newborn Screening within 1 month depending on the workload</p>	None	5 minutes	<p><i>Medical Technologist:</i> Jane Abenes, Sylvina Suelen, Marielle Jane Juan, Shaira Crescilla S. Galsim, Marisol S. Collado</p> <p><i>Laboratory Aide:</i> Florencia Pescado, Manilyn Guting</p>
	<b>Total</b>		<b>2 hours and 45 Minutes</b>	

## 8. Medical Records Department

### Issuance of Medical Records and Certificates

Among the functions of the Medical Records Office, issuance of various documents such as Medical Certificates, Medico Legal Certificates, Death Certificates and Fetal Death Certificates compliance with Data Privacy Act.

<b>Office or Division:</b>		Gilberto O. Teodoro Memorial Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID of Patient		Government/Private		
Authorization Letter		Patient		
Medico Legal Request		Police		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Inquire/request various documents/certificates (Medical, medico legal, death and fetal)	1.Identity of claimant and validity of request verified	None	5 minutes	<i>Medical Records:</i>
2.None	2.Medical records retrieved	None	5 minutes	
3.None	3.Print Medical	None	30 minutes	



	Certificate and signed by Medical Officer			<i>Arlene Palmares, Daisy Obispo</i>
4.None	4.Charge slip issued to client	None	1 minute	
5.Client/Payment for fee	5.Collection Fee	Fifty pesos (P50.00)	10 minutes	<i>Billing: Juvelyn Morong, Joel Bolocon, Jan Louise Manhglicmot, Al Jones Subillaga</i>
6.Received request certificates	6.Signed to corresponding logbook and released	None	3 minutes	<i>Medical Records: Arlene Palmares, Daisy Obispo</i>
	<b>Total:</b>	<b>Fifty pesos (P 50.00)</b>	<b>54 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form located at the entrance of the Gilberto O. Teodoro Memorial Hospital (GOTMH).
<b>How feedbacks are processed</b>	Monthly, the Human Resource Management Office Staff open the drop box and compile all feedback forms found on it.
<b>How to file a complaint</b>	<p>Answer the Client Complaint Form and drop it at the designated drop box located at the entrance of the Gilberto O. Teodoro Memorial Hospital (GOTMH).</p> <p>Make sure to provide the following:</p> <ol style="list-style-type: none"> <li>1. Name of the client</li> <li>2. Date (include time if possible)</li> <li>3. Person/ employee Involved</li> <li>4. Compliant (Narrative)</li> </ol>
<b>How complaints are processed</b>	<ol style="list-style-type: none"> <li>1.The Human Resource Management Office opens the complaint drop box on a monthly basis and evaluates each complaint.</li> <li>2. The Human Resource Management Office shall start the investigation and forward to the relevant office for their explanation.</li> <li>3. The HRMO will give some feedback to the client about his/her complaint.</li> </ol>
<b>Contact information of CCB, PCC and ARTA</b>	<p>You may call the following offices for serious complaints:</p> <p>8888 - Presidential Complaints Center 09088816565 – Civil Service Commission Contact Center ng Bayan 478-5093 - Anti Red Tape Act Commission</p>



# **INTERNAL AUDIT UNIT INTERNAL SERVICES**

**CITIZEN'S CHARTER  
2021 (1<sup>st</sup> Edition)**



## Conduct of Baseline Assessment of Internal Control System (BAICS)

<b>Office or Division:</b>	Internal Audit Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Local Chief Executive or (another government agency, government employee or official upon the instruction of the Local Chief Executive or as may be required by law)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Direct order from the Local Chief Executive with signatory (preferably written but can be through verbal instruction directly from the Local Chief Executive.			Provincial Governor's Office - Local Chief Executive (LCE)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME (per audit subject)</b>	<b>PERSON RESPONSIBLE</b>
Local Chief Executive gives instruction regarding what to audit (if another agency or government employee, he/she must communicate it to the Local Chief Executive and obtain the Local Chief Executive's approval)	Starts audit planning by conducting Basic Assessment of Internal Control System (BAICS)	None	3 months	<i>Local Chief Executive, Auditee Head, Auditee Staff, Geneliza D. Ayson (Head), Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra, other oversight bodies and partners like Commission on Audit (COA), Department of Budget and Management (DBM), Department of Interior Local Government (DILG), etc.</i>
None	1. Preliminary Interview	None	1 day	<i>Geneliza D. Ayson (Head), Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	2. Accomplishment of Template 1 - Part I, II and III	None	2 days	<i>Auditee Head</i>
None	3. Gathering and review of documents including accomplished Template 1 - Part I, II and III	None	1 day	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	4. Research in identifying law, rules, regulations, memorandum and policies	None	5 days	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	5. Drafting of Internal Control Questionnaire	None	2 days	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz,</i>





	(Template 2 - ICQ)			<i>Tim Ivan Caole, Ray Gene Mitra</i>
None	6. Checking of Internal Control Questionnaire	None	1 day	<i>Geneliza D. Ayson (Head)</i>
None	7. Revision of Internal Control Questionnaire	None	1 day	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	8. Checking of auditee head for suggestions and comments to Internal Control Questionnaires	None	2 days	<i>Auditee Head</i>
None	9. Finalization of Internal Control Questionnaire	None	1 day	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	10. Floating of Internal Control Questionnaires to the respondents.	None	1 day	<i>Auditee Head, Auditee Staff, Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	11. Answering of Internal Control Questionnaires by respondents	None	5 days	<i>Auditee Head, Auditee Staff</i>
None	12. Collecting and Tallying of Answered Internal Control Questionnaires	None	2 days	<i>Geneliza D. Ayson (Head), Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	13. Interview Validation of Answered Internal Control Questionnaires	None	3 days	<i>Auditee Head, Auditee Staff, Geneliza D. Ayson (Head), Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	14. Drafting of Template 3	None	1 day	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	15. Identification of Compensating Controls	None	1 day	
None	16. Drafting of Template 4	None	1 day	
None	17. Checking of Template 3 and 4	None	1 day	<i>Geneliza Ayson (Head)</i>
None	18. Revision of Template 3 and 4	None	1 day	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>



None	19. Identification of Key Processes (Template 5)	None	2 days	<i>Auditee Head</i>
None	20. Submission of Flow Charts and Detailed Narrative Procedures (Template 6)	None	5 days	<i>Auditee</i>
None	21. Analysis and Understanding of submitted Template 5	None	3 days	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	22. Identifying control attributes from Answered Internal Control Questionnaires, Flow Charts, Narrative Procedures and Identified Key Processes	None	3 days	
None	23. Drafting of Template 7	None	1 day	
None	24. Checking of Template 7	None	1 day	<i>Geneliza Ayson (Head)</i>
None	25. Finalization of Template 7	None	1 day	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	26. Planning and Scheduling for the conduct of walkthrough	None	1 day	<i>Geneliza D. Ayson (Head), Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	27. Conduct of walkthrough	None	3 days	<i>Auditee Head, Auditee Staff, Geneliza D. Ayson (Head), Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	28. Preparation of walkthrough paper	None	2 days	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	29. Checking of Template 8	None	1 day	<i>Geneliza Ayson (Head)</i>
None	30. Finalization of Template 8	None	1 day	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	31. Planning for the testing and	None	1 and a half day	<i>Geneliza D. Ayson (Head), Mark Kevin Mungcal, Rizza G.</i>



	sampling methodology for the conduct of Test of Control			<i>Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	32. Request and gathering of documents for the conduct of Test of Control	None	3 days	<i>Auditee Head, Auditee Staff, Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	33. Conduct of Test of Control	None	5 days	
None	34. Drafting of Template 9a	None	Half day	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	35. Drafting of Template 9b	None	1 day	
None	36. Checking of Template 9a and 9b	None	1 day	<i>Geneliza Ayson (Head)</i>
None	37. Finalization of Template 9a and 9b	None	1 day	
None	38. Identification of gaps	None	1 day	
None	39. Drafting of Template 10	None	1 day	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	40. Identification of Control Universe	None	1 day	
None	41. Drafting of Template 11	None	1 day	
None	42. Checking of Template 10 and 11	None	1 day	<i>Geneliza Ayson (Head)</i>
None	43. Finalization of Template 10 and 11	None	1 day	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	44. Gathering of other applicable reviews and reports by oversight bodies like Commission of Audit (COA) Department of Budget and Management (DBM), Department of Interior Local Government (DILG), etc.	None	3 days	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra, other oversight bodies and partners like Commission on Audit (COA), Department of Budget and Management (DBM), Department of Interior Local Government (DILG), etc.</i>
None	45. Analysis and review of gathered reports	None	2 days	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	46. Drafting of Template 12	None	1 day	
None	47. Checking of Template 12	None	1 day	<i>Geneliza Ayson (Head)</i>



None	48. Finalization of Template 12	None	1 day	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	49. Drafting of Interim report, if any (Template 13)	None	2 days	
None	50. Drafting of Baseline Assessment Report including graphs of results (Template 14)	None	3 days	
None	51. Checking of Interim Report if any and Baseline Assessment Report	None	2 days	<i>Geneliza Ayson (Head)</i>
None	52. Meeting with the auditee to discuss results of the Baseline Assessment of Internal Control System (BAICS)	None	1 day	<i>Auditee Head, Auditee Staff, Geneliza D. Ayson (Head), Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
None	53. Revision of Interim Report or Baseline Assessment Report if any	None	2 days	<i>Mark Kevin Mungcal, Rizza G. Leaño, Gisselle Jae Dadiz, Tim Ivan Caole, Ray Gene Mitra</i>
Receives Interim Report (if any) and Baseline Assessment Report then discuss it with the Internal Audit Unit Head <i>*(Discretion of the Local Chief Executive if the presence of the Auditee head in the meeting is necessary)</i>	54. Reporting and Submission of Template 13 and 14 to Local Chief Executive	None	1 day	<i>Local Chief Executive, Auditee Head, Geneliza D. Ayson (Head)</i>
	<b>Total</b>	<b>None</b>	<b>6 months and 3 days</b>	

The Internal Audit Unit is a newly established unit, undergoing capacity development in carrying out internal audit functions as stated in the Internal Audit Manual for Local Government Units issued in 2016. It is functional as far as the Conduct of Baseline Assessment of Internal Control System (BAICS). Processing time is greatly affected by the availability of documents provided by the auditee as well as the time availability of the auditee. Mentioned below are the templates in the conduct of BAICS.

- Template 1:** Local Government Unit Internal Control Document (LGICD)
- Template 2:** Internal Control Checklist (ICC), Internal Control Questionnaire (ICQ)
- Template 3:** ICC Tally Sheet – Roll-out
- Template 4:** Compensating Control Worksheet – Roll-out



- Template 5:** Identifying Key Process
- Template 6:** Narrative Procedures – Roll-out
- Template 7:** Statement Of Control Attributes – A – Roll-out
- Template 7-2:** Statement Of Control Attributes – B – Roll-out
- Template 7-3:** Statement Of Control Attributes – C – Roll-out
- Template 8:** Walkthrough Work Paper – Roll-out
- Template 9a:** Testing And Sampling Methodology – Roll-out
- Template 9b:** Test Of Controls – Roll-out
- Template 9b-2:** Test Of Controls – Roll-out
- Template 9b-3:** Test Of Controls – Roll-out
- Template 10:** Summary Of Gaps – Roll-out
- Template 11:** Control Universe – Roll-out
- Template 12:** Review Of Other Reports – Roll-out
- Template 14:** Baseline Assessment Report
- Template 15:** Instructions In Rating
- Template 15:** Rating Of Identified Controls in The Control Universe – Roll-out

<b>FEEDBACK AND COMPLAINT MECHANISM</b>	
<b>How to send feedback</b>	Answer the Client Feedback Form located beside the Window client area of the Internal Audit Unit (front window of the Provincial Administrator’s Office).
<b>How feedbacks are processed</b>	Monthly, the Human Resource Management Office Staff open the drop box and compile all feedback forms found on it.
<b>How to file a complaint</b>	<p>Answer the Client Complaint Form located beside the Window client area of the Internal Audit Unit (front window of the Provincial Administrator’s Office).</p> <p>Make sure to provide the following:</p> <ol style="list-style-type: none"> <li>1. Name of the client</li> <li>2. Date (include time if possible)</li> <li>3. Person/employee Involved</li> <li>4. Compliant (Narrative)</li> </ol>
<b>How complaints are processed</b>	<ol style="list-style-type: none"> <li>1. The Human Resource Management Office opens the complaint box on a monthly basis and evaluate each complaint</li> <li>2. The Human Resource Management Office shall start the investigation and forward it to the office for their explanation.</li> <li>3. The HRMO will give some feedback to the client about his/her complaint</li> </ol>
<b>Contact information of CCB, PCC and ARTA</b>	<p>You may call the following offices for serious complaints:</p> <p>Internal Audit Unit Hotline - +639285510628            8888 - Presidential Complaints Center            09088816565 – Civil Service Commission Contact Center ng Bayan            478-5093 - Anti Red Tape Act Commission</p>



**PROVINCIAL LEGAL OFFICE**  
**External / Internal Services**

**CITIZEN'S CHARTER**  
**2021 (1<sup>st</sup> Edition)**



## **I. MANDATE**

The Provincial Legal Office formulates measures for the consideration of the Sanggunian and support to the Governor and Mayors and other local government officials, as the case may be, in carrying out the delivery of basic services and provisions of adequate facilities as provided for under Section 17 of R.A. No. 7160.

Part of the office mandate is to develop plans and strategies upon approval thereof by the Governor, as the case may be, implement the same, particularly those which have to do with program and project related to locale service which the Governor is empowered to implement and which the Sanggunian is empowered to provide for under the Local Government Code.

Moreover, the office renders legal opinion in writing on any question of law when requested to do so by the Governor, investigates or cause to be investigated any local officials or employee for administrative neglect or misconduct in office, recommends appropriate action to the Governor as the case may be, and recommends measures to the Sanggunian and advice the Governor or the Mayor as the case may be on all other matters related to upholding the rule of law.

## **II. VISION:**

The Office upholds the rule of law and adheres to the principle of human rights towards achieving productive and conscientiously principled public servants which renders efficient legal services to the Province of Tarlac and its constituents for their common good and interest.

## **III. MISSION:**

To provide efficient legal services to the Provincial Government of Tarlac and its component city and municipalities and Barangays;

To assist and support the Provincial Governor and Sangguniang Panlalawigan in the formulation of measures to effectively carry out delivery of basic services and provisions of adequate facilities;

To render legal assistance to the constituents of the Province of Tarlac, especially the indigents; and

To initiate legal actions to protect and promote human rights.

## **IV. SERVICE PLEDGE:**

As public servants, we pledge to attend our duties and responsibilities in improving the standards of legal services to the public while observing and maintaining integrity and transparency in all transactions towards the promotion of healthy relationships with clientele and co-workers.

## **LIST OF SERVICES**

### **INTERNAL SERVICES**

- Policy Formulation
- Legal Advice on Legal Matters
- Litigation & Legal Representation
- Administrative Investigation
- Administrative Coordination & Services
  - Receiving/Releasing of Documents
  - Signing of Clearance

### **EXTERNAL SERVICES**

- Public Legal Aide & Assistance
- Render Legal Advice
- Preparation of Various Legal Forms



## 1. POLICY FORMULATION

The Provincial Legal Office reviews, revises & endorses Resolutions, Ordinances & other measures proposed by the Sanguniang Panlalawigan, Sangguniang Bayan & other offices of the Executive Department involving the Provincial Government of Tarlac.

<b>Office or Division:</b>	Provincial Legal Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who May Avail:</b>	Sangguniang Panlalawigan Members, Sangguniang Bayan, & other offices of the Executive Department involving the Provincial Government of Tarlac			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>For the Provincial Government of Tarlac</p> <ul style="list-style-type: none"> <li>- Indorsement or Routine Slip from the Honorable Governor, Sangguniang Panlalawigan Members.</li> </ul> <p>For the Sangguniang Bayan &amp; other offices of the Executive Department involving the Provincial Government of Tarlac.</p> <ul style="list-style-type: none"> <li>- Indorsement from the Sangguniang Bayan &amp; other offices of the Executive Department involving the Provincial Government of Tarlac.</li> </ul>			<p>Office of the Governor, Sanguniang Panlalawigan Members.</p> <p>Office of the Sangguniang Bayan &amp; other offices of the Executive Department involving the Provincial Government of Tarlac.</p>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For personal service- have the letter query marked/received at the Provincial Legal Office.	The administrative staff checks if the document was duly-endorsed or with Routine Slip logs the same in the logbook and database of the Office (if not, he/she will send it first to the Provincial Governor's Office for instruction). Upon endorsement of Provincial Governor's Office to the Provincial Legal Office, the Administrative Staff of Provincial Legal Office marks the receiving copy of the document and records it in the Logbook. Administrative	None	6 weeks depending on the complexity of the query.	<i>The Provincial Legal Officer, Atty. Rey Christopher D. Fajardo and/or The Legal Consultant/s. Assisted by the Paralegals (Job Order Namely: Carlynn Mae Sicat, Eulalia Gonzales, Melissa Prellejera, Camille Arceo, Carl Vince Carlos).</i>





<p>2. For mailing service-forward/send the letter query to the Provincial Legal Office.</p>	<p>staff endorses it to the Provincial Legal Officer. The Provincial Legal Officer may assign Paralegal reviews the necessary documents; coordinates with the concerned offices, agencies, or individuals; drafts necessary documents (i.e., response letter, legal opinion, legal opinion).</p> <p>The Provincial Legal Officer monitors the action taken by Paralegal until the necessary actions are consummated or the necessary documents are finalized and sent to the concerned individuals or offices.</p> <p>The administrative staff receives the document if it is mailed directly to Provincial Legal Office and have it endorsed to the Provincial Legal Officer, who will ascertain if the document needs to be routed first from Provincial Governor's Office otherwise, he may instruct Paralegal to</p>			
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	<p>review document, conduct research, or draft necessary documents.</p> <p>If the document requires routing from Provincial Governor's Office, the Administrative Staff have it endorsed to Provincial Governor's Office first. Upon endorsement of Provincial Governor's Office to Provincial Legal Office of said document, he checks if Routine Slip is thereto attached. Administrative Staff of Provincial Legal Office marks the receiving copy of the document and records it in the Logbook. Administrative staff endorses it to the Provincial Legal Officer. The Provincial Legal Officer may assign Paralegal to review the necessary documents; to coordinate with the concerned offices, agencies, or individuals; drafts documents (i.e. response letter, legal opinion, legal opinion).</p>			
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	The Provincial Legal Officer monitors the action taken by Paralegal until the necessary actions are consummated or the necessary documents are finalized and sent to the concerned individuals or offices.			
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## 2. LEGAL ADVICE ON LEGAL MATTERS

The Provincial Legal Office render immediate advice on simple issues/matters referred by the Provincial Governor, Sangguniang Panlalawigan, Municipal/City Mayors & Barangay Chairmen & Barangay Kagawad & other concerned authorities.

The Provincial Legal Office Render legal advice & opinion on difficult questions of law as referred by the Provincial Governor, Sangguniang Panlalawigan, Municipal/City Mayors & Barangay Chairmen & Barangay Kagawad & other concerned authorities.

<b>Office or Division:</b>	Provincial Legal Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who May Avail:</b>	Provincial Governor, Sangguniang Panlalawigan Members, Sangguniang Bayan, Municipal/City Mayors & Barangay Chairmen & Barangay Kagawad & other concerned authorities.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For the Provincial Government of Tarlac - Indorsement or routine Slip from the Honorable Governor, Sangguniang Panlalawigan Members.  For the Municipal/City & Barangay Chairmen & Kagawad & other concerned authorities. - Indorsement from the Municipal/City & Barangay Chairmen & Kagawad & other concerned authorities.		Office of the Governor, Sangguniang Panlalawigan Members   Office of the Municipal/City & Barangay Chairmen & Kagawad & other concerned authorities.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For personal service- have the letter query marked/received at the Provincial Legal Office.	The concerned individual/s arranges for a meeting with the Provincial Legal Officer or sends copy of letter of query and the necessary document	None	1-6 weeks depending on the complexity of the query.	<i>The Provincial Legal Officer, Atty. Rey Christopher D. Fajardo and/or The Legal Consultant/s. Assisted by the Paralegals (Job Order namely: Carlynn Mae Sicat, Eulalia Gonzales,</i>



<p>2. For mailing service-forward/send the letter query to the Provincial Legal Office.</p>	<p>regarding his query.</p> <p>If a meeting is arranged: the concerned individual/s or authority/ies must attend the meeting on the time and place agreed upon by the Parties.</p> <p>The Provincial Legal Officer assigns a Paralegal to assist in taking of notes during the meeting, conduct research, coordinating and drafting of necessary documents</p> <p>If it is through letter of inquiry: The Provincial Legal Office Administrative Staff receives the letter of inquiry and marks the receiving copy (if any) and records the same in the Logbook. Upon proper recording of document, the Administrative Staff informs the Provincial Legal Officer, who will review it. The Provincial Legal Officer may assign a Paralegal to review, research, and draft necessary documents. The Provincial Legal Officer reviews and finalizes the</p>			<p><i>Melissa Pallejera, Camille Arceo, Carl Vince Carlos).</i></p>
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	document and has it communicated and or sent back to the individual requesting for legal advice.			
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### 3. LITIGATION & LEGAL REPRESENTATION

The Provincial Legal Office represent the Province of Tarlac, its municipalities & barangays in all civil, criminal cases/special proceedings in court hearings, administrative bodies meetings & conferences with different offices.

<b>Office or Division:</b>	Provincial Legal Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who May Avail:</b>	Provincial Governor, Sangguniang Panlalawigan Members, Sangguniang Bayan, Municipal/City Mayors & Barangay Chairmen & Barangay Kagawad & other concerned authorities.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>For the Provincial Government of Tarlac</p> <ul style="list-style-type: none"> <li>- Indorsement or routine Slip from the Honorable Governor, Sangguniang Panlalawigan Members.</li> </ul> <p>For the Municipal/City Government</p> <ul style="list-style-type: none"> <li>- Indorsement from the Municipal/City Mayors, Sangguniang Panlungsod Members/Sangguniang Bayan Members.</li> </ul> <p>For the Barangay Level</p> <ul style="list-style-type: none"> <li>- Official communications together with the complaint and its annexes.</li> </ul>			<p>Office of the Governor, Sangguniang Panlalawigan Members</p> <p>Office of the Municipal/City Mayors, Sangguniang Panlungsod Members/Sangguniang Bayan Members.</p> <p>Office of the Barangay Chairmen</p>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON Responsible</b>
1. The Provincial Governor/ Sangguniang Panlalawigan members may call/write the Provincial Legal Officer for instruction.	<p>The Provincial Legal Officer receives instruction from the Provincial Governor and reviews document and ascertain the facts of the case to ensure that the representation of the Provincial Legal Officer is proper.</p> <p>If based on the initial review of the case, the Provincial Legal Officer ascertains that the representation is proper under the applicable laws, he will assign a Paralegal to collect the pertinent document and arranges for a meeting with the concerned individual/authority. The</p>	None	6 weeks depending on the complexity of the query.	<i>The Provincial Legal Officer, Atty. Rey Christopher D. Fajardo and/or The Legal Consultant/s if any.</i>



<p>2. The Municipal Mayors/ Sangguniang Bayan members may send a letter/ Indorsement availing the legal assistance/ service.</p> <p>3. The Barangay chairmen &amp; Barangay Kagawad members may letter/ Indorsement availing the legal assistance/ service.</p>	<p>Provincial Legal Officer or Consultant assigned prepares the necessary document for litigation pursuant to the Rules of Court and other applicable laws and regulations and represents the client in litigation.</p> <p>The Administrative Staff receives the letter or document endorsed to Provincial Legal Office, records it in the Logbook, and endorses it to the Provincial Legal Officer. The Provincial Legal Officer reviews document and ascertain the facts of the case to ensure that the representation of the Provincial Legal Officer is proper.</p> <p>If based on the initial review of the case, the Provincial Legal Officer ascertains that the representation is proper under the applicable laws, he will assign a Paralegal to collect the pertinent document and arranges for a meeting with the concerned individual/authority. The Provincial Legal Officer or Consultant assigned prepares the necessary document for litigation pursuant to the Rules of Court and other applicable laws and regulations and represents the client in litigation.</p> <p>The Administrative Staff receives the letter or document endorsed to Provincial Legal Office, records it in the Logbook, and endorses it to the Provincial Legal Officer. The Provincial Legal Officer reviews document and ascertain the facts of the case to ensure that the representation of the</p>			
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	<p>Provincial Legal Officer is proper.</p> <p>If based on the initial review of the case, the Provincial Legal Officer ascertains that the representation is proper under the applicable laws; he will assign a Paralegal to collect the pertinent document and arranges for a meeting with the concerned individual/authority. The Provincial Legal Officer or Consultant assigned prepares the necessary document for litigation pursuant to the Rules of Court and other applicable laws and regulations and represents the client in litigation.</p>			
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#### 4. ADMINISTRATIVE INVESTIGATION

The Provincial Legal Office through the committee on Administrative Investigation conducts hearings, meetings & conferences on the investigation on complaints against employees for violation of Revised Rules on Administrative Cases in the Civil Service (RRACCS) and recommends appropriate action to the Governor as the case may be.

<b>Office or Division:</b>	Provincial Legal Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who May Avail:</b>	Provincial Governor, Sangguniang Panlalawigan Members, Sangguniang Bayan, Municipal/City Mayors & Barangay Chairmen & Barangay Kagawad/ officials and employees of the Provincial Government of Tarlac & other concerned authorities.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Routine slip from the Office of the Governor		Office of the Governor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complaint together with all of its accompanying documents to the Office of the Governor.	<p>1. The Honorable Governor will direct the Provincial Legal Officer through the Committee on Administrative Investigation to conduct the investigation.</p> <p>The Committee on Administrative Investigation receives a copy</p>	None	Not measurable but within the time frame as per existing CSC and ARTA rules & regulations.	<p><i>The Provincial Legal Officer through the Committee on Administrative Investigation (Atty. Romeo Evangelista, Board Member, Committee Chairman; Atty. Warren Wyndell Sarsagat, Legal Consultant Office of the Governor, (APGDH), Committee Vice Chairman; Members: Engr. Roberto P.</i></p>



	<p>of the transmittal from the Office of the Governor.</p> <p>Then, the Committee prepares the Show Cause Memorandum to the employee/s being complained of directing him/them to explain within 72 hours from receipt thereof, why he/she should not be dealt administratively.</p> <p>The Committee may require further actions based on RRACCS.</p>			<p>Ventura, Provincial Administrator, Ms. Gina Garcia, PGO, Monitoring; Ms. Vilma Go, Acting Provincial. Human Resource Management Officer; Dr. Maita Rigor, Chief of Clinics, Tarlac Provincial Hospital; Secretariat: Cristina G. Lingad, Joel L. Capili, Patrick Gerald L. Rosete).</p>
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## 5. ADMINISTRATIVE COORDINATION & SERVICES

### a.) Receiving/Releasing of documents

The Provincial Legal Office receives, releases, records, files documents & prepares all administrative works.

The Provincial Legal Office also coordinates with other offices relative to the documents referred.

<b>Office or Division:</b>	Provincial Legal Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who May Avail:</b>	Offices of the Provincial Government of Tarlac, Sangguniang Panlalawigan, Offices of the City/Municipal Government, Sangguniang Panlungsod, Offices of the Barangay Chairmen & Barangay Kagawad, and other concerned authorities.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Submit the letter/documents with complete attachments and required signatures, if any to the Provincial Legal Office			At source	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Forward the documents to the Provincial Legal Office.		None	3 days	The Administrative Staff (Job Order Employees namely: Soledad Gomez, Administrative Assistant II & Ralph Jayson Capiendo, Administrative Aide II).





### b.) Signing of Clearance

The Provincial Legal Office sign, issue a certification of no pending case to all employees who are seeking clearance for retirement, resignation, leave of absence (travel abroad), & other purpose.

<b>Office or Division:</b>	Provincial Legal Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who May Avail:</b>	Employees of the Provincial Government of Tarlac, Office of the Sangguniang Panlalawigan.			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
Clearance form duly signed by the applicant with complete attachments, if any.			PHRMO	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Forward the documents to the PLO.	The Administrative Staff checks if the Clearance form is duly-signed before endorsing the same to the Administrative Officer IV, who will check the record of pending administrative cases. If there is no pending administrative case, the Administrative Officer IV countersigns the Clearance form before endorsing it to the Provincial Legal Officer; otherwise, the Clearance will not be signed.	None	3 days	<i>The Provincial Legal Officer, Atty. Rey Christopher D. Fajardo; the Administrative Officer IV, Cristina G. Lingad assisted by the Administrative Staff in receiving &amp; releasing the document/s (Job Order namely: Soledad Gomez, and Ralph Jayson Capiendo).</i>

## 6. PUBLIC LEGAL AIDE & ASSISTANCE

### a.) Render Legal Advice

The Provincial Legal Office is extending the services of giving legal advices on the legal problems of indigent constituents.

<b>Office or Division:</b>	Provincial Legal Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who May Avail:</b>	Provincial Government of Tarlac employees, City/Municipal Government employees and indigent Constituent of the Province of Tarlac.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
For constituents who want to avail of these services, there is no requirement needed. Just come to the office and ask for assistance and present pertinent documents regarding your inquiry.			Provincial Legal Office	
<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 the Provincial Legal Office. 2. Approach the designated staff. 3. Sign/log in 4. Narrate the facts	Provincial Legal Office Staff asks client about his query.  The Provincial Legal Office Staff ensures that the client has signed.  The Provincial Legal Office	None	3 hours or depending on the merit of the case.	<i>The Provincial Legal Officer, Atty. Rey Christopher D. Fajardo; The Paralegals: (Job Order staff namely: Carlynn Mae Sicat, Eulalia Gonzales, Melissa Prellaera, Camille Arceo, Carl Vince Carlos); The administrative Officer IV, Cristina</i>



5. Present documents.	<p>Staff conducts interview.</p> <p>The Provincial Legal Office Staff reviews document. If the Provincial Legal Office Staff cannot render legal advice, without the necessary documents, he/she may ask the client to collect and present the necessary documents first.</p>			G. Lingad. And/or the Legal Consultant/s, if any.
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**b.) Preparation of various Legal Forms.**

The Provincial Legal Office is giving the services of preparing various legal forms such as affidavits, special power of attorney, waiver of rights, simple deeds, and the likes as requested by office client & indigent constituents.

<b>Office or Division:</b>	Provincial Legal Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C- Government to Citizen and G2G- Government to Government
<b>Who May Avail:</b>	Provincial Government of Tarlac employees, City/Municipal Government employees and indigent Constituent of the Province of Tarlac.

<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
For office client & indigent constituents, they must bring Identification Card and present pertinent documents regarding the query (if any).			At source	
<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 the Provincial Legal Office. 2. Approach the designated staff. 3. Sig/log in 4. Narrate the facts 5. Present pertinent documents.	<p>Provincial Legal Office Staff asks client about his query.</p> <p>The Provincial Legal Office Staff ensures that the client has signed.</p> <p>The Provincial Legal Office Staff conducts interview.</p> <p>The Provincial Legal Office Staff reviews document. If the Provincial Legal Office Staff cannot render legal advice, without the necessary documents, he/she</p>	None	3 hours or depending on the complexity or merit of the case.	<i>The Paralegals (Job Order namely: Carlynn Mae Sicat, Eulalia Gonzales, Melissa Prella, Camille Arceo, Carl Vince Carlos); The administrative Officer IV, Cristina G. Lingad; and the Administrative Staff (Job Order namely: Soledad Gomez and Ralph Jayson Capiendo).</i>



	<p>may ask the client to collect and present the necessary documents first. The Provincial Legal Office Staff prepares the legal form.</p>			
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	<p>Secure a Client Feedback Form placed at the bottom of the Feedback and Comments Box place in front of the Provincial Legal Office. If there is no available form, you may secure it from the Human Resource Management and Development Office of PGP. Properly fill-out the said form.</p>
<b>How feedbacks are processed</b>	<p>The HRMDO assigns staff who regularly checks the Feedback and Comments Box, and processes all feedback place therein pursuant to Civil Service Rules and other applicable laws and regulations.</p>
<b>How to file a complaint</b>	<p>The Complaint shall send a duly-signed copy of the complaint to the Office of the Provincial Governor. Attach all pertinent documents. PGO endorses the same to the Committee on Administrative Investigation.</p>
<b>How complaints are Processed</b>	<p>The Committee on Administrative Investigation receive a copy of the transmittal from the Office of the Governor.</p> <p>Then, the Committee prepares the Show Cause Memorandum to the employee/s being complained of directing him/them to explain within 72 hours from receipt thereof, why he/she should not be dealt administratively.</p> <p>The Committee may require further actions based on RRACCS.</p> <p>8888-Presidential Complaints Center 09088816565-Civil Service Commission Contact Center ng Bayan 478-5093-Anti Red Tape Act Commission</p> <p>Smart cp # 09479959542- PGT, Provincial Legal Office Globe cp # 09173186625- PGT, Provincial Legal Office</p>
<b>Contract information of CCB, PCC, ARTA</b>	



**CARLOS P. ROMULO MEMORIAL LIBRARY**  
**External / Internal Services**

**CITIZEN'S CHARTER**  
**2021 (1<sup>st</sup> Edition)**



## GENERAL LIBRARY SERVICES

This is the over-all requirements for users to comply before availing any of the library services offers by the CPRML Library. It serves as the basic requirement upon entry.

<b>Office or Division:</b>		Carlos P. Romulo Memorial Library		
<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>	
1. LIBRARY CARD (1X1 picture, 1 valid ID with address indicated on the card)			CIRCULATION DESK- located at the Circulation section of the library.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Deposit your baggage at the Entrance Counter. Papers, ballpens and valuable thing such as wallets, cellphones, laptops, etc. are allowed to bring inside the reading area.	Assist library users in depositing their baggage's. Issue a Baggage Number.	None	30 seconds	<i>Security Guard on Duty/ Any available staff.</i>
2. Get you Bag Deposit Number and sign to the Log-book for statistics purposes.	Assist the user and check if the log sheets were signed property.	None	1 minute	<i>Guard on Duty/ Any available staff.</i>
3. Proceed to the MATA-WAH Area and scan your QR Code.	Monitor users if they successfully scanned their QR Codes.	None	5 seconds	<i>Jonar Tomas</i>
4. If the user doesn't have any QR Code yet, register and generate a code.	Assist the user on how to register and generate code.	None	30 seconds	<i>Jonar Tomas</i>
5. After your library transactions, scan your QR Code again to log out. Then proceed to the Baggage Area to claim your baggage.	Assist Library Users.	None	1 minute	<i>Security Guard on Duty/ Any available staff.</i>
	<b>Total</b>	<b>None</b>	<b>3 minutes, 5 seconds</b>	

## FILIPINIANA SERVICES

This section of the library provides resources about the history, geography, values and tradition in the Philippines and its citizen. It also houses Local History Collections that provides data of the Tarlac Province including collections of Thesis and Dissertations and other publications of the province.

<b>Office or Division:</b>	CARLOS P. ROMULO MEMORIAL LIBRARY Romulo Blvd. San Vicente, Tarlac City
<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>		
2. LIBRARY CARD (1X1 picture, 1 valid ID with address indicated on the card)		CIRCULATION DESK- located at the Circulation section of the library.		
<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 the OPAC Area and search for the call number of your desired sources for your research. Write it in a piece of paper for searching reference.	Assist first time users on how to use the OPAC.	None	1 minute	<i>Cindy Aganon</i> <i>Michael John Tolentino</i>
2. Go directly to the shelves if you are familiar with the Dewey Decimal Classification (DDC) Scheme of the library.	Monitor the user if he/ she went to the right shelves where material is located.	None	1 minute	<i>Michael John Tolentino</i>
3. If not familiar with the arrangement of the books on shelf, seek for an assistance to the librarian.	Assist or orient the student on the classification arrangement of the collections	None	2 minutes	<i>Michael John Tolentino</i>
4. For photocopying and browsing purposes, kindly surrender your library card in lieu of the library materials.	Get the Library Card. Then Scan or encode the Library Card No. and the Accession No. of the book and click the borrow icon.	None	20 seconds	<i>Michael John Tolentino</i>
5. To return the material(s) used, present the book to the librarian assigned and wait for your library card before leaving.	Scan and Encode the Accession No. of the books and click the Return icon. Then return the library card to the user.	None	5 seconds	<i>Michael John Tolentino</i>
	<b>Total</b>	<b>None</b>	<b>4 minutes and 25 seconds</b>	

## REFERENCE SERVICES

This section provides direct assistance to users in locating library primary sources of information that they need. Collection includes dictionaries, almanacs, encyclopedias, thesaurus, biographical sources, maps, atlas, directories, handbooks, manuals, bibliographies and other primary source of information.

<b>Office or Division:</b>	Carlos P. Romulo Memorial Library
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		Romulo Blvd. San Vicente, Tarlac City		
<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>	
1. LIBRARY CARD (1X1 picture, 1 valid ID with address indicated on the card)			CIRCULATION DESK- located at the Circulation section of the library.	
<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 the OPAC Area and search for the call number of your desired sources for your research. Write it in a piece of paper for searching reference.	Assist first time users on how to use the OPAC.	None	1 minute	<i>Cindy Aganon</i>  <i>Michael John Tolentino</i>
2. Go directly to the shelves if you are familiar with the Library of Congress Classification (LCC) Scheme of the library.	Monitor the user if he/ she went to the right shelves where material is located.	None	1 minute	<i>Redgie Samson</i>
3. If not familiar with the arrangement of the books on shelf, seek for an assistance to the librarian.	Assist or orient the student on the classification arrangement of the collections	None	2 minutes	<i>Redgie Samson</i>
4. For photocopying and browsing purposes, kindly surrender your library card in lieu of the library materials.	Get the Library Card. Then Scan or encode the Library Card No. and the Accession No. of the book and click the borrow icon.	None	20 seconds	<i>Cindy Aganon</i>
5. To return the material(s) used, present the book to the librarian assigned and wait for your library card before leaving.	Scan and Encode the Accession No. of the books and click the Return icon. Then return the library card to the user.	None	5 seconds	<i>Cindy Aganon</i>
	<b>Total</b>	<b>None</b>	<b>2 minutes and 25 seconds</b>	

## CIRCULATION SERVICES

-This section houses the library collections of general interests. Collection also includes fiction materials that can be loaned out and to be returned after few days (stated in the library policy).



<b>Office or Division:</b>		CARLOS P. ROMULO MEMORIAL LIBRARY Romulo Blvd. San Vicente, Tarlac City		
<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>	
1. LIBRARY CARD (1X1 picture, 1 valid ID with address indicated on the card)			CIRCULATION DESK- located at the Circulation section of the library.	
<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 the OPAC Area and search for the call number of your desired sources for your research. Write it in a piece of paper for searching reference.	Assist first time users on how to use the OPAC.	None	1 minute	<i>Cindy Aganon</i> <i>Michael John Tolentino</i>
2. Go directly to the shelves if you are familiar with the Library of Congress Classification (LCC) Scheme of the library.	Monitor the user if he/ she went to the right shelves where material is located.	None	1 minute	<i>Jocelyn Sacaguing</i>
3. If not familiar with the arrangement of the books on shelf, seek for an assistance to the librarian.	Assist or orient the student on the classification arrangement of the collections	None	2 minutes	<i>Jocelyn Sacaguing</i>
4. For photocopying and browsing purposes, kindly surrender your library card in lieu of the library materials.	Get the Library Card. Then Scan or encode the Library Card No. and the Accession No. of the book and click the borrow icon.	None	20 seconds	<i>Michael John Tolentino</i>
5. To borrow materials for home use, kindly present 1 valid ID and the book to the librarian. Wait for the receipt of transaction and affix your signature. Then wait for your copy of receipt.	Get the Library Card. Then Scan or encode the Library Card No. and the Accession No. of the book and click the borrow icon.	None	20 seconds	<i>Michael John Tolentino</i>
6. To return the material(s) used, present the book to the librarian assigned	Scan and Encode the Accession No. of the books and click the	None	5 seconds	<i>Michael John Tolentino</i>





and wait for your library card before leaving.	Return icon. Then return the library card to the user.			
	<b>Total</b>	<b>None</b>	<b>2 minutes and 45 seconds</b>	

## CHILDREN'S SERVICES

provide materials both print and non-print to toddlers, pupils and young adults. Other services also include storytelling, library film showing, library orientation, and some art workshops.

<b>Office or Division:</b>		CARLOS P. ROMULO MEMORIAL LIBRARY Romulo Blvd. San Vicente, Tarlac City		
<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>	
1 LIBRARY CARD (1X1 picture, 1 valid ID with address indicated on the card)			CIRCULATION DESK- located at the Circulation section of the library.	
<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 the OPAC Area and search for the call number of your desired sources for your research. Write it in a piece of paper for searching reference.	Assist first time users on how to use the OPAC.	None	1 minute	<i>Cindy Aganon</i>  <i>Michael John Tolentino</i>
2. Go directly to the Children's Section of the library and get the book that you want to read.	Monitor the user if he/ she went to the right shelves where material is located.	None	1 minute	<i>Jonar Tomas</i>
3. For other services other than reading, sign in the logbook to avail other services provided.	Let the user sign the attendance sheet. Assist the student.	None	2 minutes	<i>Jonar Tomas</i>
4. For photocopying purposes, kindly surrender your library card in lieu of the library materials.	Get the Library Card. Then Scan or encode the Library Card No. and the Accession No. of the book and click the borrow icon.	None	20 seconds	<i>Cindy Aganon</i> <i>Michael John Tolentino Tomas</i>
5. To return the material(s) used, present the book to the librarian assigned and wait	Scan and Encode the Accession No. of the books and click the Return icon.	None	5 seconds	<i>Cindy Aganon</i> <i>Michael John Tolentino</i>



for your library card before leaving.	Then return the library card to the user.			
	<b>Total</b>	<b>None</b>	<b>4 minutes and 25 seconds</b>	

This section provides current awareness to readers to keep them updated on what is happening around them. It provides newspapers both tabloid and broadsheets, magazines, journals and pamphlets.

<b>Office or Division:</b>		CARLOS P. ROMULO MEMORIAL LIBRARY Romulo Blvd. San Vicente, Tarlac City		
<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>		
LIBRARY CARD (1X1 picture, 1 valid ID with address indicated on the card)		CIRCULATION DESK- located at the Circulation section of the library.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go directly to the section and choose your desired title of newspaper displayed in the rack.	Monitor the user if he/ she went to the right shelves where material is located.	None	1 minute	<i>Merly Amianit</i>
2. If you want to search for vertical files, journals and magazines, seek for librarian's assistance.	Assist or orient the student on the classification arrangement of the collections	None	2 minutes	<i>Merly Amianit</i>
3. For photocopying purposes, kindly surrender your library card in lieu of the library materials.	Get the Library Card. And let the user fill-up the photocopying permission form.	None	20 seconds	<i>Merly Amianit</i>
4. To return the material(s) used, present the book to the librarian assigned and wait for your library card before leaving.	Check the returned item if ok. Then return the library card of the user.	None	10 seconds	<i>Merly Amianit</i>
	<b>Total</b>	<b>None</b>	<b>3 minutes and 30 seconds</b>	

### COMPUTER SERVICES

The library also offers free of charge internet browsing and searching. Users are allowed to use the free service for an hour only to give chances to others waiting to avail the same service.

<b>Office or Division:</b>		CARLOS P. ROMULO MEMORIAL LIBRARY Romulo Blvd. San Vicente, Tarlac City		
<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>		
1. LIBRARY CARD (1X1 picture, 1 valid ID with address indicated on the card)		CIRCULATION DESK- located at the Circulation section of the library.		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign into the Log Book provided at the table located at the entrance of the section.	Monitor available log-in sheets and available terminals in the section.	None	1 minute	<i>Merly Amianit</i>
2. Surrender your library card and get the terminal number to be provided by the assigned librarian.	Get the library card in exchange to computer terminal no. available.	None	20 seconds	<i>Merly Amianit</i>
3. Go to the computer terminal number and start using the free service.	Monitor the user if they went to the right terminal provided for them.	None	10 seconds	<i>Merly Amianit</i>
4. After using or meet the 1-hour limit per user, proceed to the librarian and surrender the terminal number in lieu of your library card.	Inform the user that he or she exceeded to the allowed time intended to him/her.  Log-out the terminal and return the library card to the user.	None	1 minute	<i>Merly Amianit</i>
	<b>Total</b>	<b>None</b>	<b>2 minutes and 30 seconds</b>	

## EXTERNAL SERVICES

### VIRTUAL ASSISTANCE SERVICES

This is an external service provided to users outside the vicinity of the library. This can be avail with the use of social media (Facebook messenger).

<b>Office or Division:</b>	CARLOS P. ROMULO MEMORIAL LIBRARY Romulo Blvd. San Vicente, Tarlac City			
<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>	
Facebook Messenger Account			Register to <a href="http://www.facebook.com">www.facebook.com</a> Open the messenger features	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open your personal Facebook messenger account.	Monitor messages received thru Facebook group and page of the library.	None	1 minute	<i>Michael John Tolentino</i>
2. Send your query to the Facebook group or page of the library.	Acknowledge the message and inform the user to wait for your reply about the query.	None	10 seconds	<i>Michael John Tolentino</i>



3. Wait for the response of the librarian	Inform the researcher if there are available materials inside the library.  If no books available in the library, try to make linkages to other libraries to provide answer to the query.	None	1 minute	<i>Michael John Tolentino</i>
4. If materials are available in the library, wait for further instructions.	Scan the materials found to answer the query of the researcher and send images of the sources to user's messenger account.	None	Time may vary. It depends on the number of pages of the material found.	<i>Michael John Tolentino</i>
	<b>Total</b>	<b>None</b>	<b>2 minutes, 10 seconds</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form located at the baggage counter at the entrance of the Carlos P. Romulo Memorial Library.
<b>How feedbacks are processed</b>	Monthly, the Human Resource Management Office Staff open the drop box and compile all feedback forms found on it.
<b>How to file a complaint</b>	Answer the Client Complaint Form and drop it at the designated drop box located at the left side of the baggage counter of the Carlos P. Romulo Memorial Library.  Make sure to provide the following: <ol style="list-style-type: none"> <li>1. Name of the client</li> <li>2. Date (include time if possible)</li> <li>3. Person Involved</li> <li>4. Compliant (Narrative)</li> </ol>
<b>How complaints are processed</b>	<ol style="list-style-type: none"> <li>1. The HRMO opens the complaint drop box on a monthly basis and evaluate each complaint.</li> <li>2. The HRMO shall start the investigation and forward to the relevant office for their explanation.</li> <li>3. The HRMO will give some feedback to the client about his/her complaint.</li> </ol>
<b>Contact information of CCB, PCC, ARTA</b>	You may call the following offices for serious complaints:  8888 - Presidential Complaints Center 09088816565 - CSC Contact Center ng Bayan 478-5093 - Anti Red Tape Act Commission 09094844999- Carlos P. Romulo Memorial Library (Michael John M. Tolentino, R.L.)



**PROVINCIAL AGRICULTURE OFFICE**  
**External / Internal Services**

**CITIZEN'S CHARTER**  
**2021 (1<sup>st</sup> Edition)**



## I. MANDATES

The Provincial Agriculture Office is responsible for the promotion of agricultural development and growth through increased productivity. It shall provide the policy frameworks, help direct public investments extend support services necessary to make agriculture and agri-based enterprises profitable & spread the benefits of development to the poor, particularly those in the rural areas.

## II. MISSION

To help and empower farming and fishing communities and private sector to produce enough, accessible and affordable food for every Filipino and a decent income for all.

## III. VISION

A modernized smallholder agriculture and fisheries; a diversified rural economy that is dynamic, technologically advanced and internationally competitive. Its transformation is guided by the sound practices of resource sustainability, the principles of social justice and strong private sector participation.

### 1. RICE PROGRAM

Is one of the banner programs of the Department of Agriculture which main concern is rice farming and uplifting the lives of Filipino farmers, guided by the principles of the Project Magsasaka sa Nayon framework namely: food security and self-sufficiency, sustainable resource management, support services from farm to table and broad-based local partnerships.

#### Rice Seed Assistance Program

<b>Office or Division:</b>	Provincial Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Legitimate Farmers of TARLAC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Legitimate Farmer with Land Holding			Client	
Enrolled at Registry System on Basic Sectors of Agriculture (RSBSA)			City/ Municipal Agriculture Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book located at the office lobby	1. Provide the Log Book to the Client	None	30secs	<i>Security Guard</i>
2. Validate if farmer is included in RSBSA at 2 <sup>nd</sup> Floor Rice Division	2. Check clients name in RSBSA.	None	3mins	<i>Jenelyn F. Guillermo</i>
3. Provide personal information and farm land details	3. Interview the Client  3.1 For approval of the Program Coordinator / Department Head	None	3mins	<i>Alicia A. Cruz, Eduardo J. De Guzman Jr. or Jenelyn F. Guillermo</i>



4. Sign the master list for Farmers Recipients	4. Provide the Farmers recipient master list to the client  4.1 Release the Requisition Issuance Voucher (RIV) to the client	None	2mins	Jenelyn F. Guillermo
5. Forward the Requisition Issuance Voucher (RIV) at Ground floor/ release area	5. Received the Requisition Issuance Voucher (RIV) from the client for Releasing of Rice Seeds  5.1 Provide the Rice Seeds to the client	None	2mins	Ivy Joyce Sabado
6. Return at the 2 <sup>nd</sup> floor Rice Division for photo documentation	6. Photo Documentation with the Client, Rice staff and the Rice Seeds	None	1min	Jenelyn F. Guillermo
	<b>Total</b>	<b>None</b>	<b>11 minutes and 30 seconds</b>	

## 2. CORN PROGRAM

Corn is the second most important crop in the Philippines. About 14 million Filipinos prefer white corn as their main staple and yellow corn accounts for about 50% of livestock mixed feeds. Some 600,000 farm households depend on corn as a major source of livelihood, in addition to transport services, traders, processors and agricultural input suppliers who directly benefit from corn production, processing, marketing and distribution. Corn is also processed into high value products, such as cornstarch, corn syrups, corn oil, gluten, and snack foods.

The Corn Program aims to increase production of quality corn and also cassava for human consumption, feeds and industrial uses, as well as empower the farmers and increase their income, thereby improving their quality of life.

Overall strategy is to fast track the expansion of hybrid corn, cassava and other feed crops production to achieve food and feed self-sufficiency, enhance the competitiveness of the domestic livestock and poultry sectors through cheaper feed inputs as well as generate jobs in rural communities.

### Corn Seeds Assistance

<b>Office or Division:</b>	Provincial Agriculture Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Legitimate Farmers of TARLAC
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Legitimate Farmer with Land Holding	Client
Enrolled at Registry System on Basic Sectors of Agriculture (RSBSA)	City/ Municipal Agriculture Office
Corn Farmers General master list	City/ Municipal Agriculture Office
Letter of Request for Cooperative or Association 2copies (original)	Client



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book located at the office lobby	1. Provide the Log Book to the Client	None	30secs	<i>Security Guard</i>
2. Validate if farmer is included in RSBSA or check if farmer is included in the master list at 2 <sup>nd</sup> Floor Corn Division  2.1 Submit all the required documents	2. Check client name in the RSBSA and Corn General master list  2.1 Received the required documents and check for completeness	None	3mins	<i>Alicia A. Cruz Joseph B. Gumallaoi</i>
3. Provide personal information and farm land details	3. Interview the Client  3.1 For approval of the Program Coordinator / Department Head	None	3mins	<i>Alicia A. Cruz, Joseph B. Gumallaoi</i>
4. Sign the master list for Farmer Recipients and Acknowledgement Receipt	4. Provide the farmer recipient master list to the client  4.1 Release the Requisition Issuance Voucher (RIV) and Acknowledgement Receipt to the client	None	2mins	<i>Cryselle V. Rombao</i>
5. Forward the Requisition Issuance Voucher (RIV) at Ground floor release area	5. Received the Requisition Issuance Voucher (RIV) from the client for Releasing of Corn Seeds  5.1 Provide the Corn Seeds to the client	None	2mins	<i>Cryselle V. Rombao</i>
6. Return at the 2 <sup>nd</sup> floor Corn Division for photo documentation	6. Photo Documentation with the Client, Corn staff and the Corn Seeds	None	1min	<i>Cryselle V. Rombao</i>
	<b>Total</b>	<b>None</b>	<b>11 minutes &amp; 30 seconds</b>	





### 3. HIGH VALUE CROPS DEVELOPMENT PROGRAM

The High Value Crops Development Program (HVCDP) is one of the priority programs of the Department of Agriculture created to help address food security, poverty alleviation and sustainable growth. Its primary goal is to increase production, income and livelihood opportunities among high value crops, small producers and have access to affordable, safe and healthy food.

The program is in line with Republic Act 7900 otherwise known as High Value Crops Development Act of 1995, to promote the production, processing, marketing, and distribution of high value crops.

#### Assorted Vegetables Seeds and other farm inputs

<b>Office or Division:</b>	Provincial Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Legitimate Farmers of TARLAC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request 2copies (original)		client		
Or Endorsement letter 2copies (original)		City/ Municipal Agriculture Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book located at the office lobby	1. Provide the Log Book to the Client	None	30secs	<i>Security Guard</i>
2. Submit the required documents at 2 <sup>nd</sup> floor High Value Crop Development (HVCD) Division	2. Received the required documents and check for completeness	None	3mins	<i>Arman Antonio Tullao</i>
3. Provide personal information and farm land details	3. Interview the Client  3.1 For approval of the Program Coordinator / Department Head	None	3mins	<i>Alicia A. Cruz, Arman Antonio Tullao Ivys Paul B. Mesa</i>
4. Sign the Masterlist for farmers recipients	4. Provide the farmer recipients masterlist to the client  4.1 Provide the Requisition Issuance Voucher (RIV) to the client	None	2mins	<i>Danny B. Pantig, Ivys Paul B. Mesa or Rommel G. Nicolas</i>
5. Forward the Requisition Issuance Voucher (RIV) at Ground floor release area	5. Received the Requisition Issuance Voucher (RIV) from the client for Releasing of Assorted	None	2mins	<i>Ivys Paul B. Mesa</i>



	Vegetable Seeds or other farm inputs  5.1 Provide the Assorted Vegetable Seeds or other farm inputs to the clients			
6. Return at the 2 <sup>nd</sup> floor High Value Crop Development (HVCD) Division for photo documentation	6. Photo Documentation with the Client, HVCD Staff and the Assorted Vegetable seeds and other farm inputs	None	1min	<i>Ivys Paul B. Mesa or Rommel G. Nicolas</i>
	<b>Total</b>	<b>None</b>	<b>11 minutes &amp; 30 seconds</b>	

#### 4. ANIMAL PRODUCTION PROGRAM (LIVESTOCK PROGRAM)

Animal production- is an investment opportunity from supervised credit. It is a promotion of loan in kind (animals) to make available breeding animals to poor farming sector where crop to animal production is their primary source of livelihood. Its goal is to increase supply of animals to poor farming sector in animal production as their primary source of livelihood.

##### Animal Dispersal Program

<b>Office or Division:</b>	Provincial Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Legitimate Farmers residing in the province			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request 2copies (original)		client		
Or Endorsement letter 2copies (original)		City/ Municipal Agriculture Office		
Picture 1x1 or 2x2 1pc		client		
Cedula of the current year		Municipality Business Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book located at the office lobby	1. Provide the Log Book to the Client	None	30secs	<i>Security Guard</i>
2. Submit the require documents at ground floor Livestock Division	2. Received the require documents and check for completeness  2.1 Started processing the documents for approval of the Program Coordinator / Department Head	None	3mins	<i>Alicia A. Cruz, Arnel T. Yabut</i>



3. Provide personal information and farm land details	3. Interview the Client  3.1 Explain the flow of the Animal Dispersal Program and the Loan Contract  3.2 Get the cellphone number of clients to contract them whenever the animal is ready to be dispersed.	None	15mins	<i>Arnel T. Yabut</i>
4. Sign the Masterlist for farmers recipients and loan contract	4. Provide the farmer recipient masterlist and loan contract to the client	Notary Fee - PHP150	3mins	<i>Arnel T. Yabut</i>
5. Proceed to the designated area to release the farm animals and ready for photo documentation	5. Release the requested farm animals to the client and take a photo documentation	None	3mins	<i>Arnel T. Yabut</i>

## 5. FISHERY PROGRAM

Promotion of aquaculture development and post-harvest facilities, fingerlings production and distribution and promotion of fishery resources and conservation.

### Tilapia Fingerlings Dispersal

<b>Office or Division:</b>	Provincial Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Legitimate Farmers of TARLAC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request 2copies (original)		client		
Or Endorsement letter 2copies (original)		Municipality		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book located at the office lobby	1. Provide the Log Book to the Client	None	30secs	<i>Security Guard</i>
2. Submit the required documents at ground floor Fishery Division	2. Receive the require documents and check for completeness  2.1 Started processing the	None	3mins	<i>Alicia A. Cruz and Arnel A. Pascua</i>



	documents for approval of the Program Coordinator / Department Head			
3. Provide personal information and farm land details	3. Interview the Client 3.1 Schedule the releasing of date of the Tilapia Fingerlings Dispersal	None	5mins	<i>Arnel A. Pascua</i>
4. Sign the Master list for farmers recipients	4. Provide the farmer recipient master list to the client	None	30secs	<i>Arnel A. Pascua</i>
5. Proceed to the designated area to release the Tilapia fingerlings and ready for photo documentation	5. Release the Tilapia fingerlings to the client and take a photo documentation	None	3mins	<i>Arnel A. Pascua</i>
	<b>Total</b>	<b>None</b>	<b>12 minutes</b>	

## 6. SOILS LABORATORY

Soil analysis or testing is a tool to diagnose fertility status of soil. It determines the amount of essential nutrients in the soil and if deficient, allow the recommendation of the right kind of fertilizer or other soil ameliorant at the right amount and timing of applicant.

### Soil Sample, Analysis and Fertilizer Recommendation

<b>Office or Division:</b>	Provincial Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Legitimate Farmers of TARLAC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1kg of Soil Sample		client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book located at the office lobby	1. Provide the Log Book to the Client	None	30secs	<i>Security Guard</i>
2. Submit the Soil Sample at ground floor Soils Laboratory Office	2. Receive the soil sample	Soil Sample and Chemical Reagents fee = Php50	1min	<i>Alicia A. Cruz and Arman Antonio Tullao</i>
3. Provide personal information and farm land details	3. Started conducting the soil analysis and fertilizer recommendation	None	1hour and 30mins	<i>Arman Antonio L. Tullao</i>



	3.1 Provide and explain the Written result of the soil analysis and Fertilizer recommendation to the client			
4. Sign the Master list for farmers recipients	4. Provide the receiving form to the client	None	30secs	<i>Arman Antonio L. Tullao</i>
	<b>Total</b>	<b>None</b>	<b>1 hour and 32 minutes</b>	

## 7. MUSHROOM PRODUCTION

The Provincial Agriculture office of Tarlac has the activities to enhance the production of edible mushroom in the province of Tarlac. The office conducts trainings among mushroom farmers and other stakeholders in form of Lecture and Hands-on training exercises providing livelihood project to the farmers, clientele as their alternative source of income aside from Agri-crops farming

### Lecture and Hands-on Training

<b>Office or Division:</b>	Provincial Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Legitimate Farmers of TARLAC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request, 2copies (Original)		client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book located at the office lobby	1. Provide the Log Book to the Client	None	30 secs	<i>Security Guard</i>
2. Submit the required documents at ground floor Mushroom Office	2. Received the require documents to the client  2.1 Start processing the documents for approval of the Program Coordinator / Department Head	None	3 mins	<i>Alicia A. Cruz, Rowena O. Sarmiento or Pablito O. Sarmiento</i>
3. Provide personal information and farm land details	3. Interview the client  3.1 Set the Date, Time and Venue to be Conduct the Lecture and Hands-on Training of Mushroom Production	None	5 mins	<i>Rowena O. Sarmiento or Pablito O. Sarmiento</i>
	<b>Total</b>	<b>None</b>	<b>8 minutes and 30 seconds</b>	



## 8. FARM MECHANIZATION PROGRAM

Mechanization is a multi-dimensional concept of widely used in agriculture. The Department of Agriculture's Farm Mechanization Program achieves to increase land productivity and farmer's profit; decrease the cost of work and also to solve the labor shortage problem. The program is highly aligned with the Republic act 10601 of 2012 which is also known as Agricultural and Fisheries Mechanization Law (AFMech Law) aims to promote the development and adoption of modern, appropriate and cost-effective and environmentally-safe agricultural and fisheries and equipment to enhance productivity and efficiency in order to achieve food security and safety and increase farmer's income

### Provision of Farm Machineries, Equipment, and Facilities

<b>Office or Division:</b>	Provincial Agriculture Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen
<b>Who may avail:</b>	Farmer groups / Municipal farmer cooperatives / Municipal farmer's associations / legitimate farmers
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
List of Members and their corresponding area (2 copies 1 Original and 1 photocopy)	Client
Letter of Intent (2copies; 1 Original and 1 photocopy)	Client
Board of Resolution (2copies (1 Original and1 photocopy)	Client
Securities and Exchange Commission/Cooperative Development Authority/Department of Labor and Employment/ Certificate of Registration (2copies of photocopy)	Securities and Exchange Commission/Cooperative Development Authority/Department of Labor and Employment
Certificate of Good Standing (2copies of photocopy)	Securities and Exchange Commission/Cooperative Development Authority/ City/ Municipal Agriculture Office
Farmer's Association / Irrigator's Association / Rice Based Organization Profile (2copies; 1 Original and 1 photocopy)	Client
Signed Business Plan for Processing Equipment (2 copies; 1 Original and 1 photocopy)	Client
Municipal Agriculture Office/City Agriculture Office/Provincial Agriculture Office Endorsement (2copies ;1 Original and1 photocopy)	City/ Municipal Agriculture Office
<b>ORGANIZATION PROFILE AND ACTIVITY</b>	
A. Affiliation/ Accreditation as Agri-based Agencies/Local Government Units/Non-Government Organization (2copies of photocopy)	Agri-based Agencies/Local Government Units/ Non-Government Organization
B. Approved Farmers Organization/Group Work Plan/Annual Plan, with Accomplishment Report (Noted by Municipal Agriculture Office/City Agriculture Office / Municipal Cooperative Development Council) (2copies ;1 Original and1 photocopy)	Client
C. Policies and Guidelines (2copies ;1 Original and1 photocopy)	Client



D. Conducts of Meetings (2copies of photocopy)		Client		
E. Training Attended/Participated/Conducted (2copies of photocopy)		Client		
F. Number of Business Activities/Income Generating Activities Engaged (2copies of photocopy)		Client		
<b>FINANCIAL STATUS OF THE FARMER'S ORGANIZATION</b>				
• Bank Account/Passbook under the name of the Cooperative/Association (2copies of photocopy)		Authorized Bank Agency		
• Financial Statement of the Cooperative/Association for 2 years (2copies of photocopy)		Audited Financial Statements by the Authorized Agency (eg. Cooperative Development Authority/Securities and Exchange Commission/Bureau of Internal Revenue) and Client		
• Certification from Cooperative/Association Member of the Board allocating 10% of Acquisition Cost for Operation and Maintenance of the Machineries/Facilities. (2copies of photocopy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book located at the office lobby	1. Provide the Log Book to the Client	None	30secs	<i>Security Guard</i>
2. Submit the required documents at 2 <sup>nd</sup> floor Special Project Division	2. Received the required documents and check for completeness	None	5mins	<i>Lester A. Dulay or Rudolf Christian Y. Lara Jr.</i>
3. Provide personal information and farm land details	3. Interview the Client	None	3mins	<i>Alicia A. Cruz, Lester A. Dulay or Rudolf Christian Y. Lara Jr.</i>
4. Waiting the evaluated ranking	4. Prepared Provincial Agriculture endorsement.	None	1day	<i>Alicia A. Cruz and Lester A. Dulay</i>
	4.1 Conducted pre-evaluation	None	1month	
5. Waiting the evaluated ranking	5. Conducted Final Evaluation and ranking	None	1 week	<i>Alicia A. Cruz, Lester A. Dulay, and Ricky Manguerra</i>
6. Sign the Memorandum of Agreement and Deed of Donation to the Final Farmers Group Beneficiaries	6. Provide the Memorandum of Agreement and Deed of Donation to the client	None	2mins	<i>Alicia A. Cruz, Lester A. Dulay, and Ricky Manguerra</i>
7. Receive the approved request for farm machineries, equipment and	7. Provide the approved gate pass 7.1 Provide the Approved	None	5mins	<i>Alicia A. Cruz, Lester A. Dulay or Rudolf Christian Y. Lara Jr.</i>



facilities and wait for photo documentation.	request farm machineries, equipment's and facilities to the client and Photo documentation			
	<b>Total</b>	<b>None</b>	<b>1 month, 8 days, 15 minutes and 30 seconds</b>	

## 9. ADMINISTRATIVE SERVICES

The main purpose of an Administrative Service is to provide support for the technical services in order that the whole management organization may operate smoothly. The complexity of an administrative service depends on the size of the scheme and the number of technical services provided; for instance, when the organization of an irrigation scheme includes activities related to crop production, marketing and social aspects.

Administrative functions comprise vital parts of an organization's structure, helping the organization to manage resources and people in an efficient manner. Planning, budgeting and organizing are the three primary administrative functions.

### Service Record

<b>Office or Division:</b>	Provincial Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G– Government to Government			
<b>Who may avail:</b>	Former employees of the Department of Agriculture – Tarlac before it was devolved to the province			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request 2copies (original)		client		
Official Receipt for Service Record		Provincial Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book located at the office lobby	1. Provide the Log Book to the Client	None	30secs	<i>Security Guard</i>
2. Submit the require documents at ground floor Planning Division	2. Receive the require documents and check for completeness  2.1 Start processing the service record and signed by the Provincial Agriculturist	None	10mins	<i>Alicia A. Cruz, Bessie Lasquite</i>
3. Received the Service Record	3. Provide the Service record to the client	None	1min	<i>Bessie P. Lasquite</i>
	<b>Total</b>	<b>None</b>	<b>11 minutes &amp; 30 seconds</b>	





<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	From every designated banner program coordinator, clients are given feedback form to answer and drop it to the designated drop box in front of the Provincial Agriculture Office
<b>How feedback is processed</b>	Every Friday, the Administrative Aide II opens the drop box and compile and open all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and are required to answer within 3 days on the receipt of the feedback form. The answer of the office is then relayed to the client
<b>How to file a complaint</b>	The client answers the Complaint Feedback Form and drop it at the designated in front of the Provincial Agriculture Office Complaints can also be file through social media ( <a href="https://www.facebook.com/opadasanisidro.tarlac">https://www.facebook.com/opadasanisidro.tarlac</a> )
<b>How complaints are processed</b>	The complaint officer opens the complaint drop box every Friday and evaluate each complaint. Upon evaluation, the complaint officer shall start the investigation and forward to the relevant office for their explanation and report after the investigation and shall submit to Head Agency for appropriate action.
<b>Contact Information of PCC, ARTA, CCB and PA</b>	It shall include the following hotline: <ul style="list-style-type: none"> <li>• 8888 – Presidential Complaints Center</li> <li>• 478-5093 – Anti-Red Tape Authority</li> <li>• 0908-8816565 - CSC Contact Center ng Bayan</li> <li>• 09998851416 – Provincial Agriculturist</li> </ul>



**PROVINCIAL COOPERATIVE AND  
ENTERPRISE DEVELOPMENT OFFICE  
External / Internal Services**

**CITIZEN'S CHARTER  
2021 (1<sup>st</sup> Edition)**



## **VISION**

“An Office of Professionals equipped with skills and knowledge in the promotion of cooperativism and entrepreneurship as effective tools in the upliftment of the standard of living of Tarlaqueños toward an economic-oriented Province of diligent citizenry with equitable opportunities for socio-economic growth”

## **MISSION**

“Supports and promotes an effective cooperative and entrepreneurial program complementation with stakeholders for sustainable development through identification, creation and establishment of income-generating projects as source of livelihood for Tarlaqueños.”

## **FUNCTION**

Promotion and sustainable development of cooperatives and entrepreneurship as effective tools for economic undertakings of Tarlaqueños through income-generating projects for job creation and employment.

## **ABOUT THE SERVICE:**

The Provincial Cooperative & Enterprise Development Office is task to provide all kinds of assistance to proponents (whether individuals and groups) in the organization of cooperatives and trainings for entrepreneurship including all the required supplemental and ancillary services to make them viable socio-economic institutions.

## **COOPERATIVE DEVELOPMENT**

### **I. TRAININGS & SEMINARS**

#### **1. COOPERATIVE MANDATORY TRAININGS**

PCEDO as an Accredited Training Provider conducts Mandatory Trainings to cooperatives. Pursuant to Philippine Cooperative Code of 2008 (RA 9520) under Rule 7 Sec. 5, all cooperatives are required to undertake the following Mandatory Trainings:

##### **A. Board of Directors:**

1. Basic Cooperative Course primarily on:
  - a. Articles of Cooperative and By-Laws;
  - b. Cooperative Vision;
  - c. Cooperative Mission;
  - d. Cooperative Strategic Planning;
  - e. Fundamentals of Cooperative;
  - f. Policies and Programs of Cooperatives;
  - g. Cooperative Code of 2008 (RA 9520)
  - h. Implementing Rules and Regulations of RA 9520
2. Cooperative Management and Governance
3. Policy Development
4. Financial Management
5. Conflict Management
6. Parliamentary Procedure
7. Leadership and Values Re-orientation
8. Strategic Planning
9. Orientation on Labor and Other Related Laws

##### **B. Secretary**

1. Basic Cooperative Course
2. Records Management for Non-Financial Transaction
3. Parliamentary Procedure
4. Basic Computer Program

##### **C. Treasurer**

1. Basic Cooperative Course
2. Records Management (Financial Transaction)
3. Basic Accounting for Non-Accountants
4. Cooperative Standards
5. Investment and Banking Procedures
6. Financial Management



**D. Audit Committee**

1. Basic Cooperative Course
2. Audit Management
3. Records Management
4. Basic Accounting for Non-Accountant
5. Cooperative Standards
6. Internal Control including Inventory System
7. Basic Computer Program

**E. Election Committee**

1. Basic Cooperative Course
2. Records Management
3. Rules Formulation
4. Leadership and Value RE-orientation
5. Basic Computer Program

**F. Ethics Committee**

1. Basic Cooperative Course
2. Leadership and Values RE-Orientation
3. Conflict Management
4. Records Management
5. Basic Computer Program

**G. Mediation/Conciliation Committee**

1. Basic Cooperative Course
2. Leadership and Values Re-orientation
3. Conflict Management
4. Records Management
5. Effective Communication
6. Basic Computer Program

**H. General Manager/Chief Executive Officer**

1. Basic Cooperative Course
2. Cooperative Management and Governance
3. Cooperative Standards
4. Human Resource Management
5. Effective Communication Skills
6. Entrepreneurial and Business Management Course
7. Labor and other related Laws
8. Leadership and Values Re-orientation
9. Computer Literacy Course
10. Strategic Planning and Management

**Request for conduct of training**

<b>Office or Division:</b>		Provincial Cooperative and Enterprise Development Office - Cooperative Development Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All registered cooperatives		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request or Personal appearance		client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Personal visit Or On-line	-Discuss request with client/ proponent	None	10 minutes	<i>Francisco Dispo, Jr.</i> <b>District IA</b> <i>Ariel Dulay</i> <b>District IB</b> <i>Ferdinand Mandapat</i> <b>District II</b> <i>Gabriel Tabion, III</i> <b>District III</b> <i>Antonina Simporiano</i>
Submit letter request/referrals	-Received letter request to	None	2 minutes	



from Provincial Governor's Office	Cooperative Division Chief -Scheduling and approval of training schedule	None	30 minutes	<b>Marvi T. Dela Cruz</b> PCEDO Head <b>Leodegario Balanquit</b> Coop Supervisor
Attend the training/seminar	Conduct the training Seminar	None	2 days depends on the kind of seminar	<b>Marvi T. Dela Cruz</b> PCEDO Head <b>Leodegario Balanquit</b> Coop Supervisor <b>Account Officer In-Charge</b> Francisco Dispo, Jr. <b>District IA</b> Ariel Dulay <b>District IB</b> Ferdinand Mandapat <b>District II</b> Gabriel Tabion, III <b>District III</b>
	<b>Total</b>	<b>None</b>	<b>2 days and 42 minutes</b>	

## 2. COOPERATIVE REGISTRATION ASSISTANCE

PCEDO is mandated to provide assistance and facilitate preparation of requirements for registration to Cooperative Development Authority (CDA).

Request for Cooperative Registration Assistance

<b>Office or Division:</b>	Provincial Cooperative and Enterprise Development Office - Cooperative Development Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All Tarlaqueños of legal age
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Registration to CDA</b>	
Name Verification Slip	Cooperative Development Authority (CDA)
Articles of Cooperation (4 sets)	Cooperative Development Authority (CDA)
Cooperative By-Laws (4 sets)	Cooperative Development Authority (CDA)
Treasurer's Affidavit to be notarized	Cooperative Development Authority (CDA)
Bond of Accountable Officer	Cooperative Development Authority (CDA)
Economic Survey (CDA Format)	Cooperative Development Authority (CDA)
Undertaking to Change Cooperative Name	Cooperative Development Authority (CDA)
Undertaking to Submit Reportorial Requirements	Cooperative Development Authority (CDA)
Pre-Registration Seminar Certificate	Cooperative Development Authority (CDA)
Endorsement Letter from other Government Agencies where applicable	Any Government Agency that promotes cooperatives (Dept. of Agriculture, Dept. of Agrarian Reform, Dept. of Trade and Industry)
Registration Fee of Php500 or 1/10 of 1% of the Authorized Capital or whichever is higher	Client
<b>For BIR Registration</b>	
1. Application Form 1903	Bureau of Internal Revenue (BIR)



2. CDA/SEC Certificate of Registration	Cooperative Development Authority (CDA)/ Security and Exchange Commission (SEC)
3. Photocopy of Articles of Cooperation & By-Laws	Cooperative Development Authority (CDA)
4. Books of Accounts	Bureau of Internal Revenue (BIR)
5. Documentary Stamp (1 pc. = P15.00)	Bureau of Internal Revenue (BIR)
6. Registration Fee P500.00 to be paid to Land Bank of the Philippines	Client
7. Letter request for Tax Exemption (for cooperative)	Client

**I. Organization – Registration Phase\***

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Personal visit  OR  Submit letter request/referrals from Provincial Governor's Office (PGO)	- Discuss request with client/ proponent  - Received letter request to Cooperative Division Chief - Scheduling of Pre-Registration Seminar	None  None  None	10 minutes  2 minutes  30 minutes	<b>Account Officer In-Charge</b> <i>Francisco Dispo, Jr.</i> <b>District IA</b> <i>Ariel Dulay</i> <b>District IB</b> <i>Ferdinand Mandapat</i> <b>District II</b> <i>Gabriel Tabion, III</i> <b>District III</b> <i>Antonina Simporiano</i>  <b>Marvi T. Dela Cruz</b> <i>PCEDO Head</i> <b>Leodegario Balanquit</b> <i>Coop Supervisor</i>
2. Attend Pre-Registration Seminar via Zoom Webinar	Assist the CDA Staff in the conduct of Pre-Registration Seminar	None	1 day	<b>Account Officer In-Charge</b> <i>Francisco Dispo, Jr.</i> <b>District IA</b> <i>Ariel Dulay</i> <b>District IB</b> <i>Ferdinand Mandapat</i> <b>District II</b> <i>Gabriel Tabion, III</i> <b>District III</b>
3. Pre-Registration Documentation	Provide the proponents with the list of requirements for registration to concerned agencies.	None	15 minutes	<b>Account Officer In-Charge</b> <i>Francisco Dispo, Jr.</i> <b>District IA</b> <i>Ariel Dulay</i> <b>District IB</b> <i>Ferdinand Mandapat</i> <b>District II</b> <i>Gabriel Tabion, III</i> <b>District III</b>



4. Registration with CDA	Assist clients in Registering with the Authority (Cooperative Development Authority)	None	Depends on the completion of requirements	<b>Account Officer In-Charge</b> Francisco Dispo, Jr. <b>District IA</b> Ariel Dulay <b>District IB</b> Ferdinand Mandapat <b>District II</b> Gabriel Tabion, III <b>District III</b>
5. Post Registration Activities	Assist clients in BIR Accreditation and Business Permit Registration to Local Government Unit	None	1 day	<b>Account Officer In-Charge</b> Francisco Dispo, Jr. <b>District IA</b> Ariel Dulay <b>District IB</b> Ferdinand Mandapat <b>District II</b> Gabriel Tabion, III <b>District III</b>
	<b>Total</b>	<b>None</b>	<b>2 days and 57 minutes</b>	

### 3. COOPERATIVE COACHING AND MENTORING

This service is open and provided to all cooperatives which needs coaching and mentoring with regards to cooperatives.

<b>Office or Division:</b>	Provincial Cooperative and Enterprise Development Office - Cooperative Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Cooperative members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personal visit	Discuss schedule, date and time of mentoring/coaching with the client	None	10 min.	<b>Account Officer In-Charge</b> Francisco Dispo, Jr. <b>District IA</b> Ariel Dulay <b>District IB</b> Ferdinand Mandapat <b>District II</b> Gabriel Tabion, III <b>District III</b>
2. Attend mentoring/coaching	Facilitate in the mentoring and coaching	None	8 hrs. depend on the needs of the client	<b>Account Officer In-Charge</b> Francisco Dispo, Jr. <b>District IA</b> Ariel Dulay <b>District IB</b> Ferdinand Mandapat <b>District II</b> Gabriel Tabion, III <b>District III</b>
	<b>Total</b>	<b>None</b>	<b>8 hours and 10 minutes</b>	



#### 4. CREDIT FACILITATION “Tulay sa Kaunlaran” PROGRAM

It is a special program of the Provincial Government of Tarlac under the (DA SIKAT SIKAT SAKA PROGRAM) in partnership with the Land Bank of the Philippines (LBP) and Department of Agriculture bridging the gap between the farmer and the government financing institution (LBP) in the availment of production loan.

<b>Office or Division:</b>	Provincial Cooperative and Enterprise Development Office - Cooperative Development Division (Tulay sa Kaunlaran Program”			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Cooperative members			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
National Irrigation Administration (NIA) Certification of Good Standing			National Irrigation Administration (NIA)	
Barangay Clearance			Client’s Barangay	
2x2 valid IDs			Client	
BIR Tin No.			Bureau of Internal Revenue (BIR)	
Collateral: 1. Land Title (original copy) 2. OR/CR of car or motor cycle (original copy)			Owner/client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Identify and invite individual borrowers who will avail DA Sikat Saka Program and  Coordinate to LGU's and line agencies (National Irrigation Administration, National Food Authority, Land Bank of the Philippines, Philippine Crop Insurance Corp., and Provincial Agriculture Office)	None	4 hrs.	<b>Credit Facilitator</b> <i>(1) Norman Fernandez</i> <b>Credit Facilitator</b> <i>(2) Ernesto Cullarin</i>
FIA/FA Members attend the Credit Worthiness Seminar	Facilitates and conduct seminar and issuance of certificates.	None	8 hrs.	-do-
Fill-out application form Submit requirements	Facilitate loan documentation: Assess and validate loan requirements and forward requirements to Land Bank of the Philippines (LBP)	None	4 weeks	-do-





Opening of ATM account - LBP	Assist member-borrowers	None	8 hrs. depend on LBP policy	-do-
	Loan Processing (LBP)	None	4 weeks	LBP Loan Processors
Release of Loan	Assist in over-the-counter release of loan	None	6 hrs. depend on LBP policy	<b>Credit Facilitator (1) Norman Fernandez</b> <b>Credit Facilitator (2) Ernesto Cullarin</b>
	<b>Total</b>	<b>None</b>	<b>8 weeks and 26 hours</b>	

## ENTERPRISE DEVELOPMENT

### I. TRAININGS & SEMINARS

#### Entrepreneurial/Livelihood Skills Trainings/Financial Literacy Seminars:

These trainings are provided to all Tarlaqueños who are interested to acquire the following Entrepreneurial Trainings: How to Start a Business, Good Manufacturing Practices Seminar, Labels and Packaging Seminar, Simple Bookkeeping, Livelihood Skills Trainings and Financial Literacy Seminars for OFWs and their Families.

Request for Entrepreneurial/Livelihood Skills Trainings/Financial Literacy Seminars

<b>Office or Division:</b>		Provincial Cooperative and Enterprise Development Office - Enterprise Development Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Tarlaqueños, OFWs and their Families, Nano, Micro, Small and Medium Enterprises (NMSMEs)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request or Personal appearance		Client		
Referral Letter		Office of the Governor, Administrator's Office and other government agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Personal visit or through phone calls	Discuss request with the client/proponent	None	10 min.	Account Officer In-Charge: Mark Andrei Espiritu <b>District IA</b>
Submit letter request/referrals from Provincial Governor's Office (PGO)	Received letter request to Enterprise Development Division Supervisor	None	2 min.	Veian Reyes <b>District IB</b> Jesus Cullarin/Ma. Belinda Paule <b>District II</b> Aldom Simbol <b>District III</b>
	Scheduling and approval of training schedule	None	30 minutes	-do- <b>Marvi T. Dela Cruz</b> PCEDO Head <b>Marina Lopez</b> Entrep Supervisor
Attend the training/seminar	Conduct the training/Seminar	None	1 day	Marina Lopez Account Officer In-Charge: Mark Andrei Espiritu <b>District IA</b> Veian Reyes <b>District IB</b>



				Jesus Cullarin/Ma. Belinda Paule <b>District II</b> Aldom Simbol <b>District III</b>
	<b>Total</b>	<b>None</b>	<b>1 day and 42 minutes</b>	

## II. PROVISION OF ASSISTANCE

### 1. Product Development (Labels & Packaging)

This assistance is provided to MSMEs with locally manufactured product, newly registered and existing MSMEs in the province of Tarlac.

<b>Office or Division:</b>	Provincial Cooperative and Enterprise Development Office - Enterprise Development Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Micro, Small and Medium Entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request		Client		
Business Name Registration		Dept. of Trade & Industry (DTI)		
Letter request or Personal appearance		Client		
Referral Letter		Office of the Governor & Administrator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter-request and/or Provincial Governor's Office (PGO) referrals	Receive letter-request to Enterprise Development Division Supervisor	None	2 minutes	<i>Belinda Paule</i>
Personal visit	Discuss request with client/proponent and create label design	None	3 days	<i>Local Designers Harold Cariaga Ellis John Magbag Adrian Estacio Jerikko Cabalo</i>
	Printing of Labels	Cost per square inch	1 day	<i>Printer Operator Harold Cariaga Richard Mabanglo</i>
Receive printed labels	Release of labels		5 minutes	<i>Mark Andrei Espiritu Veian Reyes Jesus Cullarin Ma. Belinda Paule Aldom Simbol</i>
	<b>Total</b>	<b>Cost per square inch</b>	<b>4 days 7 minutes</b>	

### 2. Business Plan Preparation:

This service is provided to OFWs who wants to avail of capital for business operation under the LBP OWWA Re-Integration Program.

<b>Office or Division:</b>	Provincial Cooperative and Enterprise Development Office - Enterprise Development Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Overseas Filipino Worker (OFW) Micro, Small, Medium Entrepreneurs (MSMEs)



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request or Personal appearance			Client	
Entrepreneurship Development Training Certificate			Overseas Worker Welfare Administration (OWWA)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Personal visit	Discuss request with client/ proponent and conduct initial interview	None	5 hrs.	<i>Account Officer In-Charge:</i> <i>Mark Andrei Espiritu</i> <b>District IA</b> <i>Veian Reyes</i> <b>District IB</b> <i>Jesus Cullarin/Ma. Belid</i> <b>District II</b> <i>Aldom Simbol</i> <b>District III</b>
	Prepare write-up	None	2 days	<i>Account Officer In-Charge:</i> <i>Mark Andrei Espiritu</i> <b>District IA</b> <i>Veian Reyes</i> <b>District IB</b> <i>Jesus Cullarin/Ma. Belinda Paule</i> <b>District II</b> <i>Aldom Simbol</i> <b>District III</b>
Receive printed copy of Business Plan	Release printed copy of Business Plan	None	5 mins.	<i>Account Officer In-Charge:</i> <i>Mark Andrei Espiritu</i> <b>District IA</b> <i>Veian Reyes</i> <b>District IB</b> <i>Jesus Cullarin/Ma. Belinda Paule</i> <b>District II</b> <i>Aldom Simbol</i> <b>District III</b>
	<b>Total</b>	<b>None</b>	<b>2 days, 5 hours and 5 minutes</b>	

### III. MICROFINANCE PROGRAM:

It is a special program of the Provincial Government of Tarlac with the Barangay Council under a Memorandum of Agreement providing loan assistance to the micro-sub borrowers of their respective barangays as a capital for small businesses.

<b>Office or Division:</b>	Provincial Cooperative and Enterprise Development Office - Enterprise Development Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Barangay Councils
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Resolution	Barangay Council
Barangay Application Form	Barangay Council
List of approved sub-borrowers	Barangay Council
Promissory Note	Barangay Council
Memorandum of Agreement	Barangay Council



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Barangay Council prepare and submit the requirements				
	Loan documentation	None	8 weeks after the Sangguniang Panlalawigan (SP) Resolution released from Sangguniang Panlalawigan	<b>Account Officers</b> Dianne Melody Agdeppa Leandro Castro Moises Mercado, Jr.
	Sangguniang Panlalawigan Hearing	None	Depends on the schedules of SP	<i>Sangguniaang Panlalawigan</i>
	Loan Processing - PGO - Legal - Budget - Accounting - Treasury	None	Depends on the schedules of each office	
Release of check loan to Barangay Council	Facilitate release of loan	None	2 hrs.	<b>Account Officers</b> Dianne Melody Agdeppa Leandro Castro Moises Mercado, Jr.
	<b>Total</b>	<b>None</b>	<b>8 weeks and 2 hours</b>	

#### **IV. BUSINESS RECOVERY LOAN ASSISTANCE PROGRAM:**

It is a program of the Provincial Government of Tarlac providing loan assistance to Nano, Micro, Small and Medium Enterprises to help them recover to normal operating capacity that was hindered by the Pandemic.

<b>Office or Division:</b>	Provincial Cooperative and Enterprise Development Office - Enterprise Development Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Accredited Individual Tarlac NMSME/Entrepreneurs of PCEDO that develop their own products (Manufacturers). Preferably 18 to 60 years old.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>FOR BORROWER</b>	
Application form	PCEDO (Enterprise Development Division)
Full details for NMSME loan	
Memorandum of Agreement	
Promissory Note	
Insurance form	
2x2 picture	Provided by borrower
Proof of Permanent business address and home address (Receipt for photocopying)	TEI, Prime Water
Government issued IDs (for photocopying)	SSS, GSIS, DFA, DSWD, LTO and other gov't agencies that issue ID
Barangay Business Certification and Permit	Corresponding Barangay Council
Mayor's Business Permit (For Micro to Medium Enterprises)	Corresponding Municipality or City



Photos of products, business establishment and manufacturing area	Provided by borrower			
Basic Financial Assumption	Provided by borrower (a template can be provided by PCEDO)			
Vicinity Map of Home and Business Address	Provided by borrower (preferably Google Map print-out)			
<b>FOR CO-MAKER</b>				
Co-maker's obligation and authorization form	PCEDO (Enterprise Development Division)			
Government issued IDs of co-maker (for photocopying)	Company where Co-maker is employed, SSS, GSIS, DFA, DSWD, LTO and other gov't agencies that issue ID			
<b>If Locally Employed</b> Latest Income Tax Return or Certificate of Employment (COE) with Salary or Pay slip	Company where Co-maker is employed			
<b>If Self-Employed</b> DTI/SEC Business Registration, if any	Dept. of Trade and Industry or Securities and Exchange Commission			
Barangay Business Certification and Permit	Corresponding Barangay Council			
List of Business Transactions	Provided by Co-maker			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Prospect borrower submits the required documents	1. Review documents, conduct initial interview and provide borrower with Memorandum of Agreement for signature. Process the loan application with Loan Counseling	None	2.5 hours	<i>Account Officer In-Charge:</i> <i>Mark Andrei Espiritu</i> <b>District IA</b> <i>Veian Reyes</i> <b>District IB</b> <i>Jesus Cullarin/Ma. Belinda Paule</i> <b>District II</b> <i>Aldom Simbol</i> <b>District III</b>
	2. Conduct CIBI if qualified proceed to No. 3 if not qualified discuss with borrower	None	1 day	<i>Norman Fernandez</i> <i>Ferdinand Mandapat</i> <i>Fernando Dispo</i>
	3. Process the loan application (Prepare CFP, Financial Projection & other documents)	None	1.5 days	<i>Account Officer In-Charge:</i> <i>Mark Andrei Espiritu</i> <b>District IA</b> <i>Veian Reyes</i> <b>District IB</b> <i>Jesus Cullarin/Ma. Belinda Paule</i> <b>District II</b> <i>Aldom Simbol</i> <b>District III</b>
	4. Processed loan documents shall be forwarded to the Governor's Office for approval	None	Time frame depends on their office's scheduling	<i>Provincial Governor</i>
	5. Governor approved documents shall be forwarded to	None	Time frame depends on their office's scheduling	<i>Provincial Budget Office</i> <i>Provincial Accounting Office</i>



	Finance Offices for processing (budget, accounting and treasury, Provincial Administrator - processing and signing of check.			<i>Provincial Treasury Office Provincial Administrator's Office</i>
Borrower receives the loan check. Shall present 2 valid IDs, pay the corresponding loan insurance fee and sign promissory note.	6. Check releasing-	None	5 mins/client	<i>Provincial Treasury Office/PCEDO/ Governor</i>
	<b>Total</b>	<b>None</b>	<b>2 ½ Days, 2 hours and 55 minutes</b>	

### **FEEDBACK AND COMPLAINTS MECHANISM**

<b>How to send feedback</b>	Fill up feedback forms available in the office and drop the form at the suggestion box located outside the office
<b>How feedbacks are processed</b>	Feedbacks are being collected and consolidated by the PHRMO
<b>How to file a complaint</b>	Complainant must send complaint letter directly to the governor
<b>How complaints are processed</b>	The governor will call the attention of the office concerned.
<b>Contact information of CCB, PCC, ARTA, CCB</b>	<p>Leodegario P. Balanquit - Tulay sa Kaunlaran Program  Norman Fernandez - Enterprise Development  Marina Lopez - Microfinance Program  Diane Melody Agdeppa - OFW Assistance Program  Globe: 0917-8485-389; 0917-8399-906; 0917-8716-851  Smart: 0998-8461-409; 0919-0695-054; 0919-0656-919</p> <p>It shall include the following hotline:</p> <ul style="list-style-type: none"> <li>• 8888 – Presidential Complaints Center</li> <li>• 478-5093 – Anti-Red Tape Authority</li> <li>• 0908-8816565 - CSC Contact Center ng Bayan</li> </ul>



**PROVINCIAL DISASTER RISK REDUCTION  
AND MANAGEMENT OFFICE  
External / Internal Services**

**CITIZEN'S CHARTER  
2021 (1<sup>st</sup> Edition)**



## I. MANDATE

Pursuant to the Section 12 mandate of Republic Act No. 10121, the Provincial Disaster Risk Reduction and Management Office (PDRRMO) shall carry out the following functions, duties and responsibilities:

- 1) Design, program, and coordinate disaster risk reduction and management activities consistent with the National Council's standards and guidelines;
- 2) Facilitate and support risk assessments and contingency planning activities at the local level;
- 3) Consolidate local disaster risk information which includes natural hazards, vulnerabilities, and climate change risks, and maintain a local risk map;
- 4) Organize and conduct training, orientation, and knowledge management activities on disaster risk reduction and management at the local level;
- 5) Operate a multi-hazard early warning system, linked to disaster risk reduction to provide accurate and timely advice to national or local emergency response organizations and to the general public, through diverse mass media, particularly radio, landline communications, and technologies for communication within rural communities;
- 6) Formulate and implement a comprehensive and integrated LDRRMP in accordance with the national, regional and provincial framework, and policies on disaster risk reduction in close coordination with the local development councils (LDCs);
- 7) Prepare and submit to the local sanggunian through the LDRRMC and the LDC the annual LDRRMO Plan and budget, the proposed programming of the LDRRMF, other dedicated disaster risk reduction and management resources, and other regular funding source/s and budgetary support of the LDRRMO/BDRRMC;
- 8) Conduct continuous disaster monitoring and mobilize instrumentalities and entities of the LGUs, CSOs, private groups and organized volunteers, to utilize their facilities and resources for the protection and preservation of life and properties during emergencies in accordance with existing policies and procedures;
- 9) Identify, assess and manage the hazards vulnerabilities and risks that may occur in their locality;
- 10) Disseminate information and raise public awareness about those hazards, vulnerabilities and risks, their nature, effects, early warning signs and countermeasures;
- 11) Identify and implement cost-effective risk reduction measures/strategies;
- 12) Maintain a database of human resource, equipment, directories, and location of critical infrastructures and their capacities such as hospitals and evacuation centers;
- 13) Develop, strengthen and operationalize mechanisms for partnership or networking with the private sector, CSOs, and volunteer groups;
- 14) Take all necessary steps on a continuing basis to maintain, provide, or arrange the provision of, or to otherwise make available, suitably-trained and competent personnel for effective civil defense and disaster risk reduction and management in its area;
- 15) Organize, train, equip and supervise the local emergency response teams and the ACDV s, ensuring that humanitarian aid workers are equipped with basic skills to assist mothers to breastfeed;
- 16) Respond to and manage the adverse effects of emergencies and carry out recovery activities in the affected area, ensuring that there is an efficient mechanism for immediate delivery of food, shelter and medical supplies for women and children, endeavor to create a special place where internally-displaced mothers can find help with breastfeeding, feed and care for their babies and give support to each other;
- 17) Within its area, promote and raise public awareness of and compliance with this Act and legislative provisions relevant to the purpose of this Act;
- 18) Serve as the secretariat and executive arm of the LDRRMC;





- 19) Coordinate other disaster risk reduction and management activities;
- 20) Establish linkage/network with other LGUs for disaster risk reduction and emergency response purposes;
- 21) Recommend through the LDRRMC the enactment of local ordinances consistent with the requirements of this Act;
- 22) Implement policies, approved plans and programs of the LDRRMC consistent with the policies and guidelines laid down in this Act;
- 23) Establish a Provincial/ City/ Municipal/ Barangay Disaster Risk Reduction and Management Operations Center;
- 24) Prepare and submit, through the LDRRMC and the LDC, the report on the utilization of the LDRRMF and other dedicated disaster risk reduction and management resources to the local Commission on Audit (COA), copy furnished the regional director of the OCD and the Local Government Operations Officer of the DILG; and
- 25) Act on other matters that may be authorized by the LDRRMC.

## II. VISION

An established and institutionalized Office for Disaster Risk Reduction and Management province wide, that will formulate, develop and effectively implement various DRRM/CCA strategies, policies, and plans aimed in mitigating, preventing and minimizing the effects of every possible hazard.

A province empowered with emboldened deep sense of participation, involvement and appreciation to DRRM/CCA activities.

## III. MISSION

To provide collaborative and prompt services in times of disasters and emergencies and to make Tarlac safe and a disaster resilient province.

## IV. SERVICE PLEDGE

The PDRRMC Operations Center is manned vigilantly round the clock by diligent PDRRMO WORKFORCE for:

- ✚ continuous disaster monitoring
- ✚ collect, gather, and analyze data
- ✚ mobilization of PGT assets, instrumentalities and entities of the LGUs, CSOs, private groups and organized volunteers
- ✚ supervision of collaborative actions towards saving precious lives and properties thru prompt and collaborative delivery of emergency response services and speedy provision of humanitarian assistance in times of disastrous calamities or during emergencies and untoward incidents

- 1) **DISASTER PREVENTION & MITIGATION** - To reduce vulnerability and exposure of communities to all hazards and enhance capacities of communities to reduce their own risks and cope with the impacts of all hazards.
  - a. **INSPECTION/MONITORING of FLOOD CONTROL STRUCTURE thru regular site inspections and actual visitation**

<b>Office or Division:</b>	Operations & Warning Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business
<b>Who may avail:</b>	Concerned Local Government Units
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Submit Request Letter/Report (3 Copies)	Requesting entities/ Agency/Local Government Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter/Report	1. Receive request letter/report	None	2 minutes	<i>Leilani Marcella/ Peachy Espiritu/ Lizette Cerezo/ Kriscel Timbol/ Danielle Antonette Capulong/ Judith Anne Jaime</i>
1. Wait for feedback/report	2. For Review	None	5 minutes	<i>Marvin Guiang/ Maureen Bacolod/ James Dean Sabio</i>
	2.1 Refer/coordinate to concerned personnel/agency/ LGU	None	5 minutes	
	2.2 Provide appropriate action	None		<i>Concerned Local Government Unit / Provincial Disaster Risk Reduction Management Office/ Department of Public Ways and Highways / Provincial Engineer's Office/ Provincial Equipment Pool Office</i>
<b>Total</b>		<b>None</b>	<b>12 minutes</b>	

**b. STRENGTHENING/REINFORCING OF FLOOD CONTROL STRUCTURE -**

Assessed for instance to bring potential hazards to the community, preventive and mitigating activities was immediately undertaken in coordination with Provincial Engineer's Office (PEO)/Provincial Equipment Pool Office (PEPO)/TPPO/AFP (3<sup>rd</sup> Mech, 522 ECB, TOG3 PAF)/ LGU's/ BRGY. officials & residents of the affected barangay)

<b>Office or Division:</b>		Operations & Warning Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		Concerned Local Government Unit		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Submit Request Letter/Report (3 Copies)			Requesting entities/ Agency/ Local Government Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter/Report	1. Receive request letter	None	2 minutes	<i>Leilani Marcella/ Peachy Espiritu/ Lizette Cerezo/ Kriscel Timbol/ Danielle Antonette Capulong/ Judith Anne Jaime</i>
2. Wait for feedback/report	2. For Review	None	5 minutes	<i>Marvin Guiang/ Maureen Bacolod/ James Dean Sabio</i>
	2.1 Referral/Coordinate to concerned personnel/ Agency/LGU	None	5 minutes	
	2.2 Provide appropriate action	None		<i>Concerned Local Government Unit / Provincial Disaster Risk Reduction Management Office/ Department of Public Ways and Highways / Provincial Engineer's Office/</i>



				Provincial Equipment Pool Office
	<b>Total</b>	<b>None</b>	<b>12 minutes</b>	

**c. COMMUNITY BASED DISASTER RISK REDUCTION AND MANAGEMENT**  
 (Community Based Flood Early Warning System)- PROVISION OF PAINTS AND OTHER PROJECT MATERIALS FOR THE IMPLEMENTATION OF THE “COLORS OF BEAUTY AND SAFETY” PROJECT established to reduce elements of disaster risk and enhance the resilience of vulnerable communities residing in low lying areas and flood prone municipalities of the province

<b>Office or Division:</b>		Administration and Training Division (Logistics Section)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		Local Government Unit or Barangay Officials concerned		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Submit Request Letter/Report (3 Copies)		Requesting entities/ Agency/ Local Government Unit		
Picture before and after the project				
<b>CLIENT 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 request letter	None	2 minutes	Leilani Marcella/ Peachy Espiritu/ Lizette Cerezo/ Kriscel Timbol/ Danielle Antonette Capulong/ Judith Anne Jaime
2.Wait for feedback	2.For Approval	None	5 minutes	Marvin Guiang
	2.1 Referral/ Coordinate to concerned personnel/ Agency/ Local Government Unit	None	5 minutes	Leilani Marcella/ Peachy Espiritu/ Kriscel Timbol/ Danielle Antonette Capulong/ Judith Anne Jaime
3.Receive request	3.Release the needs	None	5 minutes	Ronaldo Ferrer
	<b>Total</b>	<b>None</b>	<b>17 minutes</b>	

**d. Distribution of information and education campaign materials to increase awareness and enhance the capacity level of the general public on early warning system**

<b>Office or Division:</b>		Administration and Training Division (Logistics Section)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Submit Request Letter/Report (3 Copies)		Requesting entities		
<b>CLIENT 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 request letter	None	2 minutes	Leilani Marcella/ Peachy Espiritu/ Lizette Cerezo/ Kriscel Timbol/ Danielle Antonette Capulong/ Judith Anne Jaime
	2.For Approval	None	5 minutes	Marvin Guiang



2.Wait for feedback	2.1Referral/Coordinate to concerned personnel/Agency/ Local Government Unit	None	5 minutes	<i>Leilani Marcella/ Peachy Espiritu/ Lizette Cerezo/ Kriscel Timbol/ Danielle Antonette Capulong/ Judith Anne Jaime</i>
3.Received their request	3.Release the needs	None	5 minutes	<i>Ronaldo Ferrer</i>
	<b>Total</b>	<b>None</b>	<b>17 minutes</b>	

2) **DISASTER PREPAREDNESS** - Establish and strengthen capacities of communities to anticipate, cope and recover from the negative impacts of emergency occurrences and disasters

a. BUILDING AND ENHANCING THE CAPACITIES OF TARLAQUENOS TO EFFICIENTLY COPE AND MANAGE EMERGENCIES/DISASTERS - lectures/trainings/seminars/drills on DRRM/CCA, DISASTER PREPAREDNESS AND EMERGENCY RESPONSE OPERATIONS were constantly offered, provided and facilitated to establish the needed capacities of LGU'S, partner agencies, CSO's, volunteers' groups and other stakeholders

<b>Office or Division:</b>		Administration & Training Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Submit Request Letter/Report (3 Copies)		Requesting entities/ Agency/ Local Government Unit		
<b>CLIENT 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 request letter	None	2 minutes	<i>Leilani Marcella/ Peachy Espiritu/ Lizette Cerezo/ Kriscel Timbol/ Danielle Antonette Capulong/ Judith Anne Jaime</i>
2.Wait for feedback	2.For Approval	None	5 minutes	<i>Marvin Guiang</i>
	2.1 Referral to concern personnel	None	5 minutes	<i>Leilani Marcella/ Peachy Espiritu/ Lizette Cerezo/ Kriscel Timbol/ Danielle Antonette Capulong/ Judith Anne Jaime</i>
	2.2 Feedback/ coordinate details to requesting LGU/agency/ group	None	5 minutes	<i>Sherwin Rosales</i>
	2.3Schedule the requested date	None	5 minutes	<i>Sherwin Rosales</i>
	<b>Total</b>	<b>None</b>	<b>22 minutes</b>	

b. Conduct of clearing operations to avoid untoward incidents endangering lives and properties during rainy/disaster season and occurrences of heavy rains and strong winds

<b>Office or Division:</b>	Operations and Warning Division
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Submit Request Letter/Report (3 Copies)			Requesting Individual/entities/ Agency/ Local Government Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Letter from requesting LGU/agency/ group/ person or Verbal request/ phone call	1.Receive request/ coordinate details to requesting LGU/agency/group/person	None	5 minutes	<i>Leilani Marcella/ Peachy Espiritu/ Lizette Cerezo/ Kriscel Timbol/ Danielle Antonette Capulong/ Judith Anne Jaime</i>
2.Wait for feedback & coordination	2.Rely to Provincial Disaster Risk Reduction Management Officer for Approval	None	5 minutes	<i>Marvin Guiang</i>
	2.1 Endorsement to on-duty DART/EMS Team Leader	None	5 minutes	<i>Ronaldo Ferrer</i>
	2.2 Prepare resources for dispatch	None	15 minutes	<i>Joel Nool/ Edwin Mendoza/ Wilfredo Laya/ Jessie Bernardino/ Romeo Lorzano</i>
	2.3 Dispatch resources to facilitate the request	None	2 minutes	<i>IvyLou Collado/ Alvin Timbol/</i>
<b>Total</b>		<b>None</b>	<b>32 minutes</b>	

3) **DISASTER RESPONSE** - Provide life preservation and meet the basic subsistence needs of affected population based on acceptable standards, during or immediately after a disaster

- a. Provide collaborative actions towards saving precious lives and properties thru prompt and collaborative delivery of emergency response services and speedy provision of humanitarian assistance in times of disastrous calamities or during emergencies untoward incidents

<b>Office or Division:</b>		Operations and Warning Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request from LGU/agency/group/person or Verbal request/ phone call			Requesting Individual/entities/ Agency/Local Government Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request from LGU/agency	1.Receive request and	None	2 minutes	<i>Carl Ivan David/ Marivic Puno/ Darlyn Saballa/</i>



/group/ person or Verbal request/ phone call	get details of the emergency			<i>Elfrenino Gierald Dela Cruz/ Erino Legaspi/ Ferdinand Aganon/ Gilbert Dion</i>
2.Wait for feedback & coordination	2.Relay and coordinate to Provincial Disaster Risk Reduction Management Office and DART Team Leader the details of received calls	None	2 minutes	<i>Carl Ivan David/ Marivic Puno/ Darlyn Saballa/ Elfrenino Gierald Dela Cruz</i>
	2.1 Prepare all necessary personnel and equipment prior to dispatch	None	5 minutes	
	2.2 Conduct briefing prior to dispatch	None	2 minutes	<i>Ivylou Collado/ Alvin Timbol/</i>
	2.3 Dispatch necessary resources to facilitate the request	None	1 minute	
	2.4 Arrive at Scene/Check- in/ Assessment/ Execute Orders/After Operation Reports	None	20 minutes	<i>Ivylou Collado/ Carl Ivan David/ Angel Francisco Jr./ Lester Basilio/ Joel Nool/ Edwin Mendoza/ McKenneth Roma/ Melvin Antonio/ Aldrin Resurreccion/ Tyrone Cavico/ Alvin Timbol / Erino Legaspi/ Elfrenino Gierald Dela Cruz/ Jessie Bernardino/ Jun Ace Batay/ Wilfredo Laya/ Romeo Lorzano/ Marco Dalida/ Edison Lalu</i>
	2.5 Endorsement	None	3 minutes	<i>Ivylou Collado/ Alvin Timbol/</i>
	2.6 Demobilization - back to base and conduct debriefing, reporting/docu mentation	None	20 minutes	<i>Ivylou Collado/ Carl Ivan David/ Angel Francisco Jr./ Lester Basilio/ Joel Nool/ Edwin Mendoza/ McKenneth Roma/ Melvin Antonio/ Aldrin Resurreccion/ Tyrone Cavico/ Alvin Timbol / Erino Legaspi/ Elfrenino Gierald Dela Cruz/ Jessie Bernardino/ Jun Ace Batay/ Wilfredo Laya/</i>



				Romeo Lorzano/ Marco Dalida/ Edison Lalu
	<b>Total</b>	<b>None</b>	<b>1 Hour and 5 minutes</b>	

b. Provision of roadside assistance (towing of vehicles involved in accidents and/or stalled due to mechanical/ engine breakdown)

<b>Office or Division:</b>		Operations and Warning Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for assistance through letter or phone call		Requesting Individual/entities/ Agency/ Local Government Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request for assistance through letter or phone call	1.Receive request and get necessary details	None	2 minutes	<i>Carl Ivan David/ Marivic Puno/ Darlyn Saballa/ Elfrenino Gierald Dela Cruz/ Erino Legaspi/ Gilbert Dion</i>
2.Wait for feedback & coordination	2.Relay and coordinate to Provincial Disaster Risk Reduction Management Officer and DART Team Leader the details of received calls	None	2 minutes	
	2.1 Prepare all necessary personnel and equipment prior to dispatch	None	5 minutes	<i>Ivylou Collado/ Carl Ivan David/ Angel Francisco Jr./ Lester Basilio/ Joel Nool/ Edwin Mendoza/ McKenneth Roma/ Melvin Antonio/ Aldrin Resurreccion/ Tyrone Cavico/ Alvin Timbol / Erino Legaspi/ Elfrenino Gierald Dela Cruz/ Jessie Bernardino/ Jun Ace Batay/ Wilfredo Laya/ Romeo Lorzano/ Marco Dalida/ Edison Lalu</i>
	2.2 Conduct briefing prior to dispatch	None	2 minutes	<i>Ivylou Collado/ Alvin Timbol/</i>
	2.3 Dispatch resources to facilitate the request	None	1 minute	<i>Ivylou Collado/ Alvin Timbol</i>



	2.4 Arrive at Scene/Check-in/ Assessment/ Execute Orders/After Operation Reports	None	20 minutes	<i>Ivylou Collado/ Carl Ivan David/ Angel Francisco Jr./ Lester Basilio/ Joel Nool/ Edwin Mendoza/ McKenneth Roma/ Melvin Antonio/ Aldrin Resurreccion/ Tyrone Cavico/ Alvin Timbol / Erino Legaspi/ Elfrenino Gierald Dela Cruz/ Jessie Bernardino/ Jun Ace Batay/ Wilfredo Laya/ Romeo Lorzano/ Marco Dalida/ Edison Lalu</i>
	2.5 Endorsement	None	3 minutes	
	2.6 Demobilization-back to base and conduct debriefing, reporting/ documentation	None	20 minutes	
	<b>Total</b>	<b>None</b>	<b>55 minutes</b>	

c. **911 EMERGENCY HOTLINE** – Provides assistance by answering calls to an emergency telephone number for police, firefighting, and ambulance services.

<b>Office or Division:</b>	Operations and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for assistance through phone call		Requesting Individual/entities/ Agency/ Local Government Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for assistance through phone call	1.Receive request, depending on the nature of emergency and/or requested assistance	None	2 minutes	<i>Carl Ivan David/ Marivic Puno/ Darlyn Saballa/ Erino Legaspi/ Elfrenino Gierald Dela Cruz</i>
	2.Relay and coordinate to concerned office/agency the details of received call	None	1 minute	
2.Wait for feedback & coordination	<i>*If emergency falls under emergency response and other services offered by this office, procedure for such is provided under the Disaster Response thematic area</i>	None	2 minutes	<i>Ivylou Collado/ Carl Ivan David/ Angel Francisco Jr./ Lester Basilio/ Joel Nool/ Edwin Mendoza/ McKenneth Roma/ Melvin Antonio/ Aldrin Resurreccion/</i>





				<i>Tyrone Cavico/ Alvin Timbol / Erino Legaspi/ Elfrenino Gierald Dela Cruz/ Jessie Bernardino/ Jun Ace Batay/ Wilfredo Laya/ Romeo Lorzano/ Marco Dalida/ Edison Lalu</i>
	2.1 Give feedback to caller	None	2 minutes	<i>Carl Ivan David/ Marivic Puno/ Darlyn Saballa/ Erino Legaspi/ Elfrenino Gierald Dela Cruz</i>
	<b>Total</b>	<b>None</b>	<b>7 minutes</b>	

- 4) **DISASTER REHABILITATION** – Restore people’s means of livelihood and continuity of economic activities and business, restore shelter and other buildings/installation and reconstruct infrastructure and other public utilities and to assist in the physical and psychological rehabilitation of persons who suffered from the effect of disaster.

<b>Office or Division:</b>	Research and Planning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Reports and recommendations provided by LDRRMCs, DA-OPA, PSWDO, DPWH and other concerned agencies (3 Copies)			Concerned entities/ Agency/ Local Government Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request for assistance through letter	1.Receive report/ recommendation from concerned office/agency	None	2 minutes	<i>Leilani Marcella/ Peachy Espiritu/ Lizette Cerezo/ Kriscel Timbol/ Danielle Antonette Capulong/ Judith Anne Jaime</i>
2.Wait for feedback & coordination	2.Relay and coordinate to Provincial Disaster Risk Reduction Management Officer the received report/ recommendation	None	2 minutes	
	2.1 Coordinate with concerned office/agency for proper action planning	None	20 minutes	<i>Marvin Guiang/ Maureen Bacolod</i>
	2.2 Give feedback to the requestor	None	2 minutes	<i>Leilani Marcella/ Peachy Espiritu/ Lizette Cerezo/ Kriscel Timbol/ Danielle Antonette Capulong/ Judith Anne Jaime</i>
	<b>Total</b>	<b>None</b>	<b>26 minutes</b>	



## 5) SALIENT ACTIVITIES AND SUPPORT SERVICES

- a. Rendering of 24/7 full alert status to ensure safety and security of the general public during public holidays, the conduct of special activities/ planned events and act as first-aiders/ stand-by medic

<b>Office or Division:</b>		Operations and Warning Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>During public holidays Special activities/ planned events– none</i>		Requesting Individual/ Entities/ Agency/ Local Government Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for feedback & coordination	1. Establishment of a command post with partner agencies and civic organizations	None	5 minutes	<i>James Dean Sabio/ Ivylou Collado/ Alvin Timbol</i>
	1.1 Monitor the situation of the whole province, coordinate with partner agencies and civic organizations about the daily operations in their Area of Responsibilities and provide appropriate action in times of emergencies	None		<i>Marvin Guiang/ Maureen Bacolod/ James Dean Sabio/ Ivylou Collado/ Alvin Timbol/ Carl Ivan David/ Marivic Puno/ Darlyn Saballa/ Elfrenino Gierald Dela Cruz/ Lizette Cerezo/ Peachy Espiritu</i>
	1.2 Relay and coordinate to Provincial Disaster Risk Reduction Management Officer the details of the received communication	None	10 minutes	<i>Maureen Bacolod/ James Dean Sabio/ Ivylou Collado/ Alvin Timbol/ Carl Ivan David/ Marivic Puno/ Darlyn Saballa/ Elfrenino Gierald Dela Cruz/ Lizette Cerezo/ Peachy Espiritu</i>
	1.3 Prepare situational report and relay to Provincial Disaster Risk Reduction Management Chairperson and concerned office/agency	None	10 minutes	<i>Maureen Bacolod/ Lizette Cerezo/ Leilani Marcella</i>
	<b>Total</b>	<b>None</b>	<b>15 minutes</b>	



**b. PROVISION OF FREE AMBULANCE AND PATIENT TRANSPORT SERVICES**

clientele is carefully conveyed by means of Provincial Disaster Risk Reduction Management Council ambulances to various medical and health care facilities inside and outside the province of Tarlac manned by well- trained and seasoned DART/EMS personnel.

<b>Office or Division:</b>		Operations and Warning Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>Verbal request via phone call or Request Letter</i>		Requesting Individual/entities/ Agency/ Local Government Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request for assistance through phone call or letter	1. Receive request and get necessary details	None	2 minutes	<i>Carl Ivan David/ Marivic Puno/ Darlyn Saballa/ Erino Legaspi/ Elfrenino Gierald Dela Cruz/ Ferdinand Aganon/ Gilbert Dion</i>
	1.1 Relay and coordinate to Provincial Disaster Risk Reduction Management Officer and DART Team Leader the details of request	None	2 minutes	
2.Wait for feedback & coordination	2.Feedback/ coordinate details to requesting Local Government Unit /agency/group /person	None	5minutes	
	2.1Prepare resources for dispatch/ include in schedule of patient transport services	None	5minutes	<i>Ronaldo Ferrer/ Ivylou Collado/ Alvin Timbol</i>
	<b>Total</b>	<b>None</b>	<b>14 minutes</b>	

**c. Provision of manpower, rescue equipment/service vehicles & other office equipment for transportation/hauling/staff complement & other official purposes**

<b>Office or Division:</b>		Operation and Warning Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>Verbal request via phone call or Request Letter</i>		Requesting Individual/entities/ Agency/ Local Government Unit		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for assistance through phone call or letter	1.Receive request and get necessary details	None	2 minutes	<i>Carl Ivan David/ Marivic Puno/ Darlyn Saballa/ Erino Legaspi/ Elfrenino Gierald Dela Cruz/ Ferdinand Aganon/ Gilbert Dion</i>
2.Wait for feedback & coordination	2.Relay and coordinate to Provincial Disaster Risk Reduction Management Officer and DART Team Leader the details of request	None	2 minutes	
	2.1 Feedback/coordinate details to requesting Local Government Unit /agency/group /person	None	5minutes	
	2.2 Prepare resources for dispatch/ include in schedule of patient transport services	None	5minutes	<i>Ronaldo Ferrer/ IvyLou Collado/ Alvin Timbol</i>
	<b>Total</b>	<b>None</b>	<b>14 minutes</b>	

d. Provision of support services/establishment of first aid/medical station, and provision equipment, personnel augmentation as safety and security marshals and other request for assistance were accommodated in coordination with concerned agencies and other DRRM stakeholders

<b>Office or Division:</b>	Operation and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>Verbal request via phone call or Request Letter</i>		Requesting Individual/entities/ Agency/ Local Government Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for assistance through phone call or letter	1.Receive request and get necessary details	None	2 minutes	<i>Carl Ivan David/ Marivic Puno/ Darlyn Saballa/ Erino Legaspi/ Elfrenino Gierald Dela Cruz/ Ferdinand Aganon/ Gilbert Dion</i>
2.Wait for feedback & coordination	2.For approval	None	5 minutes	<i>Marvin Guiang</i>
	2.1 Feedback/coordinate details to requesting Local Government Unit /agency/group /person	None	5 minutes	<i>Carl Ivan David/ Marivic Puno/ Darlyn Saballa/ Erino Legaspi/ Elfrenino Gierald Dela Cruz/</i>



	2.2 Relay and coordinate to DART Team Leader the details of request	None	5 minutes	<i>Ferdinand Aganon/ Gilbert Dion</i>
	2.3 Prepare resources for dispatch/ include in schedule the date of request	None		<i>Ivylou Collado/ Alvin Timbol</i>
	<b>Total</b>	<b>None</b>	<b>17 minutes</b>	

- e. Assist and participate in the conduct of medical mission and outreach programs to help less fortunate Indigenous Peoples (IPs) in the province in partnership and collaboration with NGOs, Volunteers, CSOs and other groups

<b>Office or Division:</b>		Operations and Warning Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C- Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>Verbal request via phone call or Request Letter</i>		Requesting Individual/entities/ Agency/ Local Government Unit /organization		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for assistance through phone call or letter	1. Receive request and get necessary details	None	2 minutes	<i>Carl Ivan David/ Marivic Puno/ Darlyn Saballa/ Erino Legaspi/ Elfrenino Gierald Dela Cruz/ Ferdinand Aganon/ Gilbert Dion</i>
2. Wait for feedback & coordination	2. For approval	None	5 minutes	<i>Marvin Guiang</i>
	2.1 Feedback/coordinate details to requesting LGU/agency/group /person	None	5 minutes	<i>Carl Ivan David/ Marivic Puno/ Darlyn Saballa/ Erino Legaspi/ Elfrenino Gierald Dela Cruz/ Ferdinand Aganon/ Gilbert Dion</i>
	2.2 Relay and coordinate to DART Team Leader the details of request	None	5 minutes	<i>Ferdinand Aganon/ Gilbert Dion</i>
	2.3 Schedule the date of request	None		<i>Ivylou Collado/ Alvin Timbol</i>
	<b>Total</b>	<b>None</b>	<b>17 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form and drop it at the designated drop box in front of the Administrative and Training Office. Complaints can also be relied on via phone. Contact info: 0908-887-2339/ 0917-806-9276 or email us at pdrmmctarlac@yahoo.com
<b>How feedbacks are processed</b>	All feedback/ concerns and issues are forwarded to PDRRM Officer and Responsible Personnel
<b>How to file a complaint</b>	<p>Answer the client feedback form and drop it at the designated drop box in front of the Administrative and Training Office. Complaints can also be accommodated via phone. Make sure to provide to provide the following information</p> <ul style="list-style-type: none"> <li>✚ Name of person being complained</li> <li>✚ Incident</li> <li>✚ Evidence</li> </ul> <p>For inquiries and follow-ups, client may contact the telephone/mobile numbers: (045) 628-0584/86 and/or 0908-887-2339/ 0917-806-9276</p>
<b>How complaints are processed</b>	<p>The PDRRMO officer accommodates each complaint. Upon evaluation he starts the investigation and forwards the complaint to the Responsible Personnel for his/her explanation.</p> <p>The PDRRMO will create a report after the investigation and provide appropriate action and he will give feedback to the client.</p>
<b>Contact information of this office</b>	<p>Telephone: (045) 628-0584/86 and/or            Emergency Hotlines: Smart: 0908-887-2339            Globe: 0917-806-9276</p>
<b>Contact Information of CCB, PCC, ARTA</b>	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> <li>• 0908-8816585 – CSC Contact Center ng Bayan</li> <li>• 8888 – Presidential Complaints Center</li> <li>• 478-5093 – Anti-Red Tape Authority</li> </ul>



# **PROVINCIAL ENGINEER'S OFFICE**

## **External / Internal Services**

**CITIZEN'S CHARTER**  
2021 (1<sup>st</sup> Edition)



## 1. IMPLEMENTATION OF INFRASTRUCTURE PROJECTS OF THE PROVINCIAL GOVERNMENT

All activities pertaining to project implementation from pre-engineering such as inspection, evaluation, survey works and preparation of plans & program of works.

<b>Office or Division:</b>		PROVINCIAL ENGINEER'S OFFICE		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units/ Barangay Officials/Public Schools		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved letter Request/Barangay Resolution			LGU's Head/Barangay Officials/Public Schools Head	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request/ resolution for proposed project to the Governor's Office	1. Received approved request from Governor's Office.	None	5 mins.	<i>Rizza Lazam</i>
	2. Conduct inspection, evaluation and survey for the proposed project.	None	1 day	<i>Engr. Diosdado. A Cases</i> <i>Engr. Johnny Parairo</i> <i>Survey Team</i>
	3. Preparation of Program of Works and Detailed Engineering Design and Plan.	None	3 days	<i>Johnny Parairo</i> <i>Gemma P. Zablan</i> <i>Mary Joan s. Nool</i> <i>Maria P. Galang</i> <i>Mark Joel T. Vallente</i> <i>Mikko C. Corcuera</i> <i>Princess Queen F. Cases</i> <i>Francis Gio G. Tullao</i> <i>Maria Vida V. Ora'a</i> <i>G. Tan</i> <i>Chester Paolo C. Briones</i> <i>Charmaine C. Maniego</i> <i>Czarila Mae T. Bartolo</i>
	4. Checking/ Review/ Submission Of Program of works and plans	None	4 hrs	<i>James Andrew Manupeg</i> <i>Johnlley T. Cayabyab</i> <i>J. Moralde</i>
	5. Forward Program of Work and Plans to the Governor for approval	None	30 mins	<i>Cheyenne Bless T. Sales</i>  <i>Engr. Diosdado. A Cases</i> <i>Provincial Engineer</i> <i>Provincial Engineer</i>
	<b>Total</b>	<b>None</b>	<b>4 days, 4 hours and 35 minutes</b>	





## 2. BILLING FOR COMPLETED INFRASTRUCTURE PROJECTS OF THE PROVINCIAL GOVERNMENT

Issuance of Partial/Full Payment for infrastructure projects.

<b>Office or Division:</b>		PROVINCIAL ENGINEER'S OFFICE		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who may avail:</b>		Contractors with project contract with Provincial Government of Tarlac		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Complete set of billing documents			Contractor's File/ Provincial Engineer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit billing request	1. Require the contractor to submit necessary documents for billing.	None	30 min	<i>Engr. Sergio Erese</i> <i>Engr. Alma Muldong</i> <i>Engr. Gemma Zablan</i> <i>Engr. Joneil Aguinaldo</i> <i>Engr. Rico Ancheta</i>
	2. Conduct Final Inspection	None	1 hour per project.	
	3. Review and Approval of Statement of Work Accomplishment and Certificate of Final Inspection.			
	4. Approval of Voucher and other documents.	None	30 mins	
	5. Release the approved voucher to the contractor/ representative for processing.	None	15 mins	
		None	5 mins.	<i>Rizza Lazam</i>

## 3. TECHNICAL/ ENGINEERING SUPPORT

In view of the PEO's mandate of extending engineering expertise to the province, it also grants request for right-of-way certification, request for appraisal, request for survey, etc.

<b>Office or Division:</b>		PROVINCIAL ENGINEER'S OFFICE		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units/ Barangays/ Public Schools		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request 1set- Lot Title/Plans			Lot Owner/Registry of Deeds	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request and other pertinent documents relative to the request	1. Assign technical personnel to evaluate the request.	None	5 mins.	<i>Provincial Engineer</i>
	2. Coordinate with the client	None	2 hrs	<i>Engr. Diosdado Cases</i> <i>Engr. Alma Muldong</i> <i>Engr. Sergio Erese</i> <i>Engr. Gemma Zablan</i>



	and evaluate the request			<i>Engr. Joneil Aguinaldo</i> <i>Engr. Rizza Ancheta</i>
	3.Preparation and submission of recommendation and evaluation to the Provincial Engineer for review	None	4 hrs	<i>Engr. Diosdado Cases</i> <i>Engr. Alma Muldong</i> <i>Engr. Sergio Erese</i> <i>Engr. Gemma Zablan</i> <i>Engr. Joneil Aguinaldo</i> <i>Engr. R. Ancheta</i> <i>Engr. M. Bacani</i>
	4.Release of certification or report	None	5 mins.	<i>Riza Lasam</i>

#### 4. MATERIALS TESTING AND QUALITY CONTROL SERVICES

PEO has a material testing and quality control laboratory that can accommodate testing of various construction materials. These services can be availed by both private and government agencies.

<b>Office or Division:</b>		PROVINCIAL ENGINEER'S OFFICE		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2 Copies-Filled Up Request Form		Materials Testing and Quality Control Division of the Provincial Engineer's Office.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit filled-up request form and sample of materials to be tested	1.Approval of request and endorsement to Quality Control Division	None	5 mins.	<i>Provincial Engineer</i>
	2. Assessment of Testing Fee 3. Payment of Testing Fee at the Treasury Office located at Capitol Building and conduct of material tests.	None	30 mins.	<i>Engr. Resty Gragasin</i>
		<b>A. SOIL TESTS</b>	1 hour	<i>Client</i>
		1. Grading - P240.00	1 hour/test	<i>E. Mabuti</i>
		2. Liquid Limit - P140.00		<i>C. Pascual</i>
		3. Plastic Limit - P140.00		<i>J. Hernandez</i>
		4. Moisture Content - P75.00		<i>A. Alberto</i>
		5.Compaction (Proctor) - P680.00		<i>R. Balisi</i>
		6.Compaction (Modified) - P770.00		
		7. Field Density Test - P400.00		
		8. Specific Gravity		



		- P 165.00 9. Unit Weight, Both Undisturbed, Disturbed Sample - P 140.00 <b>B. AGGREGATE TESTS</b> 1. Grading - P240.00 2. Material finer than No. 200 Sieve - P200.00 3. Unit Weight, Loose and Rodded - P175.00 4. Liquid Limit - P140.00 5. Plastic Limit - P140.00 6. Specific Gravity and Absorption - P240.00 7. Absorption Only - P165.00 8. Specific Gravity Only - P140.00 9. Moisture Content - P110.00 10. Trial Mix (concrete design) given cement factor - P1,330.00 11. Trial Mix (Concrete design) given strength: a. First Trial - P1,270.00 b. Each Extra Trial- 980.00 12. Abrasion - P500.00 <b>C. CONCRETE AND CEMENT PRODUCTS</b> 1. Compressive Strength of Conc. Cubes 6" x 6" - P120.00 2. Compressive Strength of Conc. Cylinders a. 6" x 12" - P120.00 b. 8" x 16" - P140.00 3. Flexural Strength of Concrete Beams 6" x 6" Cross section - P140.00 4. Compressive Strength		
	4. Computation and preparation of Test Result		1 hour	Engr. R. Gragasin Engr. E. Mabuti Engr. C. Pasual Engr. J. Hernandez A. Alberto Engr. Gragasin
	5. Issuance of Test Result		5 mins.	



		Hollow Blocks - P140.00 <b>D.OTHER SERVICES</b> 1. Concrete Core Drilling a. Rental of Equipment per day or fraction - P610.00 b. Per core drilled - P1,140.00		
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form and drop it at the designated Feedback and Suggestion Box in front of the Provincial Engineering's Office
<b>How feedbacks are processed</b>	Every first week of the Month, the Provincial Human Resource Management Office opens the drop box and compiles and records all feedback.
<b>How to file a complaint</b>	Answer the client Complaint Form and drop it at the designated drop box in front of the Provincial Engineering's Office
<b>How complaints are processed</b>	<p>Notices were sent through letters and addressed to the person concerned.</p> <p>The Provincial Engineering's Officer interview, advise and warns the concerned employee, if three consecutive months he/she still receives complaint from the same client, a corresponding sanction will be served.</p> <p>Engr. Sergio Erese Jr. CP# 09185065757</p>
<b>Contact Information:</b>  <b>Contact information of CCB, PCC, ARTA</b>	8888 - Presidential Complaints Center 09088816565 – Civil Service Commission Contact Center ng Bayan 478-5093 - Anti Red Tape Act Commission



**PROVINCIAL EQUIPMENT  
POOL OFFICE  
External / Internal Services**

**CITIZEN'S CHARTER**



2021 (1<sup>st</sup> Edition)

## 1. GRANTING OF REQUESTS FOR HEAVY EQUIPMENT, REQUEST FOR SAND AND OTHER AGGREGATES TO VARIOUS BARANGAYS AND QUALIFIED PRIVATE INDIVIDUALS.

In support of various barangays project, the PEPO upon approval of the Governor may lend its heavy equipment for free with fuel counterpart to the requestee. Also, client can be granted sands and other aggregates in coordination with the PGO.

<b>Office or Division:</b>		PROVINCIAL EQUIPMENT POOL OFFICE		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen, G2G-Government to Government		
<b>Who may avail:</b>		LGU's, NGO's, Barangays, Schools and Qualified Private Individuals.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved resolution or request letter (1 photocopy)		Requesting LGU's, NGO's, Barangays, Schools and Qualified Private Individuals.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request or resolution to Governor's Office.	1. Recieved approved request from Governor's Office.	None	1 Day	<i>Hannah Lyn V. Tangonan</i> <b>Administrative Aide I</b>
	2. Coordinate with Client	None	1 Hour	<i>Hannah Lyn V. Tangonan</i> <b>Administrative Aide I</b>
	3. Coordinate Scheduling /depends on the availability of equipment.	None	1 Hour	<i>Engr. Raymundo B. Cancio</i> <b>OIC-Provincial Equipment Pool Engineer</b>
	4. Deployment of equipment.	None	1 Day	<i>Engr. Raymundo B. Cancio</i> <b>OIC-Provincial Equipment Pool Engineer</b>
	<b>Total</b>	<b>None</b>	<b>2 days amd 2 hours</b>	

**\*Note: No fees are being charged to the recipient except for fuel counterparts.**

## 2. RENTAL OF TRUCKS AND HEAVY EQUIPMENT

Income generating of Provincial Government of Tarlac under the Provincial Equipment Pool Office and rental rates was based **on Association of Carriers and Equipment Lessors (ACEL)GUIDE BOOK 2009, Edition 24 as of July 2016.**

<b>Office or Division:</b>		PROVINCIAL EQUIPMENT POOL OFFICE		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B-Government-Business entity		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved rental form (1 original copy) Official Receipt (1 photocopy)		Lessee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide the	1. Identification of Trucks	None	30 Minutes	<i>Engr. Raymundo B. Cancio</i>



necessary information of Equipment needed.	/Heavy Equipment to be rented subject to availability and schedule.			<b>OIC-Provincial Equipment Pool Engineer</b>
	2.Computation of Construction Equipment Rental fees and prepare the lease of contract.	None	15 Minutes	<i>Jerwin Val T. Paragas</i> <b>Administrative Aide II</b>
2.The lessor and lessee will affix their signature on the contract that they conformed to the terms and condition attach in the lease of contract of propose rentals with corresponding cost.	3.Endorsement and Approval of OIC-Provincial Equipment Pool Engineer as per schedule and availability of equipment's.	None	15 Minutes	<i>Engr. Raymundo B. Cancio</i> <b>OIC-Provincial Equipment Pool Engineer</b>
3.Payment of Rental Fees by the lessee to the Provincial Treasury Office at Tarlac Capitol Building, San Vicente, Tarlac City		All trucks and heavy equipment's rental rates were based on <b>(Construction Equipment Rental Rates based on Association of Carriers and Equipment Lessors GUIDE BOOK 2009, Edition 24 as of July 2016. (See Attached File).</b>	1 Hour	<i>Client</i>
4.Present and Submit a Copy of Official Receipt in the PEPO.	4.Verification/Validation of Official Receipt.	None	10 Minutes	<i>Engr. Raymundo B. Cancio</i> <b>OIC-Provincial Equipment Pool Engineer</b>
	5.Preparation of trip ticket duly signed by OIC-Provincial Equipment Pool Engineer	None	10 Minutes	<i>Hannah Lyn V. Tangonan</i> <b>Administrative Aide I</b> <i>Engr. Raymundo B. Cancio</i>



				<b>OIC-Provincial Equipment Pool Engineer</b>
	6.Release of Equipment	None	1 Hour	<i>Engr. Raymundo B. Cancio</i> <b>OIC-Provincial Equipment Pool Engineer</b>
	<b>Total</b>		<b>3 hours and 20 minutes</b>	

## CONSTRUCTION EQUIPMENT RENTAL RATES

BASED ON ASSOCIATION OF CARRIERS AND EQUIPMENT LESSORS (ACEL) BOOK 2009, EDITION 24  
(AS OF JULY 2016)

No.	EQUIPMENT	FLYWHEEL/ HORSE POWER	Daily Rate (Max.of 8 hrs)
1	CRAWLER DOZER, D6H PS/DD/PSD,165HP	165	12,180.17
2	CRAWLER DOZER, D6R,STD,165HP	165	20,596.61
3	CRAWLER DOZER, with ripper D7G PS*	200	16,153.28
4	BACKHOE LOADER 416D	75	7,750.00
5	WHEEL LOADER,2.0 cim,928	125	12,921.95
6	WHEEL LOADER,3.0 cim,950G	180	17,292.74
7	BACKHOE CRAWLER,1.09,CUM,EL200B	118	10,450.44
8	BACKHOE W/PAVEMENT BREAKER,1.50 CU.320 C/CL	138	17,445.57
9	MOTOR GRADER,135HP,KOMATSO,GSD51 1 R-I	135	8,283.17
10	MOTOR GRADER 125 HP, CATERPILLAR 120G	125	8,880.35
11	PHEUMATIC TIRE ROLLER,BOMAG,BW20R,8HWHELL,24M.T	85.5	8,633.23
12	PHEUMATIC TIRE ROLLER,BOMAG,BW16R,8WHEELS,20M.T	85.5	8,190.50
13	VIBRATORY SINGLE SMOOTH DRUM ROLLER,CA252D,125.55M.T	125	9,499.75
14	VIBRATORY TANDEM ROLLER,CC421,10.10M.T	123.4	7,732.30
15	VIBRATORY TAMPING FOOT ROLLER,CA20PD,13.65M.T	104.6	11,371.97
16	VIBRATORY PLATE COMPACTOR (550-700)	13.5	1,976.40
17	DUMP TRUCK 9.0CU.M	275	5,638.46
18	DUMP TRUCK 11.50CU.M	380	7,648.99
19	CARGO TRUCK 13-15M.T	320	6,441.55
20	CARGO TRUCK 6-8 M.T	195	3,981.74
21	WATER TRUCK,500-1000 GALS	360	4,983.26
22	TRANSIT MIXER, 7.0 CU.M	290	8,345.38
23	TRANSIT MIXER, 6.0 CU.M	290	4,475.45
24	CONCRETE MIXER, 1 BAGGER	22	803.09
25	AIR COMPRESSOR,215-315 CfM	92	2,877.73
26	GENERATOR SET,251-300KW	50	3,491.50
27	ELECTRIC WELDING MACHINE,300AMP	50	1,734.88
28	UTILITY LIGHT TRUCK,ELF,ISIZU-16 FT		1,603.80
29	AIR COMPRESSOR WITH JACK HAMMER,176CFM		1,211.11
30	CREW CRAB,NISSAN FRONTIER-4X4		2,012.65
31	CREW CRAB,NISSAN FRONTIER-4X2		1,259.93
32	PRIME MOVER LOW BED(PHP 4.25xCAP.(T) DISTANCE (km)+50% SURCHARGE WILL BE MADE ON LOAD DURING RETURN TRIP)		3,929.08

### 3. TRUCKS AND HEAVY EQUIPMENT IN IMPLEMENTATION OF VARIOUS PROJECTS AND DISASTER PREPAREDNESS OF PROVINCIAL GOVERNMENT.

It provides the services of construction equipment in the implementation of various projects; road repair and maintenance being implemented by Provincial Engineering's Office (PEO). Also provides complementary support to PDRRMC in terms of equipment/trucks for disaster mitigation and calamity preparedness being imposed by the said office.

<b>Office or Division:</b>	PROVINCIAL EQUIPMENT POOL OFFICE
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Government





<b>Who may avail:</b>		Department Head of Provincial Engineering's Office and Provincial Disaster Risk Reduction and Management Council (Tarlac).		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Coordination and Information with the OIC-Provincial Equipment Pool Engineer	1.Verification of request.	None	1 Hour	<i>Engr. Raymundo B. Cancio</i> <b>OIC-Provincial Equipment Pool Engineer</b>
	2. Scheduling of Trucks, Buses and Heavy Equipment's to the request as per availability.	None	10 Minutes	<i>Engr. Raymundo B. Cancio</i> <b>OIC-Provincial Equipment Pool Engineer</b>
	3.Preparation of trip ticket duly signed by OIC-Provincial Equipment Pool Engineer	None	10 Minutes	<i>Hannah Lyn V. Tangonan</i> <b>Administrative Aide I</b> <i>Engr. Raymundo B. Cancio</i> <b>OIC-Provincial Equipment Pool Engineer</b>
	4.Release of equipment.	None	1 Hour	<i>Engr. Raymundo B. Cancio</i> <b>OIC-Provincial Equipment Pool Engineer</b>
	<b>Total</b>	<b>None</b>	<b>2 hours and 20 minutes</b>	

#### 4. REPAIR AND MAINTENANCE OF PROVINCIAL VEHICLES, TRUCKS AND VARIOUS EQUIPMENT WHICH ARE BEING UTILIZED IN THE IMPLEMENTATION OF VARIOUS PROJECTS OF THE PROVINCIAL GOVERNMENT.

The Provincial Equipment Pool Office (PEPO) in general is the implementing arm of the province. Maintain fleet of top condition construction equipment, trucks, vehicle and other machineries amounting to millions of pesos as counterpart in the upliftment of economic growth on plans and programs of the local chief executive for the rehabilitation and development program to benefit the citizenry in particular. Facilitate the services of heavy equipment and trucks requested by different Barangays and Municipalities upon approval of the offices in charge and such other basic services.

<b>Office or Division:</b>	PROVINCIAL EQUIPMENT POOL OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	PEPO Drivers and Operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Consultation of Drivers and Heavy equipment	1. Evaluation of equipment for repair, prepare list of needed	None	1 Day	<i>Engr. Renato P. Arceo</i> <b>Acting Equipment Inspector</b>



operators to shop personnel subject for inspection.	parts/materials and recommend for replacement.			<i>Manuel S. Gutierrez Mechanic III</i> <i>Jhonny I. Rebuca Mechanic I</i>
	2. Preparation of Shop Job Order	None	30 Minutes	<i>Engr. Renato P. Arceo Acting Equipment Inspector</i>
	3.Verification of parts availability and if none subject for purchase request.	None	1 Hour	<i>Engr. Silvestre D. Mendoza Acting Supply Officer</i>
	4.Approval of Purchase Request duly signed by OIC – Provincial Equipment Pool Engineer.	None	1 Hour	<i>Engr. Raymundo B. Cancio OIC-Provincial Equipment Pool Engineer</i>
	5.Purchase Request and documents will be forwarded to concern offices in the Provincial Capitol.	None	2 Hours	<i>Anacleto N. Mangaoang Liaison Officer</i>
	6.Inspection and acceptance of supplied parts and materials by the supplier based on the approved purchase order signed by HOPE.	None	2 Hours	<i>Engr. Silvestre D. Mendoza Acting Supply Officer</i>
	7. Issuance of delivered parts/materials needed in the repair.	None	1 Hour	<i>Engr. Silvestre D. Mendoza Acting Supply Officer</i>
	8.Repair and installation of various parts/materials necessary in the repair.	None	1 Day	<i>Manuel S. Gutierrez Mechanic III</i> <i>Jhonny I. Rebuca Mechanic I</i>
	9.Documentation of all waste material report and product safekeeping.	None	2 Hours	<i>Engr. Silvestre D. Mendoza Acting Supply Officer</i>
	<b>Total</b>	<b>None</b>	<b>2 days, 9 hours and 30 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form and drop it at the designated Feedback and Suggestion Box in front of the Provincial Equipment Pool Office
<b>How feedbacks are processed</b>	Every first week of the Month, the Provincial Human Resource Management Office opens the drop box and compiles and records all feedback.
<b>How to file a complaint</b>	Answer the client Complaint Form and drop it at the designated drop box in front of the Provincial Equipment Pool Office.
<b>How complaints are processed</b>	<p>Notices were sent through letters and addressed to the person concerned.</p> <p>The Department Head (PEPO) interview, advise and warns the concerned employee, if three consecutive months he/she still receives complaint from the same client, a corresponding sanction will be served.</p>
<b>Contact Information:</b>  <b>Contact information of CCB, PCC, ARTA</b>	8888 - Presidential Complaints Center 09088816565 – Civil Service Commission Contact Center ng Bayan 478-5093 - Anti Red Tape Act Commission 982-0825- PEPO Landline Number ( <i>Hannah Lyn V. Tangonan</i> )



**PROVINCIAL GENERAL  
SERVICES OFFICE  
External / Internal Services**

**CITIZEN'S CHARTER  
2021 (1<sup>st</sup> Edition)**



## ASSET MANAGEMENT AND INVENTORY

### 1. Securing of clearance for Retirement.

<b>Office Or Division:</b>		Asset Management and Inventory		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All permanent and casual employees of the provincial government of Tarlac		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance Form		Clearance Form is available at the PHRMO		
<b>CLIENT STEPS</b>	<b>AGENCY/OFFICE ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the clearance form.	1.The administrative unit will endorse the clearance form to the Asset Management Unit	None	2 minutes	Sonny Fernandez
2. Submit the accomplished clearance form to the administrative unit of the PGSO.	2. The Asset Management Unit will accept the clearance form and verify if there are issued equipment to the client as per record.		10 minutes	Jeanine Manebog
3. Surrenders all issued equipment	3. Provides the client with a printed copy of the list of equipment issued to him/her		2 minutes	Jeanine Manebog
4.Signs the property return slip	4. Require the client to surrender all issued equipment to him/her		3 days	Jenny Samson
	5. Accept the surrendered items of the client		30 minutes	Jeanine Manebog Jeanine Manebog
	6. Prepare property return slip		5 minutes	Jenny Samson
	7.Issue the property return slip to the client		2 minutes	Jenny Samson
	8.Signs and or initials the clearance form		2 minutes	Jenny Samson
	9. Issue the clearance form to the client			
	<b>Total</b>	<b>None</b>	<b>56 minutes</b>	

### 2. Securing of clearance for maternity leave and vacation leave (travel abroad).

<b>Office or Division:</b>		Asset Management and Inventory		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All permanent and casual employees of the provincial government of Tarlac		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance Form		Clearance Form is available at the PHRMO		



CLIENT STEPS	AGENCY/OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the clearance form.	1.The administrative unit will endorse the clearance form to the Asset Management Unit	None	2 minutes	Jenny Samson
2. Submit the accomplished clearance form to the administrative unit of the of the PGSO.	2. The Asset Management Unit will accept the clearance form and signs or initials the form for signature of the head of the PGSO.		5 minutes	Jenny Samson
	3.Issue the clearance form to the client		1 minute	Jenny Samson
	<b>Total</b>	<b>None</b>	<b>8 minutes</b>	

### 3. Issuance of Property Return slip

For damaged, unserviceable and returned equipment or items

<b>Office or Division:</b>	Asset Management and Inventory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All employees with issued equipment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request informing the PGSO of the items or equipment to be returned		None		
CLIENT STEPS	AGENCY/OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter informing the PGSO of the item or equipment to be returned	1.The administrative unit will endorse the letter to the Asset Management Unit	None	2 minutes	Teresa Lugay
2. Surrender the equipment or item to the PGSO	2. The Asset Management Unit will accept the letter and accept the returned item or equipment		2 minutes	Jeanine Manebog
3. Signs the property return slip	3. Check the equipment		2 minutes	Jeanine Manebog
	4. Issue property return slip to the client		5 minutes	Jeanine Manebog
	<b>Total</b>	<b>None</b>	<b>11 minutes</b>	

## SUPPLY MANAGEMENT AND INVENTORY UNIT

### 1. Issuance of Available Supplies and Materials at the Centralized Stock Room

Issuance of requested available office supplies from the centralized stock room at the PGSO.

<b>Office or Division:</b>	Supply Management and Inventory Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All department and office heads and program managers of the Provincial Government of Tarlac



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies Requisition Issue Slip (RIS)		Requisition Issue Slip is available at the PGSO and it can be reproduced.		
CLIENT STEPS	AGENCY/OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the RIS specifying the needed office supplies that are available at the stock room. 2. Submit the accomplished RIS to the Supply Officer of the PGSO.	1. Accept the RIS and verify the availability of the requested office supplies. 2. Issue the available office supplies.	None	3 minutes  30 minutes	<i>Elizabeth Cabrera</i>  <i>Catherine Mayuga</i> <i>Jedda Medallon</i>
<b>Total</b>		<b>None</b>	<b>33 minutes</b>	

## 2. Issuance of Wheelchairs, Crutches, Canes (For Donation) Stored at the PGSO Warehouse

Issuance of requested available wheelchair, crutches, canes (for donation) from the PGSO warehouse

<b>Office or Division:</b>	Supply Management and Inventory Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Indigents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY/OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the acknowledgement receipt 2. Accept the item	1. Accept the duly approved Request Letter 2. Accomplish acknowledgement receipt for signature of the recipient. 3. Issue the requested item 4. Take pictures for documentation	None	2 min.  3 mins  5 mins.  1 min.	<i>Romeo Valencia, Jr.</i>  <i>Catherine Mayuga</i>
<b>Total</b>		<b>None</b>	<b>11 minutes</b>	

## 3. Issuance of Available Tents Stored at the PGSO Warehouse

Issuance of requested available Tents from the PGSO warehouse

<b>Office or Division:</b>	Supply Management and Inventory Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY/OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Accept the duly approved Request Letter	None	2 min.  3 mins	<i>Romeo Valencia, Jr.</i>







<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All department and office heads and program managers of the Provincial Government of Tarlac			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter			Requesting Department of PGT	
Work Order Request Form			Work Order Request Form is available at the PGSO and it can be reproduced.	
<b>CLIENT STEPS</b>	<b>AGENCY/OFFICE ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submitting a copy of approved request 2. Fill up the form specifying the needed construction materials that are available at the stocked room. 3. Submit the accomplished form to the Buildings and Facilities Maintenance Unit head	1. Inspection and verifying the request for repair from different offices 2. Accept the form and verify the availability of the materials needed for repair. 3. Repair is assigned to the skilled personnel with work order form	None	1 hour  1 hour – 20 days	<i>Hipolito Pangilinan</i>
	<b>Total</b>	<b>None</b>	<b>2 hours – 20 days</b>	

#### VEHICLE AND EQUIPMENT /REPAIR AND MAINTENANCE UNIT

##### Service Information

<b>Office or Division:</b>	Vehicle and Equipment Repair and Maintenance Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to government			
<b>Who may avail:</b>	PGT Carpool service, LGU, NGO			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter			Department Head	
Checklist for Inspection			Provincial General Service Office	
Job Order			Provincial Equipment Pool Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Step 1</b>  Received letter request of repair	<b>Step 1</b>  Upon Received the Request the PGSO Office will inspect the unit to check the kilometer mileage and other recommendation to be listed on the inspection checklist form	None	5 Minutes (Per request)	<i>Julius I. Dupitas (Heavy Equipment Operator I)</i>
<b>Step 2</b>	<b>Step 2</b>	None		<i>Julius I. Dupitas</i>



Proceed to PEPO for final inspection	After inspection based on the request will check the service history and attach the costing for approval then proceed to PEPO for final inspection and request for job order		25 Minutes (Per request)	(Heavy Equipment Operator I) Heidi L. Ayenza (Admin. Aide I)
<b>Step 3</b> The request letter should return to PGSO with job order	<b>Step 3</b> Prepare budget proposal	None	45 Minutes Per request	Julius I. Dupitas (Heavy Equipment Operator I) Heidi L. Ayenza (Admin. Aide I)
	<b>STEP 4</b> Prepare purchase request and process to respective offices Until budgeted and approved by Governor.	NONE		HEIDI L. AYENZA (Admin. Aide I) LOURDES ANN D. GRANITA (Admin. Aide IV)
<b>Step 4</b> The client will receive the said request and get inspected to inspection officer	<b>Step 5</b> Facilitate the delivery of request	None	1 day if the parts are available 5 days if the parts are not available	Julius I. Dupitas (Heavy Equipment Operator I) Heidi L. Ayenza (Admin. Aide I)
	<b>Total</b>	<b>None</b>	<b>6 days and 1 hour</b>	

### CARPOOL SERVICES

#### Service Information

<b>Office or Division:</b>	Vehicle and Equipment Repair and Maintenance Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
TRAVEL ORDER			Travel order form is available at PHRMO	
REQUES LETTER			Department Head	
Carpool Form			Carpool form is available at PGSO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Received request letter/Fill up Carpool	Determine the availability of carpool vehicle	none	30 mins	(Julius I. Dupitas) Heavy Equipment Operator 1



request form for carpool				(Lourdes anne D. Granita Admin. Aide IV
2. Approval of Request Letter for certain agencies	Dispatch of vehicle for the schedules travel	none	3 days before trip	(Julius I. Dupitas) Heavy Equipment Operator 1  (Lourdes anne D. Granita Admin. Aide IV
	<b>Total</b>	<b>None</b>	<b>3 days and 30 minutes</b>	

## EMISSION OF SUV

### Service Information

<b>Office or Division:</b>	Vehicle and Equipment Repair and Maintenance Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PGT Carpool service, LGU,			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt		DRIVER/PGSO FILE COPY		
Certificate of Registration				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Determine if for emission test by ending 1 to 0	The PGSO will inform the end user for schedule of emission test	None	5 minutes	(Lourdes Ann D. Granita) Admin. Aide IV
2. The end user will go to the emission testing center	Upon received the CEC from emission, will prepare the voucher for LTO registration	None	45 minutes	(Julius I. Dupitas) Heavy Equipment Operator I  (Lourdes Ann D. Granita) Admin. Aide IV

### FEEDBACK AND COMPLAINTS MECHANISM

<b>How to send feedback</b>	Feedback forms are available at the Receiving Clerk Desk
<b>How feedbacks are processed</b>	The PHRMO is collecting the feedback forms religiously.
<b>How to file a complaint</b>	Written complaint can be dropped at the Feedback Box provided.
<b>How complaints are processed</b>	The PHRMO is collecting the feedback forms religiously.
<b>Contact information of CCB, PCC, ARTA</b>	Teresa Lugay CP# 09615617511 It shall also include the following hotline: <ul style="list-style-type: none"> <li>• <b>8888</b> – Presidential Complaints Center</li> <li>• <b>0908-8816565</b> – CSC Contact Center Ng Bayan</li> <li>• <b>478-5093</b> – Anti-Red Tape Authority</li> </ul>



**OFFICE OF THE PROVINCIAL  
TREASURER**  
**External / Internal Services**

**CITIZEN'S CHARTER**  
**2021 (1<sup>st</sup> Edition)**



## COMPUTATION OF THE DIFFERENT TAX IMPOSITIONS AND FEES/CHARGES OF THE PROVINCIAL GOVERNMENT OF TARLAC

The computation of taxes, fees and charges imposed by the Provincial Government of Tarlac is in accordance with the Provincial Revenue Code of the Province dated December 20, 2017

<b>Office or Division:</b>		Local Revenue Operation Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen (G2C) Government to Government (G2G)		
<b>Who may avail:</b>		Owners/administrators who have property/ies within the different municipalities of the province		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>TRANSFER TAX (2 sets of photocopies)</b>				
<p>Sale/Donation/Consolidation/Renunciation/Succession/Extra Judicial with waiver of rights/Dation En Pago</p> <ul style="list-style-type: none"> <li>• Notarized Deed</li> <li>• Title</li> <li>• Tax declaration of the property of registered owner or vendor</li> <li>• Proof of payment of real property tax</li> <li>• Certificate of with/non improvement</li> </ul> <p>Additional Requirement for Succession</p> <ul style="list-style-type: none"> <li>• Death certificate</li> </ul>		<p>The registered owner or the vendor should provide all the required documents to the vendee:</p> <ul style="list-style-type: none"> <li>• Agreement between the vendor the vendee notarized by the Attorney</li> <li>• Registered owner</li> <li>• Assessor Office</li> <li>• Treasury Office</li> <li>• Assessor 's Office</li> <li>• Municipal registrar's Office/Philippine Statistics Authority</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>• Present the required document</li> <li>• Receive the order of payment</li> <li>• Pay the tax/fee at the Cash Receipts Division and wait for the issuance of Official Receipt</li> </ul>	<ul style="list-style-type: none"> <li>• Review the notarized Deed as to the date of execution for assessment of tax</li> <li>• Compute and prepare the order of payment</li> <li>• Release the Order of payment to the taxpayer</li> <li>• Receive the payment and issue Official Receipt to the taxpayer</li> </ul>	<ul style="list-style-type: none"> <li>• Fifty five percent (55%) of one percent of the total consideration of the fair market value whichever is higher</li> <li>• Documentation Fee is one tenth of one (1%) percent of the consideration</li> <li>• The period of payment shall be within sixty (60) days from date of execution of the Deed or if not, there will be a surcharge of 25% of the tax due plus an interest of 2% per month not to exceed 36 months or 72%</li> </ul>	<ul style="list-style-type: none"> <li>• 50 minutes</li> </ul>	<p><b>Computation</b></p> <p><i>RG Laxamana M. Colcol J. Ranario L de Guzman A David W Reyes</i></p> <p><b>Collection</b></p> <p><i>L Baquing A Timbang L Quindara G Lugay S Bacnis A Suba</i></p>



		<ul style="list-style-type: none"> <li>If the date of the Deed is July 31, 1993 downward there will be an additional compromise penalty of P200.00 and an interest of 14% per year</li> </ul>		
	<b>Total</b>	<b>P200 and 14% interest per year</b>	<b>50 Minutes</b>	

<b>Office or Division:</b>	Local Revenue Operation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	Owner/operator of Printing Business w/in the Province of Tarlac except Tarlac City

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b>TAX ON BUSINESS OF PRINTING AND PUBLICATION (Original)</b> <ul style="list-style-type: none"> <li>Certificate of Gross Receipts/sales from the previous year</li> </ul>			<ul style="list-style-type: none"> <li>Certified by the Bookkeeper/Accountant of the Owner/operator of the business</li> </ul>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>Present the required document</li> <li>Receive the order of payment</li> <li>Pay the tax/fee at the Cash Receipts Division and wait for the issuance of Official Receipt</li> </ul>	<ul style="list-style-type: none"> <li>Review and assess the document</li> <li>Compute and prepare the order of payment</li> <li>Release the Order of payment to the taxpayer</li> <li>Receive the payment and issue Official Receipt to the taxpayer</li> </ul>	<ul style="list-style-type: none"> <li>Fifty five percent (55%) of one percent of the gross annual receipts of the preceding year</li> <li>The tax for newly started businesses enjoying a printing and publication at a rate of five and one half (5.5) of one percent (1%) of the capital investment</li> <li>Governor's Permit Fee of P 3,000.00 to be paid annually</li> </ul>	<ul style="list-style-type: none"> <li>5 minutes</li> </ul>	<p><b>Computation</b></p> <p><i>RG Laxamana M. Colcol J. Ranario L de Guzman A David W Reyes</i></p> <p><b>Collection</b></p> <p><i>L Baquing A Timbang L Quindara G Lugay S Bacnis A Suba</i></p>
	<b>Total</b>	<b>P3,000.00</b>	<b>50 Minutes</b>	

<b>Office or Division:</b>	Local Revenue Operation Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Government to Citizen (G2C)		
<b>Who may avail:</b>	Quarry permittees or operators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



<b>TAX ON SAND, GRAVEL AND OTHER QUARRY RESOURCES (Original)</b>				
<ul style="list-style-type: none"> <li>• Approved Permit to operate quarry</li> <li>• Production Report</li> </ul>		<ul style="list-style-type: none"> <li>• Permit to operate a quarry approved by the Hon. Governor</li> <li>• To be submitted by the Quarry Operator/Permittee</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>• Secure Order of payment at the PENRO</li> <li>• Receive the order of payment</li> <li>• Pay the tax/fee at the Cash Receipts Division and wait for the issuance of Official Receipt</li> <li>• Wait for the issuance of Delivery Receipts at the Accountable Section</li> </ul>	<ul style="list-style-type: none"> <li>• Check the assessment</li> <li>• Release the Order of payment to the taxpayer</li> <li>• Receive the payment and issue Official Receipt to the taxpayer</li> </ul>	<ul style="list-style-type: none"> <li>• Sand -100/cu m</li> <li>• Mixed Sand and Gravel -200/cu m</li> <li>• Boulders -200/cu m</li> <li>• Washed or crushed stones -300/cu m</li> <li>• Lahar mix sand -140/cu m</li> <li>• Other quarry materials -300/cu m</li> <li>• Adm Fee -35/cu m</li> <li>• Governor Permit Fee -450/hect</li> <li>• Cost of DR -150.00</li> </ul>	<ul style="list-style-type: none"> <li>• 1 hour</li> </ul>	<p><b>Computation</b>  <i>RG Laxamana</i>  <i>M. Colcol</i>  <i>J. Ranario</i>  <i>L de Guzman</i>  <i>A David</i>  <i>W Reyes</i></p> <p><b>Collection</b>  <i>L Baquing</i>  <i>A Timbang</i>  <i>L Quindara</i>  <i>G Lugay</i>  <i>S Bacnis</i>  <i>A Suba</i></p> <p><b>Issuance of DR</b>  <i>E Abad</i>  <i>J Junio</i>  <i>C Guerrero</i></p> <p><b>Approval of RIS</b>  <i>L Aribe</i>  <i>Z David Jr</i></p>
<b>Total</b>		<b>P1,875.00</b>	<b>1 Hour</b>	

<b>Office or Division:</b>	Local Revenue Operation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	Philippine Regulation Commission Board passers/Non-Professional

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>PROFESSIONAL TAX (PTR)</b></p> <ul style="list-style-type: none"> <li>• Philippine Regulation Commission Identification Card</li> </ul> <p><b>OCCUPATIONAL TAX (non – Professional)</b></p> <ul style="list-style-type: none"> <li>• Company Identification card</li> </ul>		<ul style="list-style-type: none"> <li>• Philippine Regulation Commission (PRC)</li> <li>• Company</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>• Present the required document</li> <li>• Receive the order of payment</li> <li>• Pay the tax/fee at the</li> </ul>	<ul style="list-style-type: none"> <li>• Compute and prepare the order of payment</li> <li>• Release the Order of payment to the taxpayer</li> <li>• Receive the payment and issue Official</li> </ul>	<ul style="list-style-type: none"> <li>• The Professional tax shall be paid annually on or before 31<sup>st</sup> of January of every year in the amount of Three Hundred (300.00) Pesos and One hundred</li> </ul>	<ul style="list-style-type: none"> <li>50 minutes</li> </ul>	<p><b>Computation</b>  <i>RG Laxamana</i>  <i>M. Colcol</i>  <i>J. Ranario</i>  <i>L de Guzman</i>  <i>A David</i>  <i>W Reyes</i></p> <p><b>Collection</b>  <i>L Baquing</i></p>



Cash Receipts Division and wait for the issuance of Official Receipt	Receipt to the taxpayer	(150.00) for non-prof  • If the tax is not paid within the prescribed period of payment, taxpayer shall pay a surcharge of 25% and 2% interest per month but not to exceed 36 months or 72%		A Timbang L Quindara G Lugay S Bacnis A Suba
	<b>Total</b>	<b>P450.00</b>	<b>50 Minutes</b>	

<b>Office or Division:</b>		Local Revenue Operation Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen (G2C)		
<b>Who may avail:</b>		Owner/Operator of Amusement Places		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>AMUSEMENT TAX (Original)</b>				
• Certificate of Gross Receipts from the admission tickets		• Certified by the Bookkeeper/Accountant of the Owner/operator of the business		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
• Present the required document  • Receive the order of payment • Pay the tax/fee at the Cash Receipts Division and wait for the issuance of Official Receipt	• Review and assess the document  • Compute and prepare the order of payment  • Release the Order of payment to the taxpayer • Receive the payment and issue Official Receipt to the taxpayer	• A tax of ten percent (10%) of the gross receipts from admission tickets  • Governor's Permit Fee to be paid annually in the amount of P3,500.00	50 minutes	<b>Computation</b>  RG Laxamana M. Colcol J. Ranario L de Guzman A David W Reyes  <b>Collection</b>  L Baquing A Timbang L Quindara G Lugay S Bacnis A Suba
	<b>Total</b>	<b>P3,500.00</b>	<b>50 Minutes</b>	

<b>Office or Division:</b>		Local Revenue Operation Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen (G2C)		
<b>Who may avail:</b>		Manufacturer, Producers, Wholesalers, Dealers and retailers of certain products		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>ANNUAL FIXED TAX FOR EVERY DELIVERY TRUCKS AND VANS (2 sets of Photocopy)</b>				
• Land Transportation Office Certificate of Registration		• Land Transportation Office		





• Land Transportation Office Official Receipt				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• Present the required document</li> <li>• Receive the order of payment</li> <li>• Pay the tax/fee at the Cash Receipts Division and wait for the issuance of Official Receipt and Sticker</li> </ul>	<ul style="list-style-type: none"> <li>• Compute and prepare the order of payment</li> <li>• Release the Order of payment to the taxpayer</li> <li>• Receive the payment and issue Official Receipt and Sticker to the taxpayer</li> </ul>	<ul style="list-style-type: none"> <li>• For Delivery Trucks P 1,050.00</li> <li>• For Closed Vans P 1,000.00</li> <li>• If the tax is not paid within the prescribed period of payment, taxpayer shall pay a surcharge of 25% and 2% interest per month but not to exceed 36 months or 72%</li> </ul>	50 Minutes	<p><b>Computation</b></p> <p><i>RG Laxamana M. Colcol J. Ranario L de Guzman A David W Reyes</i></p> <p><b>Collection</b></p> <p><i>L Baquing A Timbang L Quindara G Lugay S Bacnis A Suba</i></p>
<b>Total</b>		<b>P2,050.00</b>	<b>50 Minutes</b>	

<b>Office or Division:</b>	Local Revenue Operation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	Owner/operator of Franchise Business within the Province of Tarlac except Tarlac City

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>FRANCHISE TAX (Original)</b>				
<ul style="list-style-type: none"> <li>• Certificate of Gross Receipts/sales from the previous year</li> </ul>		<ul style="list-style-type: none"> <li>• Certified by the Bookkeeper/Accountant of the Owner/operator of the business</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• Present the required document</li> <li>• Receive the order of payment</li> <li>• Pay the tax/fee at the Cash Receipts Division and wait for the issuance of</li> </ul>	<ul style="list-style-type: none"> <li>• Review and assess the document</li> <li>• Compute and prepare the order of payment</li> <li>• Release the Order of payment to the taxpayer</li> <li>• Receive the payment and issue Official Receipt to the taxpayer</li> </ul>	<ul style="list-style-type: none"> <li>• Fifty five percent (55%) of one percent of the gross annual receipts of the preceding year</li> <li>• The tax for newly started businesses enjoying a franchise at a rate of five and one half (5.5) of one percent (1%) of the capital investment</li> <li>• Governor's Permit Fee of</li> </ul>	• 50 minutes	<p><b>Computation</b></p> <p><i>RG Laxamana M. Colcol J. Ranario L de Guzman A David W Reyes</i></p> <p><b>Collection</b></p> <p><i>L Baquing A Timbang L Quindara G Lugay S Bacnis A Suba</i></p>



Official Receipt		P 3,000.00 to be paid annually		
	<b>Total</b>	<b>P3,000.00</b>	<b>50 Minutes</b>	

<b>Office or Division:</b>	Local Revenue Operation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government (G2G)
<b>Who may avail:</b>	Owners/administrators who have property/ies within the different municipalities of the province

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>REAL PROPERTY TAX (2 Copies)</b> <ul style="list-style-type: none"> <li>• Latest/current Real property Tax receipt (Accountable Form F#56)</li> </ul>	<ul style="list-style-type: none"> <li>• Municipal Treasurer's Office</li> </ul>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• The taxpayer must present the latest/current real property tax receipts to know whether the property involved is delinquent or updated</li> <li>• Receive the statement of account</li> <li>• Pay the tax/fee at the Cash Receipts Division and wait for the issuance of Official Receipt</li> </ul>	<ul style="list-style-type: none"> <li>• Compute and prepare the statement of account</li> <li>• Release the statement of account to the taxpayer</li> <li>• Receive the payment and issue Official Receipt to the taxpayer</li> </ul>	<ul style="list-style-type: none"> <li>• Tax due is 2% of the assessed value (BASIC and SEF)</li> <li>• Tax discount for advance and Prompt payment;</li> <li>•• Ten percent (10%) discount for prompt payment</li> <li>•• Ten percent (10%) discount for advanced payment</li> <li>• Failure to pay the BASIC real property tax and SEF upon the expiration of the period of the payment there shall be a 2% interest of every month of delay until the delinquent tax shall have fully paid but not to exceed 36 months or 72%</li> </ul>	<ul style="list-style-type: none"> <li>• 50 Minutes</li> </ul>	<p><b>Computation</b></p> <p><i>RG Laxamana M. Colcol J. Ranario L de Guzman A David W Reyes</i></p> <p><b>Collection</b></p> <p><i>L Baquing A Timbang L Quindara G Lugay S Bacnis A Suba</i></p>
	<b>Total</b>		<b>50 Minutes</b>	

<b>Office or Division:</b>	Local Revenue Operation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government (G2G)
<b>Who may avail:</b>	ALL



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>SECRETARY'S FEE OTHER CERTIFICATES</b>  • Order of payment from different Provincial Offices and other agencies		<ul style="list-style-type: none"> <li>• Provincial Agriculture Office</li> <li>• Provincial Assessor's Office</li> <li>• Provincial Engineer's Office</li> <li>• Provincial Equipment and Property Office</li> <li>• Provincial Human Resource Management Office</li> <li>• Provincial Treasury Office</li> <li>• Provincial Tourism Office</li> <li>• Provincial Cooperative Employees Development Office</li> <li>• Provincial Veterinarian's Office</li> <li>• Bids and Award Committee</li> <li>• City Engineer's Office</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• Secure Order of Payment from the different Provincial Offices and other agency/ies concerned</li> <li>• Receive the order of payment</li> <li>• Pay the tax/fee at the Cash Receipts Division and wait for the issuance of Official Receipt</li> </ul>	<ul style="list-style-type: none"> <li>• Review and check the assessment</li> <li>• Release the order of payment to the taxpayer</li> <li>• Receive the payment and issue Official Receipt to the taxpayer</li> </ul>	<ul style="list-style-type: none"> <li>• It depends on the computation made by the other Provincial Offices and other agency/ies</li> </ul>	<ul style="list-style-type: none"> <li>• 50 Minutes</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Personnel of other Provincial Offices and other agency</i></li> <li><b>Collection</b> L Baquing A Timbang L Quindara G Lugay S Bacnis A Suba</li> </ul>
<b>Total</b>			<b>50 Minutes</b>	

<b>Office or Division:</b>	Local Revenue Operation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government (G2G)
<b>Who may avail:</b>	Beneficiaries of government properties, Building Lessees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>GOVERNMENT LOTS AND BUILDING RENTAL</b>  • Approved Contract of Lease		• Legal Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• Receive the statement of account</li> <li>• Pay the tax/fee at the Cash Receipts Division and wait for the issuance</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare statement of account</li> <li>• Release the statement of account to the taxpayer</li> <li>• Receive the payment and issue Official</li> </ul>	<ul style="list-style-type: none"> <li>• It depends on the rate stipulated in the Contract of Lease</li> </ul>	<ul style="list-style-type: none"> <li>• 50 Minutes</li> </ul>	<ul style="list-style-type: none"> <li><b>Computation</b> RG Laxamana M. Colcol J. Ranario L de Guzman A David W Reyes</li> <li><b>Collection</b> L Baquing A Timbang L Quindara G Lugay</li> </ul>



of Official Receipt	Receipt to the taxpayer			S Bacnis A Suba
	<b>Total</b>	<b>None</b>	<b>50 Minutes</b>	

<b>Office or Division:</b>	Local Revenue Operation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government(G2G)
<b>Who may avail:</b>	Owner or administrator who have property/ies within the different municipalities of the province

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CADASTRAL COST				
• Title of Land		• Register of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• Present the Original Certificate of Title</li> <li>• Receive the order of payment</li> <li>• Pay the tax/fee at the Cash Receipts Division and wait for the issuance of Official Receipt</li> </ul>	<ul style="list-style-type: none"> <li>• Compute and prepare the order of payment</li> <li>• Release the Order of payment to the taxpayer</li> <li>• Receive the payment and issue Official Receipt to the taxpayer</li> </ul>	<ul style="list-style-type: none"> <li>• It depends on the rate fixed by Law</li> </ul>	<ul style="list-style-type: none"> <li>• 50 Minutes</li> </ul>	<p><b>Computation</b></p> <p>RG Laxamana M. Colcol J. Ranario L de Guzman A David W Reyes</p> <p><b>Collection</b></p> <p>L Baquing A Timbang L Quindara G Lugay S Bacnis A Suba</p>
	<b>Total</b>	<b>None</b>	<b>50 Minutes</b>	

<b>Office or Division:</b>	Local Revenue Operation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	Business Owners

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PERMIT FEE AND OTHER REGULATORY FEES				
• None		• None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>• Receive the Order of Payment</li> <li>• Pay the tax/fee at the Cash Receipts Division and wait for the issuance of Official Receipt</li> </ul>	<ul style="list-style-type: none"> <li>• Compute and prepare the order of payment</li> <li>• Release the Order of payment to the taxpayer</li> <li>• Receive the payment and issue Official Receipt to the taxpayer</li> </ul>	<ul style="list-style-type: none"> <li>Governor's Permit Fee</li> <li>• Manufacturer P 5,000.00</li> <li>• Piggery/Poultry P 3,000.00</li> <li>• Amusement Places P3,500.00</li> <li>• Franchise P 3,000.00</li> <li>• Printing P 3,000.00</li> </ul>	<ul style="list-style-type: none"> <li>• 50 Minutes</li> </ul>	<p><b>Computation</b></p> <p>RG Laxamana M. Colcol J. Ranario L de Guzman A David W Reyes</p> <p><b>Collection</b></p> <p>L Baquing A Timbang L Quindara G Lugay S Bacnis A Suba</p>
	<b>Total</b>	<b>P17,500.00</b>	<b>50 Minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Send to - <a href="mailto:PtoTarlac@gmail.com">PtoTarlac@gmail.com</a>
<b>How feedbacks are processed</b>	Fact Finding Investigation
<b>How to file a complaint</b>	Send to - <a href="mailto:PtoTarlac@gmail.com">PtoTarlac@gmail.com</a>
<b>How complaints are processed</b>	Refer to ARTA Committee
<b>Contact information of CSC, PCC, ARTA</b>	Oscar E. Gregorio Jr. – PTO Admin. Officer It shall also include the following hotline: <ul style="list-style-type: none"><li>• <b>8888</b> – Presidential Complaints Center</li><li>• <b>0908-8816565</b> – CSC Contact Center Ng Bayan</li><li>• <b>478-5093</b> – Anti-Red Tape Authority</li></ul>



**PROVINCIAL SCHOLARSHIP PROGRAMS  
OFFICE  
External / Internal Services**



# CITIZEN'S CHARTER

## 2021 (1<sup>st</sup> Edition)

### Scholarship Application

Provincial Ordinance No. 006-An ordinance establishing the tertiary education subsidy and strengthening the financial assistance for the tertiary education program of the Provincial Government of Tarlac.

<b>Office or Division:</b>	Provincial Scholarship Programs Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	College Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Latest Class Card, Report Card, or Transcript of Record reflecting a general weighted average of at least 85% or 2.0 for Level 1 and 80% or 2.5 for level 2 applicants; (Xerox and original at 1 copy)			Private Schools/Universities	
Certificate of Registration (Xerox and original at 1 copy)			Private Schools/Universities	
Certificate of Good Moral Character (Original at 1 copy)			Private Schools/Universities	
Barangay Clearance and Barangay Indigency: (Original at 1 copy)			Barangay Hall	
Social Case Study as assessed by the Department of Social Welfare and Development (DSWD); (Original at 1 copy)			<ul style="list-style-type: none"> <li>• Municipal Social Welfare and Development Office (MSWDO)</li> <li>• Provincial Social Welfare and Development Office (PSWDO)</li> </ul>	
Drug Test Report from a duly accredited Drug Testing Laboratory; (Original at 1 copy)			Drug Testing Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit scholarship form and requirements	1. Received scholarship form and check requirements	None	10 minutes	<i>Pearla T. Duldulao</i> <i>(Administrative Officer V)</i>  <i>Aico L. Mercado</i> <i>Raymart M. Tagasa</i> <i>Mylene P. Galinato</i> <i>(Administrative Aide II)</i>
2. Interview and assessment	2. Conduct Initial interview	None	10 minutes	<i>Pearla T. Duldulao</i> <i>(Administrative Officer V)</i>  <i>Aico L. Mercado</i> <i>Raymart M. Tagasa</i> <i>Mylene P. Galinato</i> <i>(Administrative Aide II)</i>
3. None	3. Review and assess application and requirements	None	10 minutes	<i>Pearla T. Duldulao</i> <i>(Administrative Officer V)</i> <i>Aico L. Mercado</i> <i>Raymart M. Tagasa</i> <i>Mylene P. Galinato</i> <i>(Administrative Aide II)</i>
4. None	4. Approval of application	None	1 day	<i>Provincial Governor</i>
5. None	5. Record and duplication of approved application form and requirements	None	5 minutes	<i>Aico L. Mercado</i> <i>Raymart M. Tagasa</i> <i>Mylene P. Galinato</i> <i>(Administrative Aide II)</i>
6. None	6. Prepare and process vouchers and payroll	None	5 minutes	<i>Pearla T. Duldulao</i> <i>(Administrative Officer V)</i>  <i>Aico L. Mercado</i> <i>Raymart M. Tagasa</i>



	6.1 Signature of Vouchers and Payroll	None	20 minutes	<i>Mylene P. Galinato (Administrative Aide II)</i>
	6.2 Cash advance of payroll (Pay Maya)	None	10 minutes	<i>Administrative Aide I Provincial Administrator Budget Officer Provincial Accountant Provincial Treasurer Local Treasury Operations Officer II Provincial Governor</i>
	6.3 Received Approved payroll	None	10 minutes	<i>Administrative Aide I Administrative Aide I</i>
7. Received Educational Assistance	7. Released of Educational Assistance (Pay Maya / Awarding of cash incentive [Free Covid])	None	8 hours	<i>Pearla T. Duldulao (Administrative Officer V)</i>  <i>Aico L. Mercado Raymart M. Tagasa Mylene P. Galinato (Administrative Aide II)</i>
	<b>Total</b>	<b>None</b>	<b>1 day, 9 hours and 20 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form located at the entrance of Provincial Government Office- Scholarship
<b>How feedbacks are processed</b>	Monthly, the Human Resource Management Office Staff open the drop box and compile all feedback forms found on it.
<b>How to file a complaint</b>	Answer the Client Complaint Form and drop it at the designated drop box located at the entrance of Provincial Government Office- Scholarship  Make sure to provide the following: <ol style="list-style-type: none"> <li>1. Name of the client</li> <li>2. Date (include time if possible)</li> <li>3. Person/employee Involved</li> <li>4. Complaint (Narrative)</li> </ol>
<b>How complaints are processed</b>	<ol style="list-style-type: none"> <li>1. The Human Resource Management Office opens the complaint drop box on a monthly basis and evaluates each complaint.</li> <li>2. The Human Resource Management Office shall start the investigation and forward to the relevant office for their explanation.</li> <li>3. The HRMO will give some feedback to the client about his/her complaint.</li> </ol>
<b>Contact information of CCB, PCC, ARTA, ADMINISTRATIVE AIDE II (3 Job Order)</b>	You may call the following office/persons for serious complaints or other information:  8888 – Presidential Complaints Center 09088816565 – Civil Service Commission Contact Center ng Bayan 478-5093 – Anti Red Tape Act Commission (Comments or Suggestion thru students) 09484681510 – Aico L. Mercado 09663986748 – Raymart M. Tagasa 09152038420 – Mylene P. Galinato





**PROVINCIAL COMPOSITE TASK FORCE  
OFFICE  
External / Internal Services**



# CITIZEN'S CHARTER

## 2021 (1<sup>st</sup> Edition)

### MISSION

To provide efficient and effective governance in the implementations of the Provincial Tax Code, illegal logging and Environmental laws and all other related laws for the general welfare of the Province.

### VISION

Promotion of honest and fair services by the Provincial Composite Task Force in the implementation of the Provincial Tax Code and all pertinent laws of the Environment consistent with the basic policy as embodied in the Local Government Code of 1991.

### QUARRY

The Provincial Composite Task Force assures that all activities undertaken by operators of a quarry permit are legal and within the means prescribed by existing laws.

<b>Office or Division:</b>		Provincial Composite Task Force		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Quarry Operation Staff/Driver		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition and Issue Slip		Provincial Treasury Office		
2. Permit/Certification		Provincial Environment and Natural Resources Office		
3. Google Map		Provincial Environment and Natural Resources Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>OFFICE:</b>				
1. Present the Requisition and Issue Slip, Google Map and Permit/ Certificate on to the person in-charge.	1. Received the Requisition and Issue Slip.	None	2 minutes	<i>Anna May Sanchez Crizel Doreen Tibi Russel Guiao</i>
2. Submit of their Production Report	2. Received the Production Report	None	2 minutes	<i>Anna May Sanchez Crizel Doreen Tibi Russel Guiao</i>
<b>FIELD/CONTROL POINT:</b>				
1. Present Delivery Receipt.	1. Check the Delivery Receipt and copy the delivery receipt and truck plate number.	None	3 minutes	<i>Leonard Bautista Edwin Concepcion Teejay Guzman Bayani Pertudo Jerome Villavicencio Tranquilino Antonio Roseclair Dizon Jayjay Suarez Jayson Hayagan Darwen Juliaono Jerome Pablo Victor Sanggalang Deomedis Pineda Racel Rueda Jesus Pascual Jerry Ponce William Yamoyam</i>



				Ronnie Espino Arnaldo Bucasas Randy Baluyot
	<b>Total</b>	<b>None</b>	<b>7 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form located at the entrance of the Provincial Composite Task Force office
<b>How feedbacks are processed</b>	Monthly, the Human Resource Management Office Staff open the drop box and compile all feedback forms found on it.
<b>How to file a complaint</b>	Answer the Client Complaint Form and drop it at the designated drop box located at the entrance of the Provincial Composite Task Force Office Make sure to provide the following: <ol style="list-style-type: none"> <li>1. Name of the client</li> <li>2. Date (include time if possible)</li> <li>3. Person/employee Involved</li> <li>4. Complaint (Narrative)</li> </ol>
<b>How complaints are processed</b>	<ol style="list-style-type: none"> <li>1. The Human Resource Management Office . opens the complaint drop box on a monthly basis and evaluates each complaint.</li> <li>2. The Human Resource Management Office shall . start the investigation and forward to the relevant office for their explanation.</li> <li>3. The HRMO will give some feedback to the client . about his/her complaint.</li> </ol>
<b>Contact information of CCB, PCC and ARTA</b>	You may call the following offices for serious complaints:  8888 - Presidential Complaints Center 09088816565 – Civil Service Commission Contact Center ng Bayan 478-5093 - Anti Red Tape Act Commission



**PROVINCIAL VETERINARY OFFICE**  
**External / Internal Services**



# CITIZEN'S CHARTER

## 2021 (1<sup>st</sup> Edition)

### 1. ANIMAL HEALTH SERVICES

Provide free veterinary health services like vaccinations, deworming, treatment, consultations, and other related activities to pet owners, livestock and poultry raisers and farmers in the Province of Tarlac.

<b>Office or Division:</b>		Provincial Veterinary Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Pet Owners, Livestock and Poultry Raisers, Farmers		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the animal	1. Interview the client to get the owner and animal profile	None	5 minutes	<i>Rosalinda L. Limos Maria Corazon B. Dayrit Rona Grace R. Ronquillo Amiel B. Delos Reyes</i>
2. None	2. Log-in information in the client information sheet	None	3 minutes	<i>Rosalinda L. Limos Maria Corazon B. Dayrit Rona Grace R. Ronquillo Amiel B. Delos Reyes</i>
3. None	3. History taking assessment and Physical Examination of the animal	None	10 minutes	<i>Dr. Maria Lorna S. Baculanta Dr. Jeneveve V. Suliva Dr. Elnalyn Y. Canlas Dr. Jophiel C. Aquino</i>
4. None	4. Conduct the desired services requested: - Vaccination* - Deworming* - Consultation - Surgical procedures** - Treatment and other animal health-related services <i>*Deworming and vaccination under the supervision of the veterinarian can be performed by the non-</i>	None	10 minutes – 60 minutes**	<i>Dr. Maria Lorna S. Baculanta Dr. Jeneveve V. Suliva Dr. Elnalyn Y. Canlas Dr. Jophiel C. Aquino Rosalinda L. Limos* Randel R. Bulatao* Ponciano O. De Guzman, Jr.*</i>



	<i>veterinarian technical staff</i> <i>**surgical procedures may take longer time</i>			
5. Received vaccination cards, drug prescription and date of follow up check-up	5. Issue vaccination cards, Drug prescriptions, Follow-up checkup and Client education	None	5 minutes	<i>Dr. Maria Lorna S. Baculanta</i> <i>Dr. Jeneveve V. Suliva</i> <i>Dr. Elnalyn Y. Canlas</i> <i>Dr. Jophiel C. Aquino</i>
	<b>Total</b>	<b>None</b>	<b>33 minutes – 1 hour and 23 minutes</b>	

## 2. GENETIC IMPROVEMENT SERVICES

Provision of high-quality semen from genetically superior breeds to improve the genetic make-up of their existing animals.

<b>Office or Division:</b>		Provincial Veterinary Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Small and Large Ruminant Raisers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for Artificial Insemination (AI) service	Received and approval of the request	None	5 minutes	<i>Randel R. Bulatao</i> <i>Ponciano O. De Guzman, Jr.</i>
Present the animal	History taking and assessment of the animal	None	15 minutes	<i>Randel R. Bulatao</i> <i>Ponciano O. De Guzman, Jr.</i>
None	Conduct artificial insemination	None	15 minutes	<i>Randel R. Bulatao</i> <i>Ponciano O. De Guzman, Jr.</i>
	<b>Total</b>	<b>None</b>	<b>35 minutes</b>	

## 3. ANIMAL QUARANTINE SERVICES

Checking, validation and inspection of shipments to prevent disease incursion leading to possible animal disease outbreak in the Province of Tarlac.

<b>Office or Division:</b>		Provincial Veterinary Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens G2B - Government to Businesses		
<b>Who may avail:</b>		Livestock and Poultry Raisers, Livestock and Poultry Traders, Farmers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Veterinary Health Certificate (VHC) (one original copy)		Provincial Veterinary Office		
Veterinary Shipping Permit (VSP) (one original copy)		Provincial Veterinary Office/Department of Agriculture – Bureau of Animal Industry		
One Photocopy of License to Operate (LTO) (one photocopy)		Department of Health – Food and Drug Administration		



Meat Inspection Certificate (MIC)/Certificate of Meat Inspection (COMI) (one original copy)		National Meat Inspection Service		
Livestock Handlers Certificate (one photocopy)		Department of Agriculture – Bureau of Animal Industry		
Accreditation of Transport Carrier (one photocopy)		Department of Agriculture – Bureau of Animal Industry		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present shipping documents	1. Validate the shipping documents and log-in the information of the shipment	None	10 minutes	<i>Emerson A. Dizon Christopher I. Manalo Gabriel C. Chua John Hay M. Cuaresma John Paul R. Magbalita Mike Angelo C. Antonio John Felipe R. Lasquite</i>
2. None	2. Conduct inspection of shipment	None	15 minutes	<i>Emerson A. Dizon Christopher I. Manalo Gabriel C. Chua John Hay M. Cuaresma John Paul R. Magbalita Mike Angelo C. Antonio John Felipe R. Lasquite</i>
<b>Total</b>		<b>None</b>	<b>25 minutes</b>	

#### 4. ISSUANCE OF SHIPPING DOCUMENTS

Provide shipping documents like Veterinary Shipping Permit (VSP) and Veterinary Health Certificate (VHC) to farm owners and livestock and poultry traders to transport live animals, meat and meat products and by-products.

<b>Office or Division:</b>		Provincial Veterinary Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Businesses		
<b>Who may avail:</b>		Farm Owners, Livestock and Poultry Traders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Farm Accreditation (one photocopy)		Department of Agriculture – Bureau of Animal Industry		
Blood Sample Laboratory Result (one photocopy)		Department of Agriculture – Bureau of Animal Industry Regional Animal Disease Diagnostic Laboratory Animal Disease Diagnostic and Reference Laboratory		
License to Operate (LTO) (one photocopy)		Department of Health – Food and Drug Administration		
Meat Inspection Certificate (MIC)/Certificate of Meat Inspection (COMI) (one original copy)		National Meat Inspection Service		
Official Receipt (OR)		Provincial Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for farm inspection	1. Received the request	None	5 minutes	<i>Randel R. Bulatao Ponciano O. De Guzman, Jr. Rosalinda L. Limos</i>



				<i>Tiara Ranza D. Regala Rona Grace R. Ronquillo Maria Corazon B. Dayrit</i>
2. None	2. Approval of request	None	5 minutes	<i>Dr. Maria Lorna S. Baculanta</i>
3. None	3. Conduct farm inspection (including the travel time)  <i>*Depending on the distance and location of the farm to the office</i>	None	180 minutes*	<i>Dr. Maria Lorna S. Baculanta Dr. Jeneveve V. Suliva Dr. Elnalyn Y. Canlas Dr. Jophiel C. Aquino Randel R. Bulatao Ponciano O. De Guzman, Jr. Rosalinda L. Limos</i>
4. Present shipping documents	4. Validate shipping documents	None	5 minutes	<i>Rosalinda L. Limos Tiara Ranza D. Regala Rona Grace R. Ronquillo Maria Corazon B. Dayrit</i>
5. Payment of necessary fees at the Provincial Treasury Office	5. Received payment of fees	P50.00 per piece of Shipping Permit or Veterinary Health Certificate	20 minutes	<i>Collecting Officer-in-charge at the Provincial Treasury Office</i>
6. Present Official Receipt of payment	6. Received and photocopy of Official Receipt	None	3 minutes	<i>Rosalinda L. Limos Tiara Ranza D. Regala Rona Grace R. Ronquillo Maria Corazon B. Dayrit</i>
7. Received shipping documents	7. Issued shipping documents	None	5 minutes	<i>Rosalinda L. Limos Tiara Ranza D. Regala Rona Grace R. Ronquillo Maria Corazon B. Dayrit</i>
8. None	8. Log-in in the record book the number of documents released and farm details with the name of the farm representative and its signature	None	4 minutes	<i>Rosalinda L. Limos Tiara Ranza D. Regala Rona Grace R. Ronquillo Maria Corazon B. Dayrit</i>
	<b>Total</b>	<b>Fifty Pesos (P50.00)</b>	<b>3 hours and 47 minutes</b>	

## 5. ROUTINE VETERINARY SERVICE





Provision of veterinary mass activity services like vaccinations, deworming, neutering, vitamin supplementation and Information Education Campaigns (IECs) to different Local Government Units (LGUs) and other Government and Non-Government Agencies.

<b>Office or Division:</b>	Provincial Veterinary Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Local and National Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Respective Local Chief Executives, Head of Offices/Agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit or present the Letter of Request	Accept and log in the request to the office log book	None	5 minutes	<i>Rosalinda L. Limos Tiara Ranza D. Regala Rona Grace R. Ronquillo Maria Corazon B. Dayrit</i>
Wait for the approval of the request	Assess the request and check for the availability of logistical support and time schedule	None	20 minutes	<i>Dr. Maria Lorna S. Baculanta</i>
	<b>TOTAL</b>	<b>None</b>	<b>25 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form located at the entrance of the Provincial Veterinary Office.
<b>How feedbacks are processed</b>	Monthly, the Human Resource Management Office Staff open the drop box and compile all feedback forms found on it.
<b>How to file a complaint</b>	Answer the Client Complaint Form and drop it at the designated drop box located at the entrance of the Provincial Veterinary Office.  Make sure to provide the following: 1. Name of the client 2. Date (include time if possible) 3. Person/ employee Involved 4. Compliant (Narrative)
<b>How complaints are processed</b>	1. The Human Resource Management Office opens the complaint drop box on a monthly basis and evaluates each complaint. 2. The Human Resource Management Office shall start the investigation and forward to the relevant office for their explanation. 3. The HRMO will give some feedback to the client about his/her complaint.
<b>Contact information of Provincial</b>	You may call the following offices for serious complaints: Dr. Maria Lorna S. Baculanta Provincial Veterinarian



<b>Veterinarian, CCB, PCC and ARTA</b>	+639 998 952 0038  8888 - Presidential Complaints Center 09088816565 – Civil Service Commission Contact Center ng Bayan 478-5093 - Anti Red Tape Act Commission
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**PUBLIC EMPLOYMENT  
SERVICE OFFICE  
External / Internal Services**



## CITIZEN'S CHARTER

### 2021 (1<sup>st</sup> Edition)

The Public Employment Service Office (PESO) is a non-fee charging multi-dimensional employment service facility or entity established in all Local Government Units (LGUs) in coordination with the Department of Labor and Employment (DOLE) pursuant to R.A. No. 8759 or the PESO Act of 1999 as amended by R.A. No. 10691.

The PESO aims to ensure prompt and efficient delivery of employment facilitation services as well as to provide timely information on labor market and DOLE Programs.

#### **MANDATE:**

The Provincial government of Tarlac has been committed and working hard to prioritize the employment needs of our citizenry and uplift human resources and development of the province since the unemployment and underemployment continue to be the perennial problems of the country and have repercussions on the Province of Tarlac and these problems can be attributed to various factors such as (1) inability of our economy to generate adequate jobs; (2) labor market imperfections; and (3) lack of information about labor market supply and demand.

Pursuant to RA 7160 or the Local Government Code of 1991, Section 76 states that every local government unit shall design and implement its own organizational structure and staffing pattern taking into consideration its service requirements and financial capability, subject to the minimum standards and guidelines prescribed by the Civil Service Commission and with the Memorandum Circular of CSC, MC No. 20, s.2019 approves the amendment of Qualification Standards for the Public Employment Service Office (PESO) positions in the Local Government Units (LGUs) pursuant to R.A. No. 8759, as amended by R.A. No. 10691.

Correspondingly, in accord with the DOLE Department Order No. 157-16 Series of 2016, issuance of Implementing Rules and Regulations of R.A. 8759, otherwise known as the Public Employment Service Act of 1999, as amended by Republic Act No. 10691.

Also, as stated in the DILG Memorandum Circular 2021-042 instituting the 2021 Seal of Good Local Governance (SGLG) that the PESO Institutionalization is part of the said criterion of SGLG.

In response to strengthening efforts and maximizing capabilities to efficiently reduce unemployment and underemployment in the province of Tarlac, there is a need to institutionalized the PUBLIC EMPLOYMENT SERVICE OFFICE (PESO) for the purpose of intensification, continuity (and legacy) of employment generation, and skills training & development program of the Provincial Government. Hence, producing highly competitive Tarlaqueño workforce having the "Right Skills for the Right Job" that would fit in the Labor Market both domestic and foreign. Furthermore, such creation of the said office will serve as "One Stop Shop" for Tarlaqueños pertaining accessibility to training, its manpower development service thru its TARLAC CENTER FOR LEARNING AND SKILLS SUCCESS (TCLASS) and placement opportunities.

Provincial PESO is a strong market-oriented PESOs which can respond to training and labor market needs of clientele while effectively making use of the



national network of PESOs. It further strengthens the overall national labor exchange system, which acts as a facilitation agency to address skills and employment mismatch and national employment promotion.

PESO's institutionalization provides the required formal status of a PESO, including the following benefits:

- Appropriate legal status provided by local lawmaking body
- Adequate staffing and funding for operations (annual budget appropriations)
- Proper training for its personnel (DOLE will invest more training resources)
- Effective systems, procedures, and linkages with markets and private employment service providers (interest in cooperation and investing time and even resources)
- Set up a network of relevant stakeholders
- Labour market information (LMI) is set in place which helps planning and monitoring in the area of employment and self-employment.

### **Linkage and Coordination**

The PESO shall be the only authorized focal office in behalf of the Provincial Government to coordinate with the Department of Labor and Employment (DOLE), including its attached agencies such as the Technical Education and Skills Development Authority (TESDA), Overseas Worker's Welfare Administration (OWWA), and the Philippine Overseas Employment Administration (POEA) and other line agencies for the purpose of technical assistance and coordination.

### **Vision and Mission of PESO.**

#### **Vision**

*The PROVINCIAL PUBLIC EMPLOYMENT SERVICE OFFICE (PESO) is envisioned to be the prime catalyst in assisting the Provincial Government to alleviate poverty through lessening unemployment and underemployment in the Province of Tarlac by producing a highly competent, productive, remunerative, and ethical Tarlaqueño workforce. Thus, ensuring that Job seekers' qualifications could match job opportunities in the job market both local and foreign.*

#### **Mission**

*The PROVINCIAL PUBLIC EMPLOYMENT SERVICE OFFICE (PESO) is a venue where job seekers and Private Recruitment agencies could converge and avail assistance for training and employment opportunities. A venue where Local government units and National Government agencies could promote various services and programs that are always available to the people that will assist them develop skills in different fields of specialization for much better employment opportunities.*

### **CORE Function of the PESO:**

1. Referral and Placement
2. Labor Market Information
3. Career Guidance and Employment Coaching
4. Livelihood Programs
5. Other Social Services
6. Manpower Development Program (TCLASS)

### **General Objectives of the PESO.**

– Generally, the PESO shall:

1. Provide a venue where client could avail simultaneously various employment services such as LMI, referrals, endorsement, entrepreneurial, livelihood and other services;
2. Provide a venue where Tarlaqueños could explore simultaneously various trainings (Soft Trade, Modular Trades, and Technical-Vocational courses) and placement options and actually seek assistance they prefer;
3. Serve as referral and information center for the various services and programs of DOLE, TESDA, POEA, and OWWA and other government agencies present in the area;
4. Provide clients with adequate information on available trainings, placement, and labor market situation in the area;



5. Network with other Public Employment Service Offices (PESOs) within the region on employment for job exchange purposes; and
6. Bring training and placement services closer to Tarlaqueños by expanding reach of existing programs and services.

### **Specific Objectives of the PESO**

1. The PESO shall provide Labor Market Information (LMI) services;
2. The PESO shall provide referral and placement services for local and overseas as well as private and civil service employment. In accordance with existing policies, rules and regulations;
3. The PESO shall provide training and vocational guidance and placement services;
4. The PESO shall promote self-employment through entrepreneurship and livelihood training program in close partnership and coordination with other offices such as the Department of Labor and Employment (DOLE) Provincial Cooperative and Enterprise Development Office (PCEDO), Department of Trade and Industry (DTI), Department of Science and Technology (DOST), and other related offices.
5. The PESO shall provide reintegration assistance to returning overseas Filipino workers (OFWs);
6. The PESO shall likewise perform other functions analogous to the above including programs or activities which is offered by TESDA pertaining Skills Training and Manpower development, and programs or activities developed by the DOLE to enhance provision of employment assistance to clients, particularly for special groups of disadvantaged workers such as persons with disabilities (PWDs) and displaced workers.
7. The PESO shall perform such other tasks related to its functions and to undertake pertinent assignment and duties as may be assigned and/or requested by the Provincial Governor.
8. In addition to the foregoing, the PESO shall undertake the following programs and activities:
  - a) Local Recruitment Activity (LRA)
  - b) Special Recruitment Activity (SRA)
  - c) Job Fair and Virtual Job Fair
  - d) Special Credit Assistance for Placed Overseas Workers
  - e) Special Program for the Employment of Students (SPES)
  - f) Service for the Youth eLearning Assistance Program (SYAP)
  - g) Tulong Pangkabuhayan para sa mga Disadvantaged/Displaced Workers (TUPAD)
  - h) Free Bisikleta (Freebis)
  - i) Work Appreciation Program (WAP)
  - j) Livelihood Training Program and Self-Employment
  - k) Vocational and Career Guidance Program
  - l) Employment Coaching
  - m) Government Internship Program (GIP)
  - n) Entrepreneurial Development Program (EDT)
  - o) Labor Education for Graduating Students (LEGS)
  - p) Anti-Illegal Recruitment Program
  - q) Child-Labor Program
  - r) Mobile Passport Service
  - s) MaYap Scholarship Program
  - t) Project HOPE
  - u) Unified TVET Program Registration and Accreditation Systems (UTPRAS)
  - v) Competency Assessment and Certification (CAC)
  - w) Competency Assessment and Certification for Workers (CACW)
  - x) Compliance and Inspection Audit for TVIs
  - y) Universal Access for Quality Tertiary Education Act (UAQTEA)
  - z) Training for Work Scholarship Program (TWSP)
  - aa) Special Training for Employment Program (STEP)



- bb) Community Based Training Program (CBT)
- cc) PGT Farmers Internship Program
- dd) Youth Apprenticeship Program (YAP)
- ee) Security Training Program
- ff) Caravan of Services

Other programs and activities designed to enhance the provision of employment assistance to PESO's clients including Persons with Disabilities (PWDs), displaced workers and working from the disadvantage sectors.

## Services Offered by Public Employment Service Office:

### 1. Labor and Employment Services

- Employment assistance to all walk-in Job seekers from the province

<b>Office or Division:</b>		Public Employment Service Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		All walk-in jobseekers who want to avail local and overseas job opportunities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Present updated Resume with 1x1 picture and valid Identification		walk-in jobseekers		
2. Photocopy of National Certificate II (if available)		Technical Education and Skills Development Authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register client on-line at our Peso Employment Information System (PEIS)	Assist the client during on-line registration	none	30 minutes	<i>Narlson Garcia Administrative Aide II</i>  <i>Grace Domingo Admin Asst. II</i>
2. Submit resume at counter 1, 2 or 3 for evaluation and job matching	Received resume and provide client with adequate information on the available Local and overseas job vacancies and Labor Market Information	none	20 minutes	<i>Narlson Garcia Administrative Aide II</i>  <i>Rosario Eileen Cullarin Community Affairs Officer II</i>
3. Wait for the Issuance of referral letter (for local employment)	Prepare the referral letter for recommendation to Local company	none	15 minutes	<i>Grace Domingo Admin Asst. II</i> <i>Rosario Eileen Cullarin Community Affairs Officer II</i>
4. Wait for the schedule of orientation (for overseas employment)	Inform applicants on the schedule of the orientation	none	15 minutes	<i>Grace Domingo Admin Asst. II</i>
	<b>TOTAL</b>	none	80 minutes	

### A. Local Recruitment Activity (LRA)

Conduct assistance on employment interview as to set schedule

<b>Office or Division:</b>		Public Employment Service Office
<b>Classification:</b>		Simple
<b>Type of Transaction:</b>		Government to Citizen
<b>Who may avail:</b>		All jobseekers who want to avail of local job opportunity



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Present updated Resume with Identification and 2x2 picture		Jobseekers		
2.National Certificate II (if available)		Technical Education and Skills Development Authority		
3.Certificate of employment		Previous employment company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register applicant for evaluation and interview	Assist applicant in filling out evaluation forms	none	10minutes	<i>Narlson Garcia Administrative Aide II Grace Domingo Admin Asst. II</i>
2.submit resume to the scheduled company conducting the activity for interview/exam	Assist in the conduct of interview and exams	none	20minutes	<i>Narlson Garcia Administrative Aide II  Grace Domingo Admin Asst. II</i>
3. Submit the list of requirements if qualified and wait for further notice of the company	Follow-up applicants as to the status of their employment	none	30 minutes	<i>Grace Domingo Admin Asst. II  Rosario Eileen Cullarin Community Affairs Officer II</i>
<b>Total</b>		<b>none</b>	<b>60minutes</b>	

## B. Special Recruitment Activity (SRA)

Individual Conduct on employment interview as to their set schedule

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All jobseekers who want to apply abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Present updated Resume with 1x1 picture		Jobseekers		
2.Photocopy of Passport (all pages)		Department of Foreign Affairs		
3.Photocopy of National Certificate II ( if available)		Technical Education and Skills Development Authority		
4.Certificate of employment when needed (Xerox only)		Previous employment company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register applicant for evaluation and interview	Assist applicant in filling out evaluation forms	none	15minutes	<i>Narlson Garcia Administrative Aide II  Grace Domingo Admin Asst. II</i>
2.submit resume to the scheduled Agency for Interview	Received resume for checking list of requirements	none	20minutes	<i>Narlson Garcia Administrative Aide II  Grace Domingo Admin Asst. II</i>
3. Submit list of requirements if qualified and Wait for the approval of visa from embassy	Follow-up to Agency as to the status of their deployment	none	30 days	<i>Grace Domingo Admin Asst. II  Rosario Eileen Cullarin Community Affairs Officer II</i>



	<b>Total</b>	<b>none</b>	<b>30days and 35minutes</b>	
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### c. Special Program for Employment of Students (SPES)

Aims to help the poor but deserving enrolled students to continue their education by providing employment all year round and gain income to augment their studies.

<b>Office or Division:</b>	Public Employment Service Office
<b>Classification:</b>	complex
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	All enrolled students between 15-30 years old

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1.Submit 2 sets of Resume with (3pcs) 2x2 Picture attached	Students
2.Photocopy of recent school identification card	Issued by recent school attended
3.Birth Certificate (photocopy)	Local Civil Registrar
4.Bureau of Internal Revenue certificate of Tax Exemption (if parent is not employed) (if mother is married to another man Marriage Contract and Income Tax Return will be submitted)	Bureau of Internal Revenue
5.Income Tax Return (if parent is employed) with net income of P139,200.00 for both wage earner parents	Bureau of Internal Revenue
6.Barangay Certificate of Indigency for low-income earner with dry seal (it also depends on the occupation of parents indicated on the Birth Certificate)	From their respective barangay
7.Barangay Clearance if necessary	From their respective barangay
8.For High school student Photocopy of Form 138 as of 3 <sup>rd</sup> grading period of the present school year	School Registrar of the present school attended
9.For college photocopy of Report of Grades or a photocopy of the complete set of academic class cards and enrollment registration for validation purposes per semester A. 1 <sup>st</sup> semester of present year for a student-applicant whose employment will be in March to June of the present year B. 2 <sup>nd</sup> semester of present year for a student applicant whose employment will be in July of present year onwards regardless of their date of application/registration in the absence of the above a certification from the school of his/her passing general average or General weighted average for the said school year. (NO FAILING GRADES IS ALLOWED) C. For out of school youth who will enroll original copy of certification as Out of School Youth in letterhead with dry seal D. For High school students submit Certificate of Enrollment or Official Receipt E. For College Students submit Official Receipt/Certificate of Registration F. For those SPES beneficiaries who failed to enroll the next school year shall submit a letter of request address to the Department	School Registrar of the present school attended





of Labor and Employment Regional Director stating the reason/s of his/her failure to pursue his/her education which shall be recommended with the Public Employment Service Office after due verification				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register student applicant for evaluation and requirements	Assist applicant in filling out application forms	none	15 minutes	<i>Ronnie Talino Administrative Aide II</i>
2. Submit requirements for interview	Receive and review application with all the list of requirements for the completeness of the transaction	none	20 minutes	<i>Department of Labor and Employment/Administrative Aide IV</i>
3. Wait for the schedule of SPES orientation	Arrange schedule of Orientation	none	10 days	<i>Department of Labor and Employment/Administrative Aide IV  Ronnie Talino Administrative Aide II</i>
4. Attend Orientation on the first week of April after the end of semester for summer	Conduct Orientation and signing of DOLE-SPES Employment contract before the start of summer employment	none	15 days	<i>Ma. Luzviminda Lalu Administrative Aide II  Ronnie Talino Administrative Aide II  Maria Lira U. Reyes PESO OIC</i>
	<b>Total</b>	<b>none</b>	<b>25 days and 35minutes</b>	

#### D. Job Fair

Aimed to fast track the meeting of job applicants and Employers (Local and Overseas) in one venue.

<b>Office or Division:</b>	Public Employment Service Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Business
<b>Who may avail:</b>	All qualified Business Establishments/Agencies Local and Overseas who wants to join the JOB FAIR
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Company Profile (photocopy)	Requesting Company
2. Job vacancies	Requesting Company
3. Phil-jobnet Certificate (screen shot)	<a href="https://philjobnet.gov.ph">https://philjobnet.gov.ph</a>
4. Bureau of Internal Revenue Certificate of Registration (photocopy)	Bureau of Internal Revenue
5. Any of the following (Photocopy):	Requesting company



a. Department of Trade and Industry/Securities and Exchange Commission registration b. Cooperative Development Authority (CDA) Certificate for cooperative c. Department of Labor and Employment license for Local Private Recruitment and Placement Agency (PRPA) d. Philippine Overseas Employment Agency License for Overseas Recruitment and Placement Agency (RPA) e. Department of Labor and Employment Registration of Contractors/sub-contractors f. Business/Mayor's Permit				
6. Letter of Intent		Requesting company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter of request to join in the upcoming scheduled Job Fair thru e-mail	Consolidate /review request and send thru e-mail letter of invitation with attached confirmation slip and job vacancies form	none	2 days	<i>Narlson Garcia Administrative Aide II</i>  <i>Grace Domingo Admin Asst. II</i>
2. Submit confirmation slip with attached list of job vacancies	Received confirmation slip and list of job vacancies for job posting and info dissemination	none	2 days	<i>Administrative Assistant IV/Community Affairs Officer II/Administrative Aide II/ Administrative III</i>
3. Register during the conduct of JOB FAIR	Assist Locators on the registration and their designated post during the conduct of Job Fair	none	10minutes/locator	<i>Narlson Garcia Administrative Aide II</i> <i>Grace Domingo Admin Asst. II</i> <i>Ma. Luzviminda Lalu Administrative Aide II</i> <i>Ronnie Talino Administrative Aide II</i> <i>Maria Lira U. Reyes PESO OIC</i>
4.proceed with Interviewing of job applicants	Monitoring of on-going interview (if there are hired on the spot)	none	10minutes/applicant	<i>Ronnie Talino Administrative Aide II</i> <i>Grace Domingo Admin Asst. II</i>
5.Applicants hired on the spot were reported immediately by the company	Review and tally results of interviewed applicants per company	none	4 hours	<i>Ronnie Talino Administrative Aide II</i> <i>Grace Domingo Admin Asst. II</i>
6. submit/ accomplished terminal report	Prepared Post summary Report right after the	none	2 hours	<i>Narlson Garcia Administrative Aide II</i>



duly signed by the Employer	conducted Job Fair			Grace Domingo Admin Asst. II Ma. Luzviminda Lalu Administrative Aide II Ronnie Talino Administrative Aide II Maria Lira U. Reyes PESO OIC
	<b>Total</b>	<b>none</b>	<b>4 days,6hours and 20minutes</b>	

## 2. Manpower Development Services

- Provides skills development training and national assessment as prescribed by the Technical Education and Skills Development Authority.

### Training (TCLASS)

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Tarlagueños ages 18 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p><b>High School Graduate:</b></p> <ol style="list-style-type: none"> <li>1. High School Report Card (Form 138)</li> <li>2. Good Moral Character</li> <li>3. PSA Birth Certificate</li> <li>4. Medical Certificate</li> <li>5. 3 pcs passport size and 4 pcs 1x1 size picture white background</li> <li>6. Long Brown Envelope with Clear Plastic Case</li> </ol> <p><b>College Graduate/ Transferee:</b></p> <ol style="list-style-type: none"> <li>1. Official Transcript of Records</li> <li>2. PSA Birth Certificate</li> <li>3. Medical Certificate</li> <li>4. 3 pcs passport size and 4 pcs 1x1 size picture white background</li> <li>5. Long Brown Envelope with Clear Plastic Case</li> </ol>			TCLASS Registrar Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire at the TCLASS Registrar's Office for the availability of course.	Explain available courses and give requirements and set schedule of submission.	none	15 minutes	Nathanael Alconcel Admin Aide li Charles Ramirez Admin Aide li Mylene Eustaquio Registrar/Senior Administrative Assistant li
2. Submission of complete requirements.	Fill out Learner's Profile form and notify for the date of orientation or induction program or for Mayap	none	45 minutes	Nathanael Alconcel Admin Aide li  Charles Ramirez Admin Aide li



	Scholarship for Enrollment.			
3. Enrollment of trainees.	Signing of Voucher for TESDA Scholars  Receive payment for MaYap Scholarship	None for TESDA Scholarship With payment for MaYap Scholarship	20 minutes	<i>Nathanael Alconcel Admin Aide li</i> <i>Charles Ramirez Admin Aide li</i> <i>Janice Ann Pascual Admin Aide lii/ Cashier</i> <i>Maria Lira U. Reyes Admin Officer V/Finance Office</i>
4. Conduct of Orientation or Induction Program	Fill out attendance, discuss training program and notify sched of start of training.	None	3 hrs	<i>Nathanael Alconcel Admin Aide li</i> <i>Charles Ramirez Admin Aide li</i> <i>Mylene Eustaquio Registrar/Senior Administrative Assistant li</i> <i>Tesda Representative for The Induction Program.</i>
5. Conduct of training.	Implementation of training, following module of instruction prescribed by TESDA, accomplishing requirements for the training and scholarship.	None	Depends on the Incubation of training course.	<i>Registered Trainer</i>  <i>Nathanael Alconcel Admin Aide li</i>  <i>Charles Ramirez Admin Aide li</i>
6. Submission of Reports and documents.	Accomplishing data, documents and reports	None	6 hours	<i>Nathanael Alconcel Admin Aide li</i> <i>Charles Ramirez Admin Aide li</i> <i>Mylene Eustaquio Registrar/Senior Administrative Assistant li</i>
7. Releasing of Certificate of Achievement.	Distribution of Certificate of Achievement.	None	1 hour	<i>Nathanael Alconcel Admin Aide li</i> <i>Charles Ramirez Admin Aide li</i> <i>Aarold Bryan Dadiz Admin Aide Iv</i> <i>Mylene Eustaquio Registrar/Senior Administrative Assistant li</i> <i>Maria Lira Reyes Admin Officer V/School Administrator</i>
8. Endorsement of graduate	Give Endorsement	None	1 hour	<i>Mylene Eustaquio</i>



trainees for National Assessment and employment.	letter to Assessment Center and PESO.			<i>Registrar/Senior Administrative Assistant II Maria Lira Reyes Admin Officer V/ Assessment Center Manager/Peso Oic</i>
	<b>Total</b>	<b>None</b>	<b>12 hours and 20 minutes Plus, incubation period of training</b>	

### Assessment (TCLASS)

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Tarlaqueños ages 18 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Filled Out Application Form Filled Out Self-Assessment Guide 3 pcs. Passport size picture white background Valid Id Driver's License (optional)			TCLASS Assessment Center	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire at TCLASS Assessment Center Office and apply for assessment.	Explain available courses for assessment and give requirements and set schedule of submission.	none	15 minutes	<i>Krisha Joy Guevarra TCLASS Processing Officer/Admin Asst II</i>
2. Submission of requirements and duly accomplished form.	Receive complete requirements and endorse for payment.	none	45 minutes	<i>Krisha Joy Guevarra TCLASS Processing Officer/Admin Asst II</i>
3. Pay the Assessment Fee at the Assessment Center Cashier and get Official Receipt and Admission Slip.	Pay the Assessment Fee as prescribed in TESDA Schedule of Cost.	None for TESDA Scholarship With payment for walk in candidate and MaYap Scholars.	20 minutes	<i>Janice Ann Pascual Admin Aide III/ Cashier  Maria Lira U. Reyes Admin Officer V/Finance Office</i>
4. Be present at the scheduled date and assigned venue of assessment indicated in the Admission	Implementation of Assessment process.	None	8 hrs	<i>Accredited Assessor Krisha Joy Guevarra TCLASS Processing Officer/Admin Asst II</i>



Slip. Don't forget to bring your admission slip on your assessment date.				TESDA Representative Maria Lira U. Reyes Admin Officer V /TCLASS Assessment Center Manager
5. Get the Competency Assessment Result Summary (CARS) at the Assessment Center.	Feedbacking of Assessor before releasing of CARS	None	30 min	Accredited Assessor Krisha Joy Guevarra TCLASS Processing Officer/Admin Asst II TESDA Representative Maria Lira U. Reyes Admin Officer V /TCLASS Assessment Center Manager
5. Assessment passers can claim their National Certificate (NC)/ Certificate of Competency (COC) seven (7) working days after application for the issuance of COC/NC.	Check CARS and Release National Certificate	With Fee (National Certificate)	30 min	TESDA Releasing Officer  TESDA Assessment Focal  John Paul Tanhueco TCLASS Liaison Officer
	<b>Total</b>		<b>10 hours and 20 minutes</b>	

### Project HOPE

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Tarlaqueños ages 18 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request – 2 copies, Letter must be addressed to Gov. Susan Yap, must be signed by Authorized person/ Focal person, must have contact person and contact number as reference			Focal person conducting the training/ Barangay/School/Company Coordinator	
2. List of Trainees/participants with photocopy of valid i.d.			Barangay/School/Company Coordinator duly signed by Authorized person	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Letter of Request attached with the list of trainees.	Received and Review/Check the request letter.	none	15 minutes	John Paul Tanhueco, Arrchimedees Pineda, Mark Jaysaer Tagata



				<i>TCLASS District Coordinator Mylene Eustaquio TCLASS Training Supervisor</i>
2. Wait for the scheduling of request training	Explain the schedule and availability of budget and schedule of the trainer	none	45 minutes	<i>Arnold Avila Senior TCLASS Coordinator  Mylene Eustaquio TCLASS Training Supervisor</i>
	<b>TOTAL</b>	<b>none</b>	<b>60 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Feedbacks are written on a feedback form and can be dropped in the designated drop box located at the admin office or can be sent personally to the management.
<b>How feedbacks are processed</b>	Feedbacks are relayed to the management for study.
<b>How to file a complaint</b>	Complaints are submitted to the management for recording, investigation, assessment, analysis and evaluation.
<b>How complaints are processed</b>	After series of investigation, assessment, analysis and evaluation, management will act or fix the complaint submitted.
<b>Contact Information of CCB, PCC, ARTA</b>	<p>Mylene S. Eustaquio  <i>PESO Senior Administrative Assistant II, TCLASS Registrar, Training Supervisor</i>            Contact No: 09209776978            Email ad: <a href="mailto:myeeustaquio@gmail.com">myeeustaquio@gmail.com</a></p> <p>Maria Lira U. Reyes  <i>PESO OIC, TCLASS School Administrator, TCLASS Assessment Center Manager</i>            Contact No: 09209776974            Email ad: <a href="mailto:lirareyes37@gmail.com">lirareyes37@gmail.com</a></p>



**PROVINCIAL ADMINISTRATOR OFFICE**  
**External / Internal Services**





# CITIZEN'S CHARTER

## 2021 (1<sup>st</sup> Edition)

### I. MANDATE

The Local Government Code (LGC) of 1991 Mandates that all provinces and cities appoint an Administrator (optional for Municipalities). The Administrator considered the alter ego of the local chief executive, the appointee should know by heart the vision and policy agenda of his Governor. Choosing the right administrator is one of the most critical decisions of a local chief executive.

### II. SERVICE PLEDGE

The administrator shall take charge of the Office of the Administrator and shall:

- Develop plans and strategies for approval of the Governor and upon their approval, implement them, particularly those involving the management and administration of programs and projects that the Governor is empowered.
- Assist in the coordination of the work of all LGU officials, under the supervision, direction, and control of the Governor for this purpose, convene the chiefs of offices and other officials of the LGU when needed
- Established and maintain a sound personnel program that will promote career development and uphold the merit principle in the local service.
- Direct the continuing organizational development of the LGU and institute effective administrative reforms.
- Be in the frontline of the delivery of administrative support services, particularly during and after man-made and natural disasters and calamities.
- Exercise other powers and perform other duties and functions prescribed by law or ordinance.

### REQUIRES SIGNATURE and/ or COUNTER SIGN

Received various documents from Provincial Government Offices

<b>Office or Division:</b>	Office of the Provincial Administrator
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business Entity
<b>Who may avail:</b>	All Natural and Juridical Persons
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Purchase Request               <ol style="list-style-type: none"> <li>1. Proposal / Approved request from the Governor (1 original copy per PR transaction)</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>1. End user/Requesting Office/Provincial Governor Office</li> </ol>



<ol style="list-style-type: none"> <li>2. Certificate on Appropriations, Funds and Obligation of Allotment (CAFOA)</li> <li>3. Project Procurement Management Plan / Project Procurement Management Plan Certification</li> </ol>	<ol style="list-style-type: none"> <li>2. End user/Requesting Office/Budget Office</li> <li>3. End user/Requesting Office</li> </ol>
<ul style="list-style-type: none"> <li>• Purchase Order / Contract</li> </ul> <ol style="list-style-type: none"> <li>1. Abstract of Bid /Proposal of Bidding</li> <li>2. Purchase Order/Contract</li> <li>3. Proposal / Canvass</li> <li>4. Sales Invoice</li> <li>5. If Projects:             <ol style="list-style-type: none"> <li>a. Affidavit of undertaking / Approved Program of Works</li> </ol> </li> <li>6. If Repair &amp; Maintenance of Heavy Equipment / Service Vehicles:             <ol style="list-style-type: none"> <li>a. History Service Report</li> <li>b. Job Orders</li> <li>c. Pre- Repair Report</li> <li>d. Inspection Report</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. Bids and Award Committee</li> <li>2. End user/Requesting Office/Supplier</li> <li>3. End user/Requesting Office</li> <li>4. Supplier</li> <li>5. Preferably Provincial Engineer's Office/Contractor</li> <li>6. Preferably Provincial Equipment and Pool Office/General Services Office</li> </ol>
<ul style="list-style-type: none"> <li>• Disbursement Vouchers:             <ol style="list-style-type: none"> <li>1. Financial Assistances</li> <li>2. Reimbursement</li> <li>3. Scholarship</li> <li>4. Contract of Services (Consultants/Contractual)</li> <li>5. Repair &amp; maintenance services (Motor Vehicles/ Office Equipment's &amp; Machineries)</li> <li>6. Utility Bills/Telecommunications</li> <li>7. Payments of Bank's Term Loan</li> <li>8. Payments of Remittances to Bureau of Internal Revenue &amp; other agencies</li> <li>9. Cash Advances / Petty Cash</li> <li>10. Payment of various Procurement/ Infrastructure Projects</li> </ol> </li> </ul> <p>with supporting documents for Bidding/Small Value Procurement/Shopping/Agency to Agency Procurement but not limited to:</p> <ol style="list-style-type: none"> <li>a. Performance Bond (Purchase Request amount of 50 thousand Above)</li> <li>b. Inspection Report</li> <li>c. Attendance</li> <li>d. Pictures/Lay-out</li> <li>e. Accomplishment Report</li> <li>d. Checks</li> </ol> <p>Payroll with the following attachments:</p> <ol style="list-style-type: none"> <li>1. CAFOA</li> <li>2. Proposal</li> <li>3. Plantilla (Job Order/ Casual/ Permanent)</li> <li>4. Approved Application Leave</li> <li>5. Travel Order</li> <li>6. Daily Time Record</li> <li>7. Approved Certification for overtime pays</li> <li>8. Accomplishment Report</li> </ol>	<ol style="list-style-type: none"> <li>1. End user/Requesting Office</li> <li>2. Supplier/Contractor</li> <li>3. End user/ Accounting Office /General Services Office</li> <li>4. End user/ Requesting Office</li> <li>5. Treasury Office/PA Office</li> <li>6. Provincial Human Resource Management Office</li> <li>7. End user/Budget Office</li> <li>8. End user/ Requesting Office/ Provincial Human Resource Management Office</li> </ol>



<ul style="list-style-type: none"> <li>• Requisition of Fuel           <ol style="list-style-type: none"> <li>1. Trip Ticket</li> <li>2. Travel Order</li> <li>3. Requisition Slip</li> <li>4. Preparation of documents (Purchase Request, Purchase Order, Disbursement Voucher, Fuel Consumption Report) for the payment of Fuel/gas</li> </ol> </li> </ul>		Provincial Administrator 's Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Received Communications but not limited to the following:</b> Request Letters/ Project Proposals/ Sangguniang Panlalawigan Resolution & Ordinances/ Executive Orders/ Memorandum/ Notice of Hearing/ Emergency Purchases Request/ Travel Orders/ Summary Reports/ Accomplishment Reports for signature of the Provincial Administrator/ Communications/ Reports to be submitted to other government agencies/ Application for Leave/ Clearance Form/ Obligation Requests/ Labor Payroll	1. Received the various communications.	None	10 minutes	<b>Receiver:</b> <i>Mary Ann Guzman</i>  <b>Evaluator:</b> <i>Santa Ana Roma</i>  <b>Approval/ Disapproval:</b> <i>Eng. Roberto P. Ventura</i>
	2. Recording and Filing of received documents in the data base/ logbook.		5 minutes	
	approved memorandums (will disseminate in different offices)		1 hour	
	3. Will forward to the Evaluator for prior approval of the Provincial Administrator		15 minutes	
	4. For Approval and/or recommendation of the Provincial Administrator		15 minutes	
5. Releasing of approved/disapproved documents				
<b>Processed Purchase Requests</b> (Procurement of Goods and services, Supplies & Materials, Heavy Equipment's, Service Vehicles, services)  Program of Works (Infrastructure Projects)	1. Received the various processed Purchase Requests	None	3 minutes	<b>Receiver:</b> <i>Roma Amor Tongol / Marc Anthony King</i>  <b>Evaluator:</b> <i>Cherry Pasion</i>  <b>Reviewer:</b> <i>Teresita S. Lasco</i>
	Checking of Project Procurement Management Plan and certification attachments (if none, Purchase requests will not receive)		10 minutes	
	2. Recording and Filing of		5 minutes	



	<p>received purchase requests in the data base/ logbook.</p> <p>3. Will forward to the Evaluator (Supervising Administrative Officer) prior to the approval and /or counter sign of the Provincial Administrator</p> <p>4. Forwarded to PGO for Review and Provincial Governor Signature/ Approval</p> <p>5. Upon Approval of the Provincial Governor on the documents it will be released to the Bids and Award Committee</p>		<p>5 minutes</p> <p>2 hours</p> <p>5 minutes</p>	<p><b>Recommending Approval:</b> Eng. Roberto P. Ventura</p> <p><b>Approval/ Disapproval:</b> Governor Susan A. Yap</p> <p><b>Releasing:</b> Cherry Pasion/ Marc Anthony King</p>
<p><b>Processed Disbursement Voucher</b> (Various Payments of Goods, Services &amp; Infrastructure Projects)</p>	<p>1. Receiving and sorting of various processed Disbursement Vouchers</p> <p>2. Recording of received Disbursement Vouchers in the data base/ logbook.</p> <p>3. To be reviewed by the Supervising Administrative Officer then to be signed or countersigned by the Provincial Administrator</p> <p>4. Forwarded to PGO for Review and Provincial Governor's Signature</p>	None	<p>2 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>2 hours</p>	<p><b>Receivers:</b> Mary Ann Guzman / Marc Anthony King</p> <p><b>Evaluator/ Officer-in-charge</b> Teresita S. Lasco</p> <p><b>Recommending Approval/ Disapproval:</b> Engr. Roberto P. Ventura</p> <p><b>Approval/ Disapproval:</b> Provincial Governor</p> <p><b>Releasing:</b> Cherry Pasion/ Marc Anthony King</p>



	5. Signed documents by the Provincial Governor will be logged then, will be released to the Provincial Treasury Office		5 minutes	
<b>Processed Disbursement Voucher with attached check</b> (Various Payments of Goods, Services & Infrastructure Projects)	1. Received the various processed Disbursement Voucher with attached Check	None	2 minutes	<b>Receiver:</b> Roma Amor Tongol / Mary Ann Guzman  <b>Reviewer:</b> Teresita S. Lasco  <b>Approval/ Disapproval:</b> Engr. Roberto P. Ventura  <b>Releasing:</b> Marc Anthony King/ Roma Amor Tongol
	2. Recording of received disbursement vouchers with attached check in the data base/ logbook.		5 minutes	
	3. Review the documents prior to the counter signing of the Provincial Administrator		5 minutes	
	4. Approval and countersigning of checks of the Provincial Administrator		5 minutes	
	5. Releasing of signed checks to the Provincial Treasury Office			
<b>Preparation of documents for the payments of communication &amp; utility bills:</b> 1. Certificate on Appropriation, Funds, and Obligation of Allotment (CAFOA) 2. Disbursement Voucher (Requesting Office) 3. Check	1. Downloading of Statement of Accounts	None	Downloading: Maximum of 1 day	<b>Preparation &amp; processing:</b> Elnie R. Ugalino  <b>Reviewer:</b> Teresita S. Lasco
	2. Preparation of CAFOA, Disbursement voucher		30 minutes	
	3. For Signature of the Provincial Administrator (General Fund), in case of Trust for signature to account holder/ end user		10 minutes	
	4. Upon signature, it will be released to Provincial Budget Office (General Fund),			



	<p>and Accounting Office (Trust Fund)</p> <p>5. Upon processed, the disbursement voucher will be for approval of the authorized representative</p> <p>6. It will be forwarded to Provincial Treasury Office for preparation of Check</p> <p>7. Upon received of disbursement voucher with check, proper recording will be made on the document to be reviewed by the Supervising Administrative Officer prior to the counter signing of the Provincial Administrator</p> <p>8. Approval and countersigning of the check/s</p> <p>9. Releasing of Approved checks to the Provincial Treasury Office</p> <p>10. Extend assistance for complaints, renewals of contracts, delivery of units, verification of posting of payments</p>		<p>30 minutes</p> <p>5 minutes</p> <p>15 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p><b>Approval/ Disapproval:</b> Michelle H. Payabyab</p> <p><b>Receiver:</b> Roma Amor Tongol / Mary Ann Guzman</p> <p><b>Reviewer:</b> Teresita S. Lasco</p> <p><b>Approval/ Disapproval:</b> Engr. Roberto P. Ventura</p> <p><b>Releasing:</b> Elnie R. Ugalino / Roma Amor Tongol</p>
<p><b>Preparation of documents for the payments of Bank Amortization Loans:</b></p> <p>1. CAFOA</p> <p>2. Disbursement Voucher (Requesting Office)</p>	<p>1. Downloading of Statement of account from Bank Lending Office</p> <p>2. Prepare CAFOA, disbursement voucher</p> <p>3. Review on prior approval</p>	<p>None</p>	<p>1 day</p> <p>15 minutes</p>	<p><b>Preparation &amp; processing:</b></p> <p>Jenny S. Tua / Anita L. Suba</p> <p><b>Reviewer:</b> Teresita S. Lasco</p>



3.Check	<p>of the Provincial Administrator          4. For signature of the Provincial Administrator          5. Upon signature release document to Budget Office          6. Received the processed disbursement voucher for Provincial Governor Approval /Signature          7. Upon signature forwarded to Provincial Treasury Office          8. Received the disbursement voucher with attached check          9. For Provincial Administrator Counter signing          10. Releasing of signed checks to the Provincial Treasury Office</p>		<p>5 minutes</p> <p>5 minutes</p>	<p><b>Approval/ Disapproval:</b>  <i>Engr. Roberto P. Ventura</i></p> <p><b>Releasing:</b>  <i>Marc Anthony King/ Roma Amor Tongol/ Cherry Pasion/ Genesis T. Cabulera</i></p>
<p><b>Preparation of documents for the approved Financial Assistance and Reimbursements</b></p> <p><b>Financial Assistance</b>          1. CAFOA          2. Disbursement Voucher          3. Approved Request Letter          4. Check          5. Other supporting documents (if necessary)</p>	<p>Financial Assistance          1. Received request letters duly approved by the Provincial Governor's Authorized Representative          2. Preparation of CAFOA and disbursement voucher          3. For review by the Supervising Administrative Officer prior to the approval of the Provincial Administrator          4. For Signature and approval of</p>	None	<p>30 minutes</p> <p>15 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p><b>Preparation &amp; processing of Financial Assistance</b></p> <p><i>Santa Ana Roma</i></p> <p><b>Reviewer:</b>  <i>Teresita S. Lasco</i></p> <p><b>Approval/ Disapproval:</b>  <i>Engr. Roberto P. Ventura</i></p> <p><b>Releasing:</b>  <i>Santa Ana Roma</i></p>



<p><b>Reimbursement:</b>          1. Authorization of reimbursement          2. CAFOA          3. Disbursement Voucher          4. Summary of expenses          5. Original official receipts</p>	<p>the Provincial Administrator          5. Upon Signature on the documents will be forwarded to Budget Office  <b>Reimbursement :</b>          1. Prepare the Authorization of reimbursement          2. Forwarded to Provincial Governor's Office for approval and signature of the Provincial Governor          3. Upon signature of the Provincial Governor on the Authorization, will prepare the CAFOA and disbursement voucher          4. For review prior approval of the Provincial Administrator          5. Upon Signature on the document it will be forwarded to the Budget Office</p>		<p>15 minutes</p> <p>30 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p><b>Preparation &amp; processing of Reimbursement</b>   <i>Santa Ana Roma</i></p> <p><b>Reviewer:</b>  <i>Teresita S. Lasco</i></p> <p><b>Approval/ Disapproval:</b>  <i>Engr. Roberto P. Ventura</i></p>
<p><b>Issuance of Trip Tickets for gas allocation:</b>          1. Fill-out Trip Ticket Form          2. Attachment of Travel Order          3. Attachment of Gas Slip          4. Approval of Gas Slip and Trip Ticket</p>	<p>1. Requesting Client, shall fill-out Trip ticket form          2. Attached Travel Order/ Endorsement Letter          3. For attachment of Gas Slip/Recording          4. Forwarded to Supervising Administrative Officer for approval as assigned</p>	<p>None</p>	<p>2 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p><b>Preparation &amp; processing:</b>   <i>Genesis t. Cabulera / Oliric Lem V. Santos</i></p> <p><b>Reviewer:</b>  <i>Teresita S. Lasco</i></p> <p><b>Approval/ Disapproval:</b>  <i>Engr. Roberto P. Ventura</i></p> <p><b>Releasing:</b>  <i>Genesis t. Cabulera / Oliric Lem V. Santos</i></p>





	authorized representative 5. Release to the requesting client			
<b>Coordinate various meeting invitations and program activities</b>	<p>1. Receiving of notification letter from different offices (Local &amp; National Offices)</p> <p>2. Receive verbal instruction from the Provincial Administrator on scheduled meetings/programs /activities/ seminars</p> <p>3. Coordinate to concern offices for the availability of time and venue, logistics, meals and snacks and other concerns (Guests &amp; Speakers)</p> <p>4. Preparation of venue and physical arrangements.</p> <p>5. Event proper</p> <p>6. Documentation such as: Attendance, Picture Taking, distribution of meals and snacks</p> <p>7. Extend other assistance in necessary</p> <p>8. Closing of Event/Meeting</p>	None	1 day	<p><b>Persons -In - Charge:</b> Santa Ana Roma</p> <p>Jojami O. Meneses</p> <p>Cherry Pasion</p> <p>Marc Anthony King</p> <p><b>Participants:</b> Jojami O. Meneses</p> <p>Santa Ana Roma</p> <p>Jenny S. Tua</p> <p>Shirly N. Orio</p> <p>Teresita S. Lasco</p> <p>Engr. Roberto P. Ventura</p>
	<b>Total</b>	<b>None</b>	<b>4 days, 11 hours and 48 minutes</b>	

<b>Office or Division:</b>	Office of the Provincial Administrator
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B-Government to Business
<b>Who may avail:</b>	All Natural and Juridical Persons
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Disbursement Vouchers:</li> </ul> <p>1. Billing Statement</p> <p>2. Charge Invoice</p>	<p>Gasoline Station</p> <p>Gasoline Station</p>



3. Trip Ticket and Gas Slip 4. Bidding Documents 5. Approved Purchased Requests		Issued by the Provincial Administrator's Office surrendered at the Gas Station End user / Requesting Office End user/Requesting Office				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
<b>Preparation of documents for the payments of Fuel/Gas consumed:</b> 1. CAFOA 2. PR 3. Disbursement Voucher (Requesting Office) 4. Consumption Report/Trip Tickets	1. Encoding of charge invoice with trip tickets	None	7 days	<b>Preparation &amp; processing:</b>  Oliric Lem V. Santos / Genesis T. Cabulera / Jojami O. Meneses		
	2. Counter checking of total bills consumed for a particular period					
	3. Preparation of Fuel Cost Adjustment Report				10 minutes	<b>Reviewer:</b> Teresita S. Lasco  <b>Approval/ Disapproval:</b> Engr. Roberto P. Ventura  <b>Releasing:</b> Oliric Lem V. Santos / Genesis T. Cabulera
	4. Preparation of disbursement voucher				5 minutes	
	5. For signature of Provincial Administrator on the Fuel consumption Report and disbursement voucher				5 minutes	
	6. Upon signature of the disbursement voucher, will be forwarded to the Budget Office					
	<b>Total</b>	<b>None</b>	<b>7 days and 20 minutes</b>			

FEEDBACK AND COMPLAINTS MECHANISM	
<b>How to send feedback</b>	Answer the client feedback form located at the entrance of the Provincial Administrator's Office
<b>How feedbacks are processed</b>	The Human Resource Management Office Staff open the drop box and compile all feedback forms found on it
<b>How to file a complaint</b>	Answer the Client Complaint Form and drop it all at the designated drop box located at the entrance of Provincial Budget Office Make sure to provide the following: <ol style="list-style-type: none"> <li>1. Name of the client</li> <li>2. Date (include time if possible)</li> <li>3. Person/employee involved</li> <li>4. Complaint (Narrative)</li> </ol>



<b>How complaints are processed</b>	<ol style="list-style-type: none"><li>1. The Human Resource Management Office opens the complaint drop box on a monthly basis and evaluates each complaint</li><li>2. The Human Resource Management Office shall start the investigation and forward to the relevant office for their explanation</li><li>3. The HRMO will give some feedback to the client about his/her complaint</li></ol>
<b>Contact information of CCB, PCC, ARTA</b>	You may call the following offices for serious complaints:  8888-Presidential Complaints Center 09088816565-Civil Service Commission Contact Center ng Bayan 478-5093 – Anti Red Tape Act Commission

**PROVINCIAL ACCOUNTING OFFICE**  
**External / Internal Services**



## CITIZEN'S CHARTER 2021 (1<sup>st</sup> Edition)

### I. **Mandate:**

Take charge of both the accounting and internal audit services for the Provincial Government of Tarlac.

Review supporting documents before preparation of vouchers to determine completeness of requirements.

Prepare and submit financial statements to the Local Chief Executive and the Sanggunian concerned.

### II. **Vision:**

Achieve sound and effective accounting and internal audit services for the Provincial Government of Tarlac.

### III. **Mission:**

Install and maintain an Internal Audit System in the Provincial Government of Tarlac; prepare and submit financial statements to the Provincial Governor, Sanggunian and Commission on Audit on time; certify as to the Availability of Budgetary allotments to which the expenditures and obligations may be properly charged; review supporting documents before approval of vouchers to determine completeness of requirements; prepare statement of cash advances, liquidations, salaries, allowances, reimbursements and remittances pertaining to Provincial Government of Tarlac transactions; prepare statement of journals, vouchers and liquidations of the same and other adjustments relative thereto; post individual ledgers for officials and employees of the PGT and all other details pertaining to payrolls and deductions; record and post in index cards details of procured furniture, equipment and other properties of the PGT, including disposal thereof, if any; accounts for all issued requests for obligations, prepare journals and the analysis of obligations and maintain and keep all records and reports relative thereto.

### IV. **Service Pledge:**

Effective, efficient and accurate accounting services.

## LIST OF SERVICES

### EXTERNAL SERVICES:

1. Administrative Services Division
2. Internal Audit Division



**INTERNAL SERVICES:**

1. Accounting Services Division

**1. Administrative Services:**

**1.1 Certification on Loan/Government Premiums paid and remitted to GSIS and GOCCs.**

<b>Office or Division:</b>		Billing and Remittance Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		For services that are aimed for a specific group or type of people: 1. Government (PGT) Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Written or verbal request of the concerned PGT Employee.			Requesting Party: Government Employee	
Official Receipt of the payment of Certification Fee.			Treasurer's Office Cash Receipts Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Valid Government ID	1. Check and verify from the master list of payment and remittances.	None	2 minutes	1. Ms. Jocelyn Bala: Administrative Officer IV or 2. Mr. Augusto Miclat II- Administrative Aide VI 3. Mary Ann Ramos- Administrative Aide VI
2. Official Receipt paid for the Certification issued by Provincial Treasury Office.	2. Prepare and Print the Certificate of the payments made by the agency and affix the initial of the accountable officer to affix his/her initials.	None	2 minutes	1. Ms. Jocelyn Bala: Administrative Officer IV or 2. Mr. Augusto Miclat II- Administrative Aide VI 3. Mary Ann Ramos- Administrative Aide VI
3. Present to the Provincial Accountant for signature.	3. Certificate shall be signed by the Provincial Accountant.	None	1 minute	Ms. Cristina R. Espinosa: Acctg. Provincial Accountant
	<b>Total</b>	<b>None</b>	<b>5 minutes</b>	

**1.2. Tax Credit Certificate on Withholding Tax withheld on VAT & Other BIR Taxes**

<b>Office or Division:</b>		Billing and Remittance Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government and Government to Business		
<b>Who may avail:</b>		For services that are aimed for a specific group or type of people: 1. Government (PGT) Employees 2. Suppliers		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Written or verbal request of the concerned PGT Employee/Supplier			Requesting Party: Government Employee and Supplier	
Official Receipt of the payment of the Certification Fee at the Treasury Office.			Billing and Remittance division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1) Present the Valid ID of the Government Employee and or the Supplier.	1. Check and verify from the master list of Taxes withheld/ payments and remittances.	None	2 minutes	1. Ms. Jocelyn Bala: Administrative Officer IV or 2. Mr. Augusto Miclat II- Administrative Aide VI 3. Mary Ann Ramos- Administrative Aide VI
	2. Prepare and Print the Certificate of Tax Withheld and the accountable officer to affix his/her initial.	None	2 minutes	1. Ms. Jocelyn Bala: Administrative Officer IV or 2. Mr. Augusto Miclat II- Administrative Aide VI 3. Mary Ann Ramos- Administrative Aide VI
	3. Certificate shall be signed by the Provincial Accountant.	None	1 minute	Ms. Cristina R. Espinosa: Acctg. Provincial Accountant
	<b>Total</b>	<b>None</b>	<b>5 minutes</b>	

### 1.3 Certify as to the availability of funds for Employees Plantilla charged against General Fund and Trust Fund Accounts for Hospitals.

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	For services that are aimed for a specific group or type of people: 1. Government (PGT) Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Office Plantilla		Requesting Party: Government Employee		
Certification on the availability of Funds under the Trust Fund.		Provincial Human Resource and Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the processed Plantilla from the PHRMO	1. Check and verify from accounting records as to availability of Funds from Trust Fund Accounts; Check with Budget Office for plantilla charged against General Fund.	None	2 minutes	1. Ms. Rachele C. Mangaco- Administrative Officer II 2. Mrs. Michelle B. Balot- Administrative Assistant II (Casual)
2. Present to the Provincial Accountant for signature.	2. The Provincial Accountant to affix her/his signature on the plantilla.	None	1 minute	Ms. Cristina R. Espinosa: Acctg. Provincial Accountant
	<b>Total</b>	<b>None</b>	<b>3 minutes</b>	

## 2. Internal Audit Division

1. Process for review and audit Provincial/Labor Payrolls; Purchase Request; Disbursement vouchers and other claims for payment.

<b>Office or Division:</b>	Internal Audit Services
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business



<b>Who may avail:</b>	For services that are aimed for a specific group or type of people: 1. Government (PGT) Employees and 2. Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. All documents to be submitted as required by the COA.		Requesting Party: Government Employee /Supplier		
2. Bid Documents as required for the procurement process.		Bid and Awards Committee		
3. Accomplishment Reports, etc		Requisitioning Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For Disbursement Vouchers/ Payrolls</b>				
1. Present the Disbursement vouchers duly processed from the Budget Office.	1. Check on the completeness of documents for review before receiving the DVs.	None	2 minutes Depending on the bulk of the payrolls; disbursement vouchers received	1. Ms. Lina D. Magsambol- Administrative Aide II /or 2. Mr. Arthur M. Gomez-Security Guard I (Job Order: Detailed)
2. Present the DV to the Audit Division for verification on the completeness of the attached documents.	2. Check and verify the documents attached then post to index cards for proper recording after audit.	None	3 minutes Depending on the bulk of the payroll/disbursement vouchers received.	1. Mrs. Ma. Mercedes G. Parunago: Supervising Admin Officer 2. Mrs. Librada D. Villanueva: Admin Officer IV
3. Present the audited DV for proper Indexing and carding.	3. Post to respective Index Cards of Employees and Suppliers	None	5 minutes Depending on the bulk of the payroll/disbursement vouchers received.	1. Mrs. Bernadette D. Manalili: Administrative Officer II 2. Ms. Ailyn Joy R. Tonelada- Administrative Aide II (Job Order)
4. Present the DV for proper accounting codes and proper control.	4. Journal entry	None	2 minutes	<b>A. General Fund</b> 1. Mrs. Mariquita De Guzman- Administrative Officer II 2. Mrs. Ma. Gloria M. Pangan: Administrative Officer II 3. Mrs. Ruby Q. Santiago: Administrative Officer IV <b>B. Trust Fund</b> 1. Ms. Rachele C. Mangaco- Administrative Officer II 2. Mrs. Michelle B. Balot- Administrative Assistant II (Casual) <b>C. S.E.F.</b>



				1. Mrs. Dolores E. Martinez- Administrative Officer III
5. Present the Disbursement Vouchers/ Payrolls for Provincial Accountant's Approval.	5. The Provincial Accountant to affix her/his signature on the DVs and Payrolls	None	1 minute	Mrs. Cristina R. Espinosa Acctg. Provincial Accountant
<b>For Clearances</b>				
1. Present duly accomplished clearance form.	1. Check and verify for accountability	None	2 minutes	Mrs. Bernadette D. Manalili: Admin Officer II
2. Present the clearance form for Provincial Accountant's Approval.	2. Affix signature.	None	1 minute	Mrs. Cristina R. Espinosa Acctg. Provincial Accountant
	<b>Total</b>	<b>None</b>	<b>16 minutes</b>	

**2.1 Inspection of all delivery of supplies and other procurement if the requisitioning office.**

<b>Office or Division:</b>		Internal Audit Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government G2B - Government to Business		
<b>Who may avail:</b>		For services that are aimed for a specific group or type of people: 1. Government (PGT) Employees and 2. Suppliers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Acceptance and Inspection Advice		Requesting Party: Government Employee /Supplier		
2. Approved Purchase Order		Provincial General Services Office		
3. Delivery Receipt		Requisitioning Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the delivery Receipt to the accountable officer in charge of the Inspection.	1. Check on the specifications of the materials delivered and check the quantity.	None	5 minutes Depending on the bulk of the procured materials	1. Mrs. Ma. Mercedes G. Parunago: Supervising Administrative Officer 2. Mrs. Bernadette D. Manalili: Administrative Officer II
	2. Check and verify the documents attached before signing the Acceptance and Inspection Advice	None	3 minutes	1. Mr. Hipolito Pangilinan-OIC Prov'l. General Services Officer 2. Mrs. Bernadette D. Manalili: Administrative Officer II- Accounting Office
	<b>Total</b>	<b>None</b>	<b>8 minutes</b>	





## 2.2. Property Return Slip approval for cancellation of accountability

<b>Office or Division:</b>	Accounting Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	For services that are aimed for a specific group or type of people: 2. Government (PGT) Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Written or verbal request of the concerned PGT Employee/Supplier			Requesting Party: Government Employee	
Property Return Slip pre-signed & Approved by the Provincial General Services Office.			Provincial General Services Office	
Picture and specifications of the unit to be returned.			Employee - Accountable Officer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Present the Valid ID of the Government Employee.	1. Check and verify from the master list of PGT's General Ledger on Property Plant and Equipment account.	None	3 minutes	<i>Ms. Josephine L. Caisip: Administrative Aide II (Job Order)</i>
2) Present Property Return Slip.	1. Affix signature on the Property Return Slip after checking the returned unit then cancel the said property from the property accountability of the accountable employee.	None	2 minutes	<i>Mrs. Flores R. Ilagan: Property, Plant, and Equipment Head</i>
	<b>Total</b>	<b>None</b>	<b>5 minutes</b>	

## 2.3 Clearance on Property and Accountability

<b>Office or Division:</b>	Accounting Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	For services that are aimed for a specific group or type of people: 1. Government (PGT) Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Written or verbal request of the concerned PGT Employee/Supplier			Requesting Party: Government Employee	
Clearance Form issued by PHRMO			PHRMO	
1.pre-Signed property & accountability Clearance 2. Clearance Forms from Bank/GSIS/Pag-Ibig for Loan. 3.Clearance Certificate for retirees with the concerned employee's Approved Leave Forms for Vacation Leaves and or Sick Leave up to 2 weeks.			Bank/GSIS/Pag-Ibig and Commission on Audit as the case maybe if with NS or ND	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Present the Valid ID of the Government Employee/Officer	1. Check and verify from the master list of PGT's General	None	2 minutes	<i>Ms. Josephine L. Caisip:</i>



with the Official Receipt paid at the Provincial Treasury Office for Certification Fee of Php50.00	Ledger on Property Plant and Equipment accountability			<i>Administrative Aide II (Job Order)</i>
2. Present Pre-Signed property & accountability Clearance Forms; & processed Property Return Slips (Retirees) or approved application for Leave (VL/SL)	2. Check and verify from accounting index cards for existing unsettled accounts.	None	2 minutes	<i>Mrs. Bernadette D. Manalili: Administrative Officer II</i>
3. Present duly accomplished clearance form.	3. Affix signature on the clearance form.	None	1 minutes	<i>Mrs. Cristina R. Espinosa Acctg. Provincial Accountant</i>
	<b>Total</b>	<b>None</b>	<b>5 minutes</b>	

#### 2.4 Approval of Disbursement Vouchers on claims for payment.

<b>Office or Division:</b>	Accounting Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business			
<b>Who may avail:</b>	For services that are aimed for a specific group or type of people: 1. Government (PGT) Employees and 2. Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. All documents to be submitted as required by the COA.		Requesting Party: Government Employee /Supplier		
2. Bid Documents as required for the procurement process.		Bid and Awards Committee		
3. Accomplishment Report		Requisitioning Office		
<b>CLIENT 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 duly processed from the Budget Office.	1. Check on the completeness of documents for review before receiving the Disbursement Vouchers.	None	3 minutes	<i>Mrs. Lina D. Magsambol: Administrative Aide II / or 2. Arthur M. Gomez-Security Guard (Job Order-Detailed)</i>
2. Present the Disbursement Voucher to the Audit Division for verification on the completeness of the attached documents	2. Check and verify the documents attached then post to index cards for proper recording after audit.	None	2 minutes	<i>1. Mrs. Ma. Mercedes G. Parunago: Supervising Administrative Officer 2. Mrs. Librada D. Villanueva: Administrative Officer IV 3. Mrs. Bernadette D. Manalili: Administrative Officer II</i>



3. Present the Disbursement Voucher for proper accounting codes and proper control.	3. Prepare the Journal Entry Voucher (JEV)	None	2 minutes	<b>A. General Fund</b> 1. Mrs. Mariquita De Guzman-Administrative Officer II 2. Mrs. Ma. Gloria M. Pangan: Administrative Officer II 3. Mrs. Ruby Q. Santiago: Administrative Officer IV  <b>B. Trust Fund</b> 1. Ms. Rachele C. Mangaco-Administrative Officer II 2. Mrs. Michelle B. Balot-Administrative Assistant II (Casual) <b>C. S.E.F.</b> 1. Mrs. Dolores E. Martinez-Administrative Officer III
	4. Affix signature on the Disbursement Voucher and JEV.	None	1 minutes	Mrs. Cristina R. Espinosa Acctg. Provincial Accountant
	<b>Total</b>	<b>None</b>	<b>8 minutes</b>	

### 3. Accounting Services:

Approval and proper control for accounting and bookkeeping of all claims such as provincial/labor Payrolls and Disbursement Vouchers with Journal Entry Voucher (JEV).

<b>Office or Division:</b>	Accounting Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government G2B - Government to Business			
<b>Who may avail:</b>	For services that are aimed for a specific group or type of people: 1. Government (PGT) Employees and 2. Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. All documents to be submitted as required by the COA.		Requesting Party: Government Employee /Supplier		
2. Bid Documents as required for the procurement process.		Bid and Awards Committee		
3. Accomplishment Report		Requisitioning Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the/Payrolls Disbursement vouchers duly processed by Audit.	1. Prepare the Journal Entry Voucher (JEV).	None	3 minutes	<b>A. General Fund</b> 1. Mrs. Mariquita De Guzman-Administrative Officer II 2. Mrs. Ma. Gloria M. Pangan: Administrative Officer II 3. Mrs. Ruby Q. Santiago: Administrative Officer IV



				<b>B. Trust Fund</b> 1. Ms. Rachele C. Mangaco- Administrative Officer II 2. Mrs. Michelle B. Balot- Administrative Assistant II (Casual) <b>C. S.E.F.</b> 1. Mrs. Dolores E. Martinez- Administrative Officer III
2. Present the Disbursement vouchers duly processed with proper JEV for proper accounting and booking before being presented for signature	2. Affix signature on the Journal Entry Voucher (JEV).	None	1 minute	Cristina R. Espinosa Acctg. Provincial Accountant
	<b>Total</b>	<b>None</b>	<b>4 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Fill-up the feedback form and drop it at the designated drop box located in the front door of the office. Contact number: 09285501920 or email at provincialacctgoffice2016@gmail.com
<b>How feedbacks are processed</b>	Every end of the month, PHRMO staff ensures to collect all feedback forms from the drop box.
<b>How to file a complaint</b>	Complaints can be done through letter or by filling up the feedback form and drop it through the drop box of the accounting office.
<b>How complaints are processed</b>	<p>Notices were sent through letter and addressed to the person concerned.</p> <p>The Provincial Accountant interview, advice and warns the concerned employee, if three consecutive months he/she still receives complaint from the same client, a corresponding sanction will be served.</p>
<b>Contact information:</b> <b>Civil Security Unit:</b>	0928-3996610
<b>Provincial Human Resource Management Service Office:</b>	982-1234 local 146 or text 0928-550-1923



## **Provincial Tourism Office Internal / External Services**



<b>Office or Division:</b>	Provincial Tourism Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter – 2 copies			From the Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register at the entrance for the contact tracing	Provide logbooks for the registration, alcohol, and thermal scanner	none	1 minute	Receiving/ Frontline Desk
Deliver/hand-over letter to the Frontline Officer, 2 copies		None		Receiving/ Frontline Desk including administrative staff
If no prepared letter	Provide <i>Client Service Request Slip</i> for the Client to fill up	None	2 minutes	
Fill-up the Client Service Request Slip and return to the frontline desk officer	Interview the Client regarding the request	None	1 minute	
	Inform the concerned staff and endorse/ confer to the Client	None	None	Administrative Division or Authorized Personnel
	<b>Total</b>	<b>None</b>	<b>4 minutes</b>	

## CITIZEN'S CHARTER 2021 (1<sup>ST</sup> Edition)

### Frontline Services

To provide services directly to the public and government agencies that needs this Office's assistance with regards to the plans, programs, projects and tourism-related events in the province

### Delivery of General Information Regarding Tourism in Tarlac



To provide to the general public relevant, accurate and timely information concerning tourism including promotions, policy formulation, programs implementations and activities of the province with regards to tourism development

<b>Office or Division:</b>		Provincial Tourism Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client (G2C) Government to Government (G2G)		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter – 2 copies			From the Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register at the entrance for the contact tracing	Provide logbooks for the registration, alcohol, and thermal scanner	none	1 minute	Receiving/ Frontline Desk
Follow the frontline desk officer	Give the filled-up <i>Client Service Request Slip</i> to the concerned personnel	None	1 minute	Receiving/ Frontline Desk including administrative staff
	If the data needed is already available, prepare the data needed by the client  If data is not available or needs the approval of the Department Head, client must provide email address for e-delivery of data needed.		3 minutes	Authorized personnel concerned including administrative staff
	For interviews, if the focal person is available		15 minutes	Authorized personnel concerned including administrative staff
	For interviews that needs the availability of the Department Head or needs approval from the Department Head		Next working day or via zoom	
	<b>Total</b>	<b>None</b>	<b>20 minutes</b>	

### **Assistance, supervision or direction regarding Museo ng Tarlac and Travelling in Tarlac**

To provide assistance to researchers and visitors regarding Tarlac tourism and establish awareness that Tarlac is a place of interest for travelers



<b>Office or Division:</b>		Provincial Tourism Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client (G2C) Government to Government (G2G)		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter – 2 copies			From the Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register at the entrance for the contact tracing	Provide logbooks for the registration, alcohol, and thermal scanner	none	1 minute	Receiving/ Frontline Desk
Frontline desk officer	Endorse and give the filled-up <i>Client Service Request Slip</i> to the concerned personnel  Interview the Client for details regarding their request	None	2 minutes	Gigi M. Legaspi Frontline Desk
	If request is within the jurisdiction of the province, explain the guidelines and itinerary		10 minutes	<b>Administrative Division</b> Saniata Gilma A. Tolentino Jamaicah L. Gabor Diogenes L. Simbol  <b>Documentation/ Marketing/</b> Diogenes Simbol Emmanuel Errol Sabile Mark Daniel Nooris Ronnie Quiambao Ayrone Timbol Michael Paolo Avila Charlone Llanza
Wait for the approval of the request	If request is within the jurisdiction of the local government units, coordinate with the concerned office or person and give direction to the Client			Authorized personnel concerned including administrative staff
Proceed with the Tour	Proceed to giving the tour inside the facility		• 20 minutes	<b>For Exhibit Tours at the Museo ng Tarlac</b> Gigi Legaspi Angelito Tapang





				Rens Marion Taguines
Proceed with the Tour	Delegate a tour guide for the tour		• 3 days depending on the agreed itinerary	<b>For tours around the province</b> Diogenes Simbol Ronnie Quiambao Michael Paolo Avila Mark Daniel Nooris Emmanuel Errol Sabile Ayron Timbol Charlone Lianza
Assistance to Department of Tourism, TV Networks, Production media house and other related media entities	Interview client, coordinate with concerned LGUs/Tourism stakeholders		• 3 days depending on the agreed itinerary	Saniata Gilma Tolentino Diogenes Simbol Ronnie Quiambao Michael Paolo Avila Mark Daniel Nooris Emmanuel Errol Sabile
Fill-up the Tour Assistance Feedback Slip after the tour	After the tour, give the Tour Assistance Feedback Slip to the Client to fill up  Received the filled-up Tour Assistance Feedback Slip		2 minutes  1 minute	
	<b>Total</b>	<b>None</b>	<b>6 days and 36 minutes</b>	

### Assistance regarding documentation and other related services

To provide to the general public accurate information concerning tourism in the province including sites, attractions, products and other tourism-related activities and tourism promotion

<b>Office or Division:</b>	Provincial Tourism Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter – 2 copies			From the Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register at the entrance for the contact tracing	Provide logbooks for the registration, alcohol, and thermal scanner	none	1 minute	Receiving/ Frontline Desk
Deliver/hand-over letter to the Frontline	• Received and direct the Client to log – in at the frontline	None	• 1 minute	Jamaicah L. Gabor Gigi M. Legaspi Nicole Yusi



Officer, 2 copies	desk and provide <i>Client Service Request Slip</i>		<ul style="list-style-type: none"> <li>• 1 minute</li> </ul>	Angelica Asio
Fill-up the Client Service Request Slip and return to the frontline desk officer	<ul style="list-style-type: none"> <li>• Interview the Client regarding the request</li> <li>• Endorse/confer Client to concerned personnel together with the filled-up <i>Client Service Request Slip</i></li> <li>• If the data (including photos, videos, AVPs, documentations) are available, prepare the necessary data and information requested</li> <li>• If the request needs ample time to prepare or needs the approval of the Department Head, client must provide email address for e-delivery of data needed.</li> </ul>		<ul style="list-style-type: none"> <li>• 10 minutes</li> <li>• Next working day</li> </ul>	<b>Documentation / Marketing/</b> Diogenes Simbol Ronnie Quiambao Michael Paolo Avila Mark Daniel Nooris Emmanuel Errol Sabile Ayrone Timbol Charlene Llanza
	<b>Total</b>	<b>None</b>	<b>13 minutes</b>	

### Assistance and services regarding Bulwagang Kanlahi

Provide assistance and information on the use of the Bulwagang Kanlahi

<b>Office or Division:</b>	Provincial Tourism Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter – 2 copies			From the Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register at the entrance for the contact tracing	Provide logbooks for the registration, alcohol, and thermal scanner	none	1 minute	Receiving/ Frontline Desk



<p>Deliver/hand-over letter to the Frontline Officer, 2 copies</p>	<ul style="list-style-type: none"> <li>• Received and endorse the Client the concerned personnel</li> </ul>	<p>None</p>	<ul style="list-style-type: none"> <li>• 1 minute</li> </ul>	<p>Gigi M. Legaspi</p>
	<ul style="list-style-type: none"> <li>• Interview the Client for details on the services needed and explain guidelines on the fees to be collected and regarding the use of the Bulwagang Kanlahi</li> </ul>		<ul style="list-style-type: none"> <li>• 5 minutes</li> </ul>	<p>Saniata Gilma A. Tolentino Jamaicah L. Gabor Ron Nigel Cokiango</p>
<p>Proceed to the Provincial Treasurer's Office for the payment of rental of the Bulwagang Kanlahi and other services needed by the client</p>	<ul style="list-style-type: none"> <li>• Log-in the details of the Client in the Calendar of Events and give order of payment slip to the Client and direct to proceed to the Provincial Treasurer's Office for the payment of rental of the Bulwagang Kanlahi and other services needed by the client</li> </ul>	<p>P 30,000.00 for the 1<sup>st</sup> 4hrs use</p>	<ul style="list-style-type: none"> <li>• 5 minutes</li> <li>• 10 minutes</li> <li>• 1 minute</li> </ul>	<p>Collection Officers at the Provincial Treasurer's Office</p>
<p>Show Official Receipt for log –in of payment</p>	<ul style="list-style-type: none"> <li>• Log-in the details of the Client in the Calendar of Events and give order of payment slip to the Client and direct to proceed to the Provincial Treasurer's Office for the payment of rental of the Bulwagang Kanlahi and other services needed by the client</li> <li>• Log-in OR number to the Office's copy of the Order of Payment</li> <li>• Assists the Client during their event at the Bulwagang Kanlahi including ingress and egress</li> </ul>	<p>P 5,000.00 every succeeding hour</p> <p>P 10,000.00 for the rental of LED Wall</p>	<ul style="list-style-type: none"> <li>• 16 hours (depending on the duration of the event)</li> </ul>	<p>Saniata Gilma A. Tolentino Rhose Perez Jane Romero Milagros Garcia Clemen Presto Michael Vince Pangilinan Jeffrey Tapang John Benedict Soria Sonny Andrino</p>
	<p><b>Total</b></p>	<p><b>None</b></p>	<p><b>16 hours and 22 minutes</b></p>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form and drop it at the designated Feedback and Suggestion Box in front of the Provincial Tourism Office
<b>How feedbacks are processed</b>	Every first week of the Month, the Provincial Human Resource Management Office opens the drop box and compiles and records all feedback.
<b>How to file a complaint</b>	Answer the client Complaint Form and drop it at the designated drop box in front of the Provincial Tourism Office
<b>How complaints are processed</b>	<p>Notices were sent through letters and addressed to the person concerned.</p> <p>The Provincial Tourism officer interview, advise and warns the concerned employee, if three consecutive months he/she still receives complaint from the same client, a corresponding sanction will be served.</p>
<b>Contact Information:</b>  <b>Sector/Unit Head and Staff concerned including admin staff</b>  <b>Contact information of CCB, PCC, ARTA</b>	<p>8888 - Presidential Complaints Center 09088816565 – Civil Service Commission Contact</p> <p>Krishna V. Buenaventura, Acting Provincial Tourism Office Arsenio B. Lugay II, Executive Assistant I – Focal Person for Tourism Saniata Gilma A. Tolentino, Administrative Officer IV Diogenes L. Simbol, Administrative Officer IV Office Number: 0919 889 3869</p> <p>Center ng Bayan 478-5093 - Anti Red Tape Act Commission</p>



**PROVINCIAL SOCIAL  
WELFARE AND DEVELOPMENT OFFICE  
Internal / External Services**



## CITIZEN'S CHARTER 2021 (1<sup>ST</sup> Edition)

### I. **Mandate:**

To uplift the living conditions of the disadvantaged and vulnerable sectors of the Province.

### II. **Vision:**

A Province where the poor, vulnerable and disadvantaged individuals, families and communities are empowered for an improved quality of life.

### III. **Mission:**

Provide interventions, opportunities that will contribute to poverty alleviation and empowerment of poor, vulnerable and disadvantaged individuals, families, groups and communities through the implementation of comprehensive Social Welfare and Development programs, projects and services with other governmental and nongovernmental agencies/organizations and other members of the civil society.

### IV. **Service Pledge:**

The Provincial Social Welfare and Development Office is tasked to uplift the living conditions of the less fortunate members of the community. The following objectives shall be achieved:

1. Enroll all indigents of the Province in the National Health Insurance Program in order to avoid adverse selection and social inequity;
2. Provision of financial/material/food assistance to individuals/families in crisis situation during disaster operations;
3. Restoration of social functioning through skills training;
4. Provision of equal opportunities for persons with disabilities;
5. Organization of women into KALIPI groups to be trained for livelihood;
6. Organization of youth into Pag-asa Youth Association and conduct of seminar workshop and other activities under the Unlad Kabataan Program;
7. Promote and encourage participation of older persons in decision making processes on issues of their concern;
8. Provision of substitute parental care to children ages 3-5 years old where parents are working for 4-8 hours a day; and
9. Provision of a Comprehensive and Integrated program for families/individuals in crisis situations, through the provision of immediate physical, psychological and legal services.

### 1. **GRANT OF CASH BENEFITS TO CENTENARIANS**

Provincial Ordinance No. 001-2016 otherwise known as "THE ORDINANCE GRANTING RECOGNITION AND CASH AWARD TO TARLAQUENO CENTENARIANS" and Declaring the 1<sup>st</sup> Monday of October of each year as "Centenarian Day" in the province of Tarlac and for other purposes



<b>Office or Division:</b>		Provincial Social Welfare and Development Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may Avail:</b>		Tarlaqueño Centenarian		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Copy of PSA Authenticated copy of Birth Certificate/Marriage Certificate (1 copy)		Philippine Statistics Authority Office (PSA)		
Original Copy of Barangay Certificate of Residency (1 copy)		Barangay where the Centenarian resides		
Photocopy of Senior Citizens Identification Card (1 copy) / COMELEC ID		Office of Senior Citizen Affairs/COMELEC		
5R size picture of centenarian (1 copy)		Family of Centenarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Inquiry	1.Provide checklist of requirements	None	1 Hour	<i>Provincial Social Welfare and Development Office Staff</i>
2.Submit Documents	2.Review documents	None	2 Hours	<i>Mylene P.Loredo</i>
3.None	3.Conduct of Home Visitation/Validation Collateral Interview	None	1 Day	
4.None	4.Submit documents to PSWDO/Vice Governor for review and signature	None	1 Day	
5.None	5.Preparation of Payroll and other documents as attachments	None	1 Day	
6.None	6.Submit for processing	None	3 days and 12 hours	<i>Budget Office Accounting Office Treasury Office Provincial Administrator's Office Governor's Office</i>
7.Receive Cash Benefits	7.Awarding Ceremony	None	1 Hour	<i>Governor's Office Vice Governor's Office Robert L. Magno, RSW, MPA Mylene P. Loredo</i>
	<b>Total</b>	<b>None</b>	<b>6 Days And 17 Hours</b>	

## 2. GRANT OF LIVELIHOOD ASSISTANCE

This program aims to augment the income of less fortunate senior citizens to meet more of their basic needs. Continuous follow up/regular monitoring is being done to ensure the success of the project.

<b>Office or Division:</b>		Provincial Social Welfare and Development Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Indigent Tarlaqueño Senior Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		



Form 200		Provincial Social Welfare and Development Office		
Certificate of Eligibility		Provincial Social Welfare and Development Office		
Photocopy of Senior Citizens Identification Card (2 copies)		Office of Senior Citizens Affairs where the Senior Citizen resides		
Project Proposal		Provincial Social Welfare and Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Senior Citizens request Livelihood Assistance	1.Interview senior citizens	None	1 Hour	Wilma M. Deleña, RSW, MPA
				Catherine V. Gacutan, RSW, MSW
2.None	2.Fill up from 200 / Certificate of Eligibility	None	1 Hour	Wilma M. Deleña, RSW, MPA
				Catherine V. Gacutan, RSW, MSW
3.None	3.Conduct of home visitation and collateral interview	None	1 Day	Wilma M. Deleña RSW, MPA
				Catherine V. Gacutan RSW, MSW
4.None	4.Preparation of Project Proposal	None	3 Hours	Wilma M. Deleña, RSW, MPA
5.None	5.Submit Project Proposal to PSWDO for his review and signature	None	1 Hour	
6.None	6.Submit to Provincial Governor's Office for signature	None	2 Days	Provincial Social Welfare and Development Office Staff
7.None	7.Preparation of Payroll and other attachments	None	1 Hour	Wilma M. Deleña, RSW, MPA
8.None	8.Submit payroll to PSWDO for signature	None	1 Hour	Wilma M. Deleña, RSW, MPA
9.None	9.Submit payroll for processing	None	3 Days	Budget Office Accounting Office Treasury Office Provincial Administrator's Office Governor's Office
10.Receive Assistance	10.Awarding ceremony	None	1 day	Governor Robert L. Magno, RSW, MPA





				Wilma M. Deleña, RSW, MPA Catherine V. Gacutan, RSW, MSW Harmone G. Curammeng
	<b>Total</b>	<b>None</b>	<b>6 Days And 8 Hours</b>	

### 3. SOCIAL CASE STUDY REPORT/ REFERRALS TO NEEDY INDIVIDUALS/FAMILY (ANIMAL BITE VACCINATION)

Catering needy individuals/families particularly on medical and financial needs through Social Case Study Report. Majority of these clients were referred by different agencies to avail financial assistance to institutions catering to the needs/ extending interventions for the immediate needs of clients. These clients were also extended counseling services during the interview.

<b>Office or Division:</b>		Provincial Social Welfare and Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who May Avail:</b>		Indigent/ Needy Individuals and/or Family		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original Referral letter from Medical Social Worker, Office of the Congressman, Party List (1 copy)			Medical Social Worker, Office of the Congressman, Party List	
Prescription Form and schedule of vaccination (1 photocopy)			Animal Bite Center	
Medical certificate from the animal bite center (1 photocopy) with license number & signature of attending physician			Attending physician	
Certificate of indigency (if minor it certifies to the immediate family member and them relationship) (1 photocopy)			Office of the Barangay Captain where the client resides	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Walk-in clients with supporting documents needed for social case study report	1.Review requirements of the client	None	5 minutes	<i>Marilou M. Tarifa Maria Antonnette U. Marcos Nelia J. Pineda Reji M. Budanio Harmone G. Curammeng Darlien Faye B. Corpuz</i>
	Interview by the social worker		30 minutes	<i>Engr. Leocadio S. Naelgas, , RSW,MPA L. Parazo, RSW Wilma M. Deleña,RSW, MPA Maribeth V. Antonio, RSW Princess G. Dantes, RSW Debbie Ann C. Hufano, RSW Andrea Lou De Jesus, RSW</i>



				<i>Catherine V. Gacutan, RSW, MSW Andy D. Siquete, RSW</i>
	1.1 Preparation of social case study report with signature and license number of the social worker noted by the provincial social welfare and development officer		30 minutes	<i>Robert L. Magno, RSW, MPA Engr. Leocadio S. Naelgas RSW, MPA Abigal L. Parazo, RSW Wilma M. Deleña RSW, MPA Maribeth V. Antonio, RSW Princess G. Dantes, RSW Andrea Lou De Jesus, RSW Catherine V. Gacutan, RSW, MSW Andy D. Siquete, RSW</i>
2. Client receives social case study report	2. Release social case study report	None	5 minutes	<i>Engr. Leocadio S. Naelgas RSW, MPA Abigal L. Parazo, RSW Wilma M. Deleña RSW, MPA Maribeth V. Antonio, RSW Princess G. Dantes, RSW Andrea Lou De Jesus, RSW Catherine V. Gacutan, RSW, MSW Andy D. Siquete, RSW</i>
	<b>Total</b>	<b>None</b>	<b>1 Hour And 10 Minutes</b>	

#### 4. SOCIAL CASE STUDY REPORT/ REFERRALS TO NEEDY INDIVIDUALS/ FAMILY (CT SCAN)

Catering needy individuals/ families particularly on medical and financial needs through Social Case Study Report. Majority of these clients were referred by different agencies to avail financial assistance to institutions catering to the needs/ extending interventions for the immediate needs of clients. These clients were also extended counseling services during the interview.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who May Avail:</b>	Indigent/ Needy Individuals and/or Relatives of those in need
<b>CHECKLIST OF REQUIREMENTS</b>	
Original Stub from the Governor's Office (1 copy)	Governor's Office
CT scan request with signature and license number of the requesting physician (1 photocopy)	Attending Physician
Medical certificate or clinical abstract with license number and signature of the attending physician (1 photocopy)	Attending physician
Certificate of indigency (if minor and/or deceased it certifies to the immediate family member and include their relationship) (1 photocopy)	Office of the Barangay Captain where the client resides



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Walk-in clients with supporting documents	1.Review requirements of the client	None	5 minutes	<i>Marilou M. Tarifa Maria Antonnette U. Marcos Nelia J. Pineda Reji M. Budanio Harmone G. Curammeng Darlien Faye B. Corpuz</i>
needed for social case study report	1.1 Interview by the social worker	None	30 minutes	<i>Engr. Leocadio S. Naelgas, , RSW,MPA L. Parazo, RSW Wilma M. Deleña,RSW, MPA Maribeth V. Antonio, RSW Princess G. Dantes, RSW Debbie Ann C. Hufano, RSW Andrea Lou De Jesus, RSW Catherine V. Gacutan, RSW, MSW Andy D. Siquete, RSW</i>
	1.2. Preparation of social case study report with signature and license number of the social worker noted by the Provincial Social Welfare and Development Officer	None	30 minutes	<i>Robert L. Magno, RSW, MPA Engr. Leocadio S. Naelgas, , RSW,MPA L. Parazo, RSW Wilma M. Deleña,RSW, MPA Maribeth V. Antonio, RSW Princess G. Dantes, RSW Debbie Ann C. Hufano, RSW Andrea Lou De Jesus, RSW Catherine V. Gacutan, RSW, MSW Andy D. Siquete, RSW</i>
2.Client receives the social case study report	2.Release social case study report	None	5 minutes	<i>Engr. Leocadio S. Naelgas, RSW,MPA L. Parazo, RSW Wilma M. Deleña, RSW, MPA Maribeth V. Antonio, RSW Princess G. Dantes, RSW Debbie Ann C. Hufano, RSW Andrea Lou De Jesus, RSW Catherine V. Gacutan, RSW, MSW Andy D. Siquete, RSW</i>
	<b>Total</b>	<b>None</b>	<b>1 Hour 10 Minutes</b>	

## **5. SOCIAL CASE STUDY REPORT/ REFERRALS TO NEEDY INDIVIDUALS/ FAMILY (HOSPITAL BILL)**

Catering needy individuals/ families particularly on medical and financial needs through Social Case Study Report. Majority of these clients were referred by different agencies to avail financial assistance to institutions catering to the needs/ extending interventions for the immediate needs of clients. These clients were also extended counseling services during the interview.



<b>Office or Division:</b>	Provincial Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who May Avail:</b>	Indigent/ Needy Individuals and/or Family/ Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Referral letter from Medical Social Worker, Office of the Congressman, Party List (Original Copy)			Medical Social Worker, Office of the Congressman, Party List	
Medical certificate or clinical abstract with signature and license number indicated of the attending physician (1) Photocopy			Attending physician	
Final summary of hospital bill and with name and signature of the issuing personnel (1) photocopy			Billing Section/ Area of the Hospital	
Certificate of indigency (if minor or deceased, it certifies to the immediate family member and their relationship) (1) Photocopy			Office of the Barangay Captain	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Walk-in clients with supporting documents needed for social case study report	1.Review requirements of the client	None	5 minutes	<i>Marilou M. Tarifa Maria Antonnette U. Marcos Nelia J. Pineda Reji M. Budanio Harmone G. Curammeng Darlien Faye B. Corpuz</i>
	1.1. Interview by the social worker		30 minutes	<i>Engr. Leocadio S. Naelgas RSW, MPA Abigal L. Parazo, RSW Wilma M. Deleña RSW, MPA Maribeth V. Antonio, RSW Princess G. Dantes, RSW Andrea Lou De Jesus, RSW Catherine V. Gacutan, RSW, MSW Andy D. Siquete, RSW</i>
	1.2 Preparation of social case study report with signature and license number of the social worker noted by the provincial social welfare and development officer		30 minutes	<i>Robert L. Magno, RSW, MPA Engr. Leocadio S. Naelgas RSW, MPA Abigal L. Parazo, RSW Wilma M. Deleña RSW, MPA Maribeth V. Antonio, RSW Princess G. Dantes, RSW Andrea Lou De Jesus, RSW Catherine V. Gacutan, RSW, MSW Andy D. Siquete, RSW</i>
2.Client receives the social case study report	2.Release social case study report	None	5 minutes	<i>Engr. Leocadio S. Naelgas RSW, MPA Abigal L. Parazo, RSW Wilma M. Deleña RSW, MPA Maribeth V. Antonio, RSW Princess G. Dantes, RSW</i>



				<i>Andrea Lou De Jesus, RSW</i> <i>Catherine V. Gacutan, RSW, MSW</i> <i>Andy D. Siquete, RSW</i>
	<b>Total</b>	<b>None</b>	<b>1 Hour And 10 Minutes</b>	

## 6. SOCIAL CASE STUDY REPORT/ REFERRALS TO NEEDY INDIVIDUALS/ FAMILY (EDUCATIONAL ASSISTANCE)

Catering needy individuals/ families particularly on educational needs through Social Case Study Report. Majority of these clients were referred by the Provincial Scholarship Office to avail educational assistance to institutions catering to the needs/ extending interventions for the immediate needs of clients. These clients were also extended counseling services during the interview.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who May Avail:</b>	Indigent/ Needy Individuals and/or Family in the Province of Tarlac			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original Referral letter coming from the Scholarship Office (1 copy)			Scholarship Office	
Photocopy of certificate of registration or registration with signature of the registrar (1 copy)			Present School Attended	
Photocopy of the previous report of grades & school ID (1 copy)			Previous School Attended	
Photocopy of good moral character (1 copy)			Present/ Previous School Attended	
Photocopy of Barangay Clearance (1 copy)			Office of the Barangay Captain where the client resides	
Original Certificate of indigency (if minor and/or deceased it certifies to the immediate family member and include their relationship) (1 photocopy)			Office of the Barangay Captain where the client resides	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Walk-in clients with supporting documents needed for social case study report	1.Review requirements of the client	None	5 minutes	<i>Marilou M. Tarifa</i> <i>Maria Antonnette U. Marcos</i> <i>Nelia J. Pineda</i> <i>Reji M. Budanio</i> <i>Harmone G. Curammeng</i> <i>Darlién Faye B. Corpuz</i>
	1.1. Interview by the social worker	None	1 hour	<i>Engr. Leocadio S. Naelgas RSW, MPA</i> <i>Abigal L. Parazo, RSW</i> <i>Wilma M. Deleña RSW, MPA</i> <i>Maribeth V. Antonio, RSW</i> <i>Princess G. Dantes, RSW</i>
	1.2Preparation of social case study report with signature and license number of the social worker		3 days	<i>Andrea Lou De Jesus, RSW</i> <i>Catherine V. Gacutan, RSW, MSW</i> <i>Andy D. Siquete, RSW</i>



	noted by the provincial social welfare and development officer 1.3 Home Visitation		1 day (As the need arises)	<i>Robert L. Magno, RSW, MPA</i> <i>Engr. Leocadio S. Naelgas RSW, MPA</i> <i>Abigal L. Parazo, RSW</i> <i>Wilma M. Deleña RSW, MPA</i> <i>Maribeth V. Antonio, RSW</i> <i>Princess G. Dantes, RSW</i> <i>Andrea Lou De Jesus, RSW</i> <i>Catherine V. Gacutan, RSW, MSW</i> <i>Andy D. Siquete, RSW</i>  <i>Engr. Leocadio S. Naelgas RSW, MPA</i> <i>Abigal L. Parazo, RSW</i> <i>Wilma M. Deleña RSW, MPA</i> <i>Maribeth V. Antonio, RSW</i> <i>Princess G. Dantes, RSW</i> <i>Andrea Lou De Jesus, RSW</i> <i>Catherine V. Gacutan, RSW, MSW</i> <i>Andy D. Siquete, RSW</i>
	<b>Total</b>	<b>None</b>	<b>3 days, 1 hour and 5 minutes</b>	

### 7. CARE BY A SERVICE PROVIDER TO CHILDREN AGES 3-4 YEARS OLD WHOSE PARENTS ARE WORKING FOR 4-8 HOURS A DAY.

They are provided with different developmental activities such as receptive and expressive language skills through singing nursery songs and reciting simple rhymes and poems, drawing and coloring and listening to stories, counting numbers and recognizing the alphabet.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office			
<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>	All children 3-4 years old			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Birth Certificate (1 photocopy)			Philippine Statistics Authority Office	
ECCD Growth Chart and Card			Provincial Social Welfare and Development Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Registration and	1.Child	One Hundred	20 minutes per child	<i>Roda P. Caingat</i>



enrollment of preschool children	Development Worker gets information from the parents for the registration and enrollment of their preschool Children	fifty pesos (P150.00) per parent for the school year		<i>Katrina Ann Guzman</i>
2.None	2.Orientation of parents on Day Care Service before enrollment	None	20 minutes per parent of the child	<i>Roda P. Caingat</i>
				<i>Katrina Ann Guzman</i>
3.None	3.Conduct assessment and profiling of children on ECCD checklist, intake form.	None	45 minutes per child	<i>Roda P. Caingat</i>
				<i>Katrina Ann Guzman</i>
4.None	4.Conduct Parents initial meeting and organize Parents Group	None	2 hours and 30 minutes	<i>Roda P. Caingat</i>
				<i>Katrina Ann Guzman</i>
5.None	5.Conduct of Provincial Government of Tarlac Day Care Center Sessions	None	3 hours 1 <sup>st</sup> session  3 hours 2 <sup>nd</sup> session	<i>Roda P. Caingat</i> <i>Katrina Ann Guzman</i>
	8:00-11:00 – 1 <sup>st</sup> session 1:00-4:00– 2 <sup>nd</sup> session			
	<b>Total</b>	<b>One hundred fifty pesos (P150.00)</b>	<b>10 Hours</b>	

### 8. ACCREDITATION OF CHILD DEVELOPMENT WORKER AND CHILD DEVELOPMENT CENTER.

To provide an enhanced set of standards for the Child Development Centers and Child Development Workers for a more efficient and effective delivery of Child Development Services. And to promote accountability in the implementation of the service in the community and in the workplace.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G-Government to Government
<b>Who May Avail:</b>	Child Development Workers and Child Development Centers
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



Advancement of Children's Growth and Development (Booklet)		Rural Health Unit, Philippine Statistics Authority, barangay nutrition council, child development center		
Partnership with Families, Communities, and Local Government (Booklet)		Parents, Barangay Community Leaders, Local Government Units		
Human Resource Development (Booklet)		Municipal Social Welfare and Development Officer, Child Development Workers, Local Government Units		
Program Management (Booklet)		Municipal Social Welfare and Development Officer, Child Development Workers, Local Government Units		
Physical Environment and Safety (Booklet)		Local Government Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Municipal Social Welfare and Development Officer will request to PSWDO to Conduct Accreditation/ licensing	1. Comply with the Municipal Social Welfare and Development Officer request	None	2 days	<i>Amelia Q. Paminuan, RND</i> <i>Melita M. Alberto</i>
2. None	2. Accreditor observes the Child Development Worker how he/she conducts the session and interacts with Children and Parents.	None	2 hours and 30 minutes	<i>Amelia Q. Pamintuan, RND</i> <i>Melita M. Alberto</i>
3. None	3. Interview the parents, barangay officials and the Municipal Social Welfare and Development Officer/ECCD Focal Person separately using the assessment tool for the accreditation	None	1 hour and 30 minutes	<i>Amelia Q. Pamintuan, RND</i> <i>Melita M. Alberto</i>
4. None	4. The accreditor will inform the Child Development Worker to comply with the lacking's based on the assessment. If it is a document; they are required to comply within 2 weeks. If it is regarding infrastructure, they are given 2 months to six months.	None	2 weeks for documents compliance 6 months for infrastructure compliance	<i>Amelia Q. Pamintuan, RND</i> <i>Melita M. Alberto</i>





5.The Child Development Worker will comply using pictures as proof	5.Review the assessment tool and rescore for final assessment/rating.	None	1 hour	Amelia Q. Pamintuan, RND Melita M. Alberto
6.None	6.The assessment tool will be submitted to the Department of Social Welfare and Development Regional Office III for final review and issuance of certificate of accreditation.	None	1 month	Melita M. Alberto
	<b>Total</b>	<b>None</b>	<b>7 Months 2 Days And 5 Hours</b>	

## 9. PROVISION OF LIVELIHOOD ASSISTANCE TO DISADVANTAGED WOMEN

This program aims to provide disadvantaged women with the opportunity to engage in productive undertakings, thus augmenting their family income.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who May Avail:</b>	Disadvantaged/ needy/ indigent women who are residents of Tarlac Province.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original referral letter/endorsement letter from the Municipal Social Welfare and Development Officer where the applicant resides (1 copy)			Municipal Social Welfare and Development Office where the applicant resides.	
Original Social Case Study report of the applicant where he/she resides (1 copy)			Municipal Social Welfare and Development Office where the applicant resides.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of requirement by the Municipal Social Welfare and Development Officer/ Walk-in client	1.Review requirements of the client/ applicant submitted	None	15 minutes	Abigail L. Parazo, RSW Nelía J. Pineda
2.None	2.Preparation of Payroll, certification, obligation request, and attachment photocopy of approved project proposal	None	1 Day	Nelía J. Pineda



3.None	3.Review and signature of concerned staff and the Provincial Social Welfare and Development Officer	None	2 hours	<i>Robert L. Magno, RSW, MPA Abigail L. Parazo, RSW</i>
4.None	4.Processing of documents at the Capitol (interdepartmental)	None	18 days	<i>Marilou M. Tarifa Maria Antonnette U. Marcos</i>
5.None	5.Dissemination of information regarding the schedule of payout to concerned clients	None	1 day	<i>Nelia J. Pineda</i>
6.Receive assistance	6.Conduct of payout/granting of assistance to concerned clients	None	1 day	<i>Robert L. Magno, RSW, MPA Abigail L. Parazo, RSW Marilou M. Tarifa Maria Antonnette U. Marcos Nelia J. Pineda Paymaster incharge (Treasury Office)</i>
	<b>Total</b>	<b>None</b>	<b>21 Days, 2 Hours And 15 Minutes</b>	

### 10. CONDUCT PRODUCTIVITY SKILLS CAPABILITY BUILDING TRAINING TO DISADVANTAGED WOMEN AND YOUTH SUCH AS HIGH-SPEED SEWING CRAFT

The Provincial Social Welfare and Development Office provides skills training on high-speed sewing craft for disadvantaged women and youth through the Productivity skills Capability Building Training. This aims to promote the welfare of disadvantaged women and youth giving special attention to the prevention and eradication of exploitation of women and youth in any form as well as promotion of skills for employment and self-actualization.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who May Avail:</b>	Disadvantaged women and youth who are residents of Tarlac Province.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Original copy of barangay clearance/ certification as a proof of residency			Office of the Barangay Chairman where the applicant comes from	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Walk-in applicants with requirements	1.Receive and review the requirement of client	None	1 minute	<i>Ana Linda D. Ocampo</i>



2. Provide necessary data	2. Conduct of initial interview of trainer to the client	None	30 minutes	Ana Linda D. Ocampo
3. None	3. Filling up of the intake sheet	None	20 minutes	Ana Linda D. Ocampo
4. None	4. Conduct of orientation regarding the training	None	4 hours	Ana Linda D. Ocampo
5. None	5. Training proper	None	15 days	Ana Linda D. Ocampo
6. Receive certificates	6. Issuance of training certificates after the training proper		1 day	Robert L. Magno, RSW, MPA Abigail L. Parazo, RSW Ana Linda D. Ocampo
	<b>Total</b>	<b>None</b>	<b>16 Days, 4 Hours And 51 Minutes</b>	

## 11. PROVISION OF LIVELIHOOD ASSISTANCE TO FORMER REBELS

Former rebels will be granted livelihood assistance by the Provincial Social Welfare and Development Office. This aims for the former rebels to be reintegrated into society, this improves their quality of life. This program also seeks to contribute towards achieving the goal of permanent and peaceful closure conflicts with non-state armed groups.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who May Avail:</b>	Former Rebels who are residents of Tarlac Province.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Updated photocopy of Identification card of Former Rebels (2 photocopies)		Former Rebel		
Original certification forms the Philippine National Police/Armed Forces of the Philippines/ Joint Armed Forces of the Philippines-Philippine National Police Intelligence Committee) (1 copy)		Philippine National Police/ Armed Forces of the Philippines surrendered		
Photocopy of de-briefing report (2 photocopies)		Philippine National Police/ Armed Forces of the Philippines where the Former Rebels surrendered		
E-Clip form (1 form)		Provincial Social Welfare and Development Office where the Former Rebel resides		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1.Submission of requirements by the Armed forces of the Philippines/ Philippine National Police personnel/ walking client	1.Receive and review the requirements submitted	None	30 minutes	Abigail L. Parazo, RSW Princess G. Dantes, RSW Catherine V. Gacutan, RSW, MSW
2. None	2.Scheduling of interview	None	30 minutes	Abigail L. Parazo, RSW Princess G. Dantes, RSW Catherine V. Gacutan, RSW, MSW
3.Provide necessary data	3.Conduct of interview of client	None	4 hours	Abigail L. Parazo, RSW Princess G. Dantes, RSW Catherine V. Gacutan, RSW, MSW
4.None	4.Preparation of reintegration Plan and Project Proposal for livelihood assistance	None	1 day	Abigail L. Parazo, RSW Princess G. Dantes, RSW Catherine V. Gacutan, RSW, MSW
4.None 5.None 6.None 7.None	4.Preparation of reintegration Plan and Project Proposal for livelihood assistance 5.Preparation of payroll, certification, obligation request, photocopy of approved project proposal 6.Review and Signature of concerned staff and the Provincial Social Welfare and Development Officer 7.Processing of documents at the Capitol (interdepartmental)	None None None	1 day 1 day 2 hours	Princess G. Dantes, RSW Catherine V. Gacutan, RSW, MSW Robert L. Magno, RSW, MPA Abigail L. Parazo, RSW Princess G. Dantes, RSW Catherine V. Gacutan, RSW, MSW
		None	18 days	Marilou M. Tarifa



8.None	8.Dissemination of information regarding the schedule of pay-out	None	1 day	Princess G. Dantes, RSW Catherine V. Gacutan, RSW, MSW
9.Receives assistance	9.Conduct of payout/granting of assistance to concerned clients	None	1 day	Robert L. Magno, RSW, MPA Abigail L. Parazo, RSW Marilou M. Tarifa Princess G. Dantes, RSW Catherine V. Gacutan, RSW, MSW
	<b>Total</b>	<b>None</b>	<b>22 Days And 7 Hours</b>	

## 12. PROVISION OF LIVELIHOOD ASSISTANCE TO NEEDY/ INDIGENT SOLO PARENT

Solo Parents are parents left alone earning a living for their family. As a result, their daily subsistence is insufficient, thus some of their children opt to stop from schooling. The Provincial Social Welfare and Development Office is one of the agencies of the Province, helping their marginalized sector of our society. Thus, the Provincial Social Welfare and Development Office conceptualized a livelihood assistance to help them augment, hence increased their daily income.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who May Avail:</b>	Needy/indigent solo parent who is a resident of Tarlac Province.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Updated photocopy of card of Solo Parent ID			Municipal Social Welfare and Development Office where the applicant resides	
Original referral letter/ endorsement letter from the Municipal Social Welfare and Development Officer where the client resides.			Municipal Social Welfare and Development Office where the applicant resides	
Original Social Case Study report of the applicant where he/she resides			Municipal Social Welfare and Development Office where the applicant resides	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of requirement by the Municipal Social Welfare and Development Officer/ walk-in client	1.Receive and review the requirements of the client/applicant submitted	None	15 minutes	Abigail L. Parazo, RSW
				Nelia J. Pineda
2.None	2.Preparation of payroll, certification, obligation	None	1 day	Nelia J. Pineda



	request, photocopy of approved project proposal			
3.None	3.Review and signature of concerned staff and the Provincial Social Welfare and Development Officer	None	2 hours	<i>Abigail L. Parazo, RSW Robert L. Magno, RSW, MPA</i>
4.None	4.Processing of documents at the Capitol (inter departmental)	None	18 days	<i>Marilou M. Tarifa Maria Antonnette U. Marcos</i>
5.None	5.Dissemination of information regarding the schedule of payout	None	1 day	<i>Nelia J. Pineda</i>
6.Receives assistance	6.Conduct of payout/ granting of assistance to concerned client	None	1 day	<i>Robert L. Magno, RSW, MPA Abigail L. Parazo, RSW Marilou M. Tarifa Maria Antonnette U. Marcos Nelia J. Pineda Paymaster in charge (treasury office)</i>
	<b>Total</b>	<b>None</b>	<b>21 Days, 2 Hours And 15 Minutes</b>	

### 13. GRANTING OF EDUCATIONAL ASSISTANCE TO CHILDREN OF SOLO PARENTS WHO ARE IN SCHOOL

A solo parent is a parent left solo or alone with the responsibility of parenthood. They should be applauded in our community and asking how we can support them better as they seek to fight a better life for themselves and their children. This assistance is given only once a year to qualified beneficiaries until they graduate. This is one way of augmenting for their educational expenses. Priorities are those who have previously availed the service.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C-Government to Citizen G2G-Government to Government G2B- Government to Business
<b>Who May Avail:</b>	All Solo Parents with Valid Solo Parent Identification whose children are in school
<b>CHECKLIST OF REQUIREMENTS</b>	
Updated original copy of certificate of enrollment/certificate of registration of applicant (1 copy)	School where the applicant is currently enrolled
Photocopy of the birth certificate of the applicant (1 Photocopy)	Philippine Statistics Authority/ Local Civil Registrar



Updated photocopy of the school Identification of the applicant (1 Photocopy)		School where the applicant is currently enrolled		
Updated photocopy of the solo parent ID of the applicants' parent (front and back) (1 photocopy)		Municipal Social Welfare and Development Office where the applicant's parent resides		
Original copy of Social Case study report of the applicant (1 copy)		Municipal Social Welfare and Development Office where the applicant resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Walk in client/ referrals from Local Government Units/ Municipal Social Welfare and Development Officers (submission of requirements)	1.Receive and review the requirement of the client/ applicant	None	5 minutes	<i>Abigail L. Parazo, RSW Nelia J. Pineda</i>
2.None	2.Preparation of Payroll, certification, obligation request, attachment of photocopy of approved project proposal	None	1 day	<i>Nelia J. Pineda</i>
3.None	3.Review and signature of concerned staff and Provincial Social Welfare and Development Officer	None	2 days	<i>Robert L. Magno, RSW, MPA Abigail L. Parazo, RSW</i>
4.None	4.Processing of documents at the capitol (interdepartmental)	None	18 days	<i>Marilou M. Tarifa Maria Antonnette U. Marcos</i>
5.None	5.Dissemination of information regarding the schedule of payout to concerned clients	None	1 day	<i>Nelia J. Pineda</i>
6.Receive assistance	6.Conduct of payout/granting of assistance to concerned clients	None	1 day	<i>Robert L. Magno, RSW, MPA Abigail L. Parazo, RSW Marilou M. Tarifa Nelia J. Pineda Maria Antonnette U. Marcos Paymaster in charge (Treasury Office)</i>
	<b>Total</b>	<b>None</b>	<b>23 Days And 5 Minutes</b>	



#### 14. PROVISION OF FINANCIAL ASSISTANCE TO DISPLACED FAMILIES DUE TO DEMOLITION

This is the granting of assistance to displaced families due to demolition. Clients mostly are from the urban poor communities. It is a one-time assistance granted to the victim's either in cash or in check.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who May Avail:</b>	Indigent/ Needy Individuals and /or Family Resident of Tarlac Province Who Are Victims of Demolition			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original personal letter of the client/ applicant (1 copy)		The client will provide		
Photocopy of Barangay resolution (1 copy)		Office of the Barangay Chairperson where the client resides		
Picture of the demolished house (1 copy) ID of the applicant/Head of the family		The client will provide		
Form 200		Provincial Social Welfare and Development Office		
Certificate of eligibility		Provincial Social Welfare and Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Walk-in clients/ referrals from Local Government Units/ Municipal Social Welfare and Development Offices (submission of requirements)	1.Receive and review the requirements of the client/ applicant	None	10 minutes	<i>Abigail L. Parazo, RSW Nelia J. Pineda</i>
2.None	2.Scheduling of interview	None	1 day	<i>Abigail L. Parazo, RSW</i>
3.Provide information	3.Conduct of interview of clients	None	1 hour	<i>Engr. Leocadio S. Naelgas, RSW, MPA Abigail L. Parazo, RSW Wilma M. Deleña, RSW, MPA Maribeth V. Antonio, RSW Princess G. Dantes, RSW Andy D. Siquete, RSW Catherine V. Gacutan, RSW</i>
	4.Assessment of client	None	1 hour	<i>Engr. Leocadio S. Naelgas, RSW, MPA Abigail L. Parazo, RSW</i>





				<i>Wilma M. Deleña, RSW, MPA Princess G. Dantes, RSW Maribeth V. Antonio, RSW Andy D. Siquete, RSW Catherine V. Gacutan, RSW</i>
5.None	5.Preparation of payroll, certification, obligation request	None	1 day	<i>Marilou M. Tarifa Maria Antonnette U. Marcos Nelia J. Pineda</i>
6.None	6.Review and signature of concerned staff and the Provincial Social Welfare and Development Officer	None	2 hours	<i>Robert L. Magno, RSW, MPA Abigail L. Parazo, RSW</i>
7.None	7.Processing of documents at the capitol (inter departmental)	None	18 days	<i>Marilou M. Tarifa Maria Antonnette U. Marcos</i>
8.None	8.Dissemination of Information regarding the schedule of payout	None	1 day	<i>Maria Antonnette U. Marcos Nelia J.Pineda</i>
9.Receive assistance	9.Conduct of payout/granting of assistance to concerned clients	None	1 day	<i>Robert L. Magno, RSW, MPA Abigail L. Parazo, RSW Marilou M. Tarifa Maria Antonnette U. Marcos All Social Workers Paymaster in charge (Treasury Office)</i>
	<b>Total</b>	<b>None</b>	<b>22 Days, 4 Hours And 10 Minutes</b>	

### 15. PROVISION/GRANTING OF FINANCIAL ASSISTANCE TO VICTIMS OF NATURAL DISASTER

This is the granting of assistance to displaced families due to natural disaster. It is a one-time assistance granted to individuals/families either in cash or in a check.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who May Avail:</b>	Disaster Victims who are residents of Tarlac Province
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



Photocopy of Disaster Report (1 copy)		Municipal Social Welfare and Development Officer		
Original endorsement letter from Local Government Unit (1 copy)		Office of the Mayor		
Picture of damaged house (1 copy)		Client will provide		
Form 200		Provincial Social Welfare and Development Office		
Certificate of Eligibility		Provincial Social Welfare and Development Office		
Original certification from the barangay stating that the client is a victim of disaster		Office of the barangay chairperson where the client resides		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission Of requirements	1.Receive and review the requirements submitted by the client/applicant	None	10 minutes	<i>All Social Workers</i>
2.None	2.Scheduling of interview	None	1 day	<i>Abigail L. Parazo, RSW</i>
3.Provide information	3.Conduct interview of clients	None	1 hour	<i>All Social Workers</i>
4.None	4.Assessment of client	None	1 hour	<i>All Social Workers</i>
5.None	5.Preparation of payroll, certification, obligation request	None	1 day	<i>Marilou M. Tarifa Maria Antonette U. Marcos</i>
6.None	6.Review and signature of Provincial Social Welfare and Development Officer	None	2 hours	<i>Robert L. Magno, RSW, MPA Abigail L. Parazo, RSW</i>
7.None	7.Processing of documents at the capitol (interdepartment)	None	18 days	<i>Marilou M. Tarifa Maria Antonette U. Marcos</i>
8.None	8.Dissemination of information regarding the schedule of payout	None	1 day	<i>Maria Antonette U. Marcos Nelia J. Pineda</i>
9.Receive assistance	9.Conduct of payout/granting of assistance to concerned clients	None	1 day	<i>Robert L. Magno, RSW, MPA All Social Workers Marilou M. Tarifa Maria Antonette U. Marcos Paymaster in charge (Treasury Office)</i>
	<b>Total</b>	<b>None</b>	<b>22 Days, 4 Hours And 10 Minutes</b>	

## 16. EDUCATIONAL ASSISTANCE FOR PERSONS WITH DISABILITIES (ELEMENTARY, HIGH SCHOOL, COLLEGE)



Provision of educational assistance to in-school Persons with Disabilities. For Elementary – P1,500.00; High school P2,000.00; and College- P3,000.00. This assistance is given once a year to Persons with Disabilities students to augment their expenses. Priorities are those who have previously availed the service.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who May Avail:</b>	Disadvantaged/ Needy/ Indigent Persons with Disability in the Province of Tarlac			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of School Card/ copy of Grades (1 copy)		School where the student is enrolled		
Certificate of Enrollment/ Certificate of Registration to be attached to payroll (1 original copy; 1 photocopy)		School where the student is enrolled		
Photocopy of school ID (1 copy)		School where the student is enrolled		
Photocopy of Persons with Disability ID (1 copy)		City/Municipal Person with Disability Affairs Office or Municipal Social Welfare and Development Office		
Original Copy of Certificate of Indigency (1 copy)		Office of the Barangay Captain where the applicant resides		
Whole Body picture (1 copy)		Client		
Social Case Study Report for new applicants (1 copy)		Municipal Social Welfare and Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Walk-in clients/ Referrals from Local Government Units/ Municipal Social Welfare and Development Offices (Submission of Requirements)	1.Receive and review requirements of the client/applicant	None	5 minutes	<i>Maribeth V. Antonio, RSW Maria Antonette U. Marcos</i>
2.None	2.Preparation of Payroll, Certification, Obligation Request, Attachment of photocopy of approved project proposal	None	1 day	<i>Maribeth V. Antonio, RSW Maria Antonette U. Marcos</i>
3.None	3.Review and Signature of concerned staff of Provincial Social Welfare and Development Office	None	2 hours	<i>Robert L. Magno, RSW, MPA Engr. Leocadio S. Naelgas, RSW, MPA</i>



4.None	4.Processing of documents at the Capitol (Interdepartmental)	None	18 days	Marilou M. Tarifa Maria Antonette U. Marcos
5.None	5.Dissemination of information regarding the schedule of payout to concerned clients	None	1 day	Marilou M. Tarifa Maria Antonette U. Marcos
6.Receive assistance	6.Conduct of Payout/Granting of assistance to concerned clients	None	1 day	Robert L. Magno, RSW, MPA Engr. Leocadio S. Naelgas, RSW, MPA Maribeth V. Antonio, RSW Marilou M. Tarifa Maria Antonette U. Marcos Wilfred N. Corpuz II Paymaster incharge (Treasury Office)
	<b>Total</b>	<b>None</b>	<b>21 Days, 2 Hours And 5 Minutes</b>	

## 17. LIVELIHOOD PROGRAM FOR PERSONS WITH DISABILITY

Provision of livelihood assistance to Persons with Disability for them to become self-reliant and empowered.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who May Avail:</b>	Disadvantaged/ Needy/ Indigent Persons with Disability			
	in the Province of Tarlac			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Referral letter form Municipal Social Welfare and Development Office/Persons with Disability Affairs Office			Municipal Social Welfare and Development Office/Persons with Disability Affairs Office	
Social Case Study Report (1 copy)			Municipal Social Welfare and Development Office	
Photocopy of Persons with Disability ID (1 copy)			Municipal Social Welfare and Development Office/Persons with Disability Affairs Office	
Whole Body Picture (1 copy)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of requirements (Referrals from Local Government Units/ Municipal Social Welfare and Development	1.Receive and review the requirements of the client/applicant	None	5 minutes	Maribeth V. Antonio, RSW Maria Antonette U. Marcos



Offices)				
2.None	2.Preparation of Payroll, Certification, Obligation /Request, Attachment of Photocopy of Approved Project Proposal	None	1 day	<i>Maribeth V. Antonio, RSW Maria Antonnette U. Marcos</i>
2.None	2.Review and Signature of concerned staff and Provincial Social Welfare and Development Officer	None	2 hours	<i>Robert L. Magno, RSW, MPA Engr. Leocadio S. Naelgas, RSW, MPA</i>
3.None	3.Processing of documents at the capitol (interdepartment)	None	18 days	<i>Marilou M. Tarifa Maria Antonnette U. Marcos</i>
4.None	4.Dissemination of information regarding the schedule of payout to concerned clients	None	1 day	<i>Maribeth V. Antonio, RSW Maria Antonnette U. Marcos</i>
5.Receive assistance	5.Conduct of payout/granting of assistance to concerned clients	None	1 day	<i>Robert L. Magno, RSW, MPA Engr. Leocadio S. Naelgas, RSW, MPA Maribeth V. Antonio, RSW Marilou M. Tarifa Maria Antonnette U. Marcos Paymaster incharge (Treasury Office)</i>
	<b>TOTAL</b>	<b>None</b>	<b>21 Days, 2 Hours and 5 Minutes</b>	

### 18. REFERRAL FORM OF GOODWILL TO PGO-CUSTOMER SERVICE UNIT FOR WALK-IN CLIENTS AND NEEDY INDIVIDUALS.

The service is given to individuals that belong to indigent families who are in crisis due to unexpected medical need expenses, clients are being assessed so they can avail the service to PGO Customer Service Unit.

<b>Office or Division:</b>	Provincial Government Office Extension-Helpdesk
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen



<b>Who May Avail:</b>		Indigent		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
For Goodwill: One (1) original excess bill quotation from Tarlac Provincial Hospital with complete details of the patient and signature of the medical record officer.			Billing Section, Tarlac Provincial Hospital	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry/ Personal appearance of the client/ immediate family to PGOE Helpdesk and register in PGOE- Helpdesk logbook.	1. Receive and check the requirements. 1.1 Refer client to Governor's Office to request referral stub addressed to Ms Beth Gandol of Provincial Governor's Office - Customer Service Unit.	None	5 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
2. Request referral stub addressed to Ms. Beth Gandol of PGO Helpdesk.	2. Preparation of referral stub addressed to Ms. Beth Gandol of Provincial Governor's Office Extension- Helpdesk. 2.1 Referral to PGOE- Helpdesk for Referral form addressed to Ms. Beth Gandol of Provincial Governor's Office - Customer Service Unit.	None	5 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
3. Submission of referral stub attached with the requirements.	3. Interview for the preparation of referral form to Provincial Governor's Office Customer Service Unit addressed to Ms. Beth Gandol. 3.1 Intake sheet interview for monitoring. 3.2 Instruct the client/immediate family to Provincial Governor's Office Customer Service Unit for initial evaluation interview.	None	15 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>



4.Submission of referral form attached with other requirements to PGO Customer Service Unit.	4.Checking of the referral form attached with other requirements. 4.1Initial interview. Referral to Malasakit Center for eligibility evaluation.	None	15 minutes	Officer-in-charge
5.Personal appearance of the client/immediate family for interview at Malasakit Center for evaluation interview and approval.	5.Review of the requirements presented 5.1Evaluation interview and approval. 5.2Refer the client to the Provincial Governor's Office Customer Service Unit for Approval Stamp.	None	15 minutes	Social Worker Officer IV
6.Submission of the approved requirements for approval stamp.	6.Stamping and signature of the charge slip. 6.1Referral to laboratory for the schedule of laboratory test	None	5 minutes	Officer-in-charge
7.Submission of the stamped and signed excess bill quotation at Billing Section.	7.Encoding the discount given to the excess bill of the client.	None	10 minutes	Billing Section Staffs
	<b>Total</b>	<b>None</b>	<b>1 Hour And 10 Minutes</b>	

### 19. REFERRAL FORM OF ANIMAL BITE TREATMENT TO PGO-CUSTOMER SERVICE UNIT FOR WALK-IN CLIENTS AND NEEDY INDIVIDUALS.

The service is given to individuals that belong to indigent families who are in crisis due to unexpected medical need expenses, client is being assessed so they can avail the service to the PGO Customer Service Unit.

<b>Office or Division:</b>	Provincial Government Office Extension-Helpdesk			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Indigent			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For Animal bite treatment:</b> One (1) original Vaccine treatment schedule form from Tarlac Provincial Hospital with complete details of the patient with signature and license number of the attending physician.			Animal Bite Treatment Center, Tarlac Provincial Hospital	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Inquiry/Personal appearance of the client/ immediate family to PGOE	1.Receive and check the requirements.	None	5 minutes	Andrea Lou De Jesus, RSW Andy D. Siquete , RSW



Helpdesk and register in PGOE-Helpdesk logbook.	1.1 Refer client to Governor's Office to request referral stub addressed to Ms Beth Gandol of Governor's Office Customer Service Unit.			
2.Request referral stub addressed to Ms. Beth Gandol of PGO Helpdesk.	2.Preparation of referral stub addressed to Ms. Beth Gandol of PGOE-Helpdesk. 2.1Referral to Governor's Office - Helpdesk for Referral form addressed to Ms. Beth Gandol of PGO-Customer Service Unit.	None	5 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
3.Submission of referral stub attached with the requirements.	3.Interview for the preparation of referral form to PGO Customer Service Unit addressed to Ms. Beth Gandol. 3.1 Intake sheet interview for monitoring.  3.2 Instruct the client/immediate family to Governor's Office Costumer Service Unit for initial evaluation interview.	None	15 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
4.Submission of referral form attached with other requirements to Provincial Governor's Office Customer Service Unit.	4.Checking of the referral form attached with other requirements. 4.1 Initial interview. 4.2 Referral to laboratory section for charge slip request.	None	15 minutes	<i>Officer-in-charge</i>
5.Submission of vaccine treatment schedule to release charge slip at Animal Bite Treatment Center.	5.Preparation of charge slip.	None	5 minutes	<i>Animal Bite Treatment Center Staffs</i>





6.Submission of charge slip with other requirements.	6.Checking of requirements. 6.1 Referral to Malasakit Center for eligibility evaluation	None	5 minutes	<i>Officer-in-charge</i>
7.Personal appearance of the client/immediate family for interview at Malasakit Center for evaluation interview and approval.	7.Review of the requirements presented 7.1 Evaluation interview and approval. 7.2 Refer the client to the Governor's Office Customer Service Unit for Approval Stamp.	None	15 minutes	<i>Social Worker Officer IV</i>
8.Submission of the approved requirements for approval stamp.	8. Stamping and signature of the charge slip. 8.1Referral to Animal Bite Treatment Center for the schedule of vaccine shot.	None	5 minutes	<i>Officer-in-charge</i>
9.Submission of the stamped and signed charge slip at Animal Bite Treatment Center for scheduling.	9.Scheduling of the Vaccine shot examination.	None	10 minutes	<i>Animal Bite Treatment Center Staffs</i>
<b>Total</b>		<b>None</b>	<b>80 minutes</b>	

**20. REFERRAL FORM OF LABORATORY TEST TO PGO-CUSTOMER SERVICE UNIT FOR WALK-IN CLIENTS AND NEEDY INDIVIDUALS.**

The service is given to individuals that belongs to indigent family who are in crisis due to unexpected medical need expenses, clients are being assessed so they can avail the service to PGO Customer Service Unit

<b>Office or Division:</b>	Provincial Government Office Extension-Helpdesk			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may Avail:</b>	Indigent			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For Laboratory:</b> One (1) original laboratory request form from Tarlac Provincial Hospital with complete details of the patient with signature and license number of the attending physician.			Laboratory Section, Tarlac Provincial Hospital	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEESTO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Inquiry/Personal appearance of the client/ immediate family to PGOE- Helpdesk and register in PGOE- Helpdesk logbook.</p>	<p>1. Checking of the requirements. 1.1 Refer client to Governor's Office to request referral stub addressed to Ms Beth Gandol of Governor's Office -Customer Service Unit.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Andrea Lou De Jesus, RSW Andy D. Siquete , RSW</i></p>
<p>2. Request referral stub addressed to Ms. Beth Gandol of PGO Helpdesk.</p>	<p>2. Preparation of referral stub addressed to Ms. Beth Gandol of PGOE-Helpdesk 2.1 Referral to Governor's Office - Helpdesk for Referral form addressed to Ms. Beth Gandol of Governor's Office - Customer Service Unit.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Andrea Lou De Jesus, RSW Andy D. Siquete , RSW</i></p>
<p>3. Submission of referral stub attached with the requirements.</p>	<p>3. Interview for the preparation of referral form to Governor's Office Customer Service Unit addressed to Ms. Beth Gandol. Intake sheet interview for monitoring. 3.1 Instruct the client/immediate family to the PGO Customer Service Unit for initial evaluation interview.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Andrea Lou De Jesus, RSW Andy D. Siquete , RSW</i></p>
<p>4. Submission of referral form attached with other requirements to PGO Customer Service Unit.</p>	<p>4. Checking of the referral form attached with other requirements. 4.1 Initial interview. 4.2 Referral to laboratory section for charge slip request.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Officer-in-charge</i></p>



5.Submission of laboratory request to release charge slip at Laboratory Section.	5.Preparation of charge slip.	None	5 minutes	Laboratory Section Staffs
6.Submission of charge slip with other requirements.	6.Checking of requirements. 6.1 Referral to Malasakit Center for eligibility evaluation	None	5 minutes	Officer-in-charge
7.Personal appearance of the client/ immediate family for interview at Malasakit Center for evaluation interview and approval.	7. Review of the requirements presented 7.1 Evaluation interview and approval. 7.2 Refer the client to Governor's Office Costumer Service Unit for Approval Stamp.	None	15 minutes	Social Worker Officer IV
8.Submission of the approved requirements for approval stamp.	8. Stamping and signature of the charge slip 8.1 Referral to laboratory for the schedule of laboratory test	None	5 minutes	Officer-in-charge
9.Submission of the stamped and signed charge slip at Laboratory Section for scheduling.	9. Scheduling of the laboratory examination.	None	10 minutes	Laboratory Section Staffs
	<b>Total</b>	<b>None</b>	<b>1 hour and 20 minutes</b>	

## 21. REFERRAL FORM OF MEDICINE TO PGO-COSTUMER SERVICE UNIT FOR WALK-IN CLIENTS AND NEEDY INDIVIDUALS.

The service is given to individuals that belongs to indigent family who are in crisis due to unexpected medical need expenses, clients are being assessed so they can avail the service to Provincial Governor's Office Customer Service Unit

<b>Office or Division:</b>	Provincial Government Office Extension-Helpdesk
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may Avail:</b>	Indigent
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Medicine:</b> One (1) original prescription form from Tarlac Provincial Hospital with complete details of the patient with signature and license number of the attending physician.	Pharmacy, Tarlac Provincial Hospital



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry/ Personal appearance of the client/ immediate family to PGOE- Helpdesk and register in PGOE- Helpdesk logbook.	1. Checking of the requirements. 1.1 Refer client to Governor's Office to request referral stub addressed to Ms Beth Gandol of Governor's Office - Customer Service Unit.	None	5 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete , RSW</i>
2. Request referral stub addressed to Ms. Beth Gandol of PGO- Helpdesk.	2.Preparation of referral stub addressed to Ms. Beth Gandol of PGOE-Helpdesk. 2.1 Referral to Governor's Office Extension Helpdesk for Referral form addressed to Ms. Beth Gandol of Governor's Office - Customer Service Unit.	None	5 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
3.Submission of referral stub attached with the requirements.	3.Interview for the preparation of referral form to Governor's Office Customer Service Unit addressed to Ms. Beth Gandol. Intake sheet interview for monitoring. 3.1 Instruct the client/immediate family to the Governor's Office Customer Service Unit for initial evaluation interview.	None	15 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete , RSW</i>
4.Submission of referral form attached with other requirements	4.Checking of the referral form attached with other requirements.	None	15 minutes	<i>Officer-in-charge</i>



to PGO Customer Service Unit.	4.1 Initial interview. 4.2 Referral to the pharmacy section for the availability of medicine being requested by the client/immediate family.			
5.Submission of prescription form to check the availability of the medicine being requested at the Pharmacy Section.	5. Checking the availability of the medicine being requested by the client/ immediate family.  5.1 Referral to the Governor's Office Customer Service Unit for approval of the medicine request.	None	5 minutes	<i>Pharmacy Section Staffs</i>
6.Submission of prescription form attached with other requirements for approval.	6.Checking of requirements. 6.1 Referral to Malasakit Center for eligibility evaluation	None	5 minutes	<i>Officer-in-charge</i>
7.Personal appearance of the client/immediate family for interview at Malasakit Center for evaluation interview and approval.	7. Review of the requirements presented 7.1 Evaluation interview and approval.  7.2 Refer the client to the Governor's Office Customer Service Unit for Approval Stamp.	None	15 minutes	<i>Social Worker Officer IV</i>
8.Submission of the approved requirements for approval stamp.	8. Stamping and signature of the prescription form.  8. 8.1 Referral to pharmacy for the claiming the available medicine needed.	None	5 minutes	<i>Officer-in-charge</i>



9.Submission of the stamped and signed prescription at Pharmacy Section for claiming the available medicine needed.	9.Preparation of the available medicine needed.	None	15 minutes	Pharmacy Section Staffs
<b>Total</b>		<b>None</b>	<b>1 Hour and 25 Minutes</b>	

## 22. POINT OF CARE ENROLLMENT SERVICE

The Philippine Health Insurance Corporation also known as Phil health, in line with the government's objective of Universal Health Care that intends to give access to quality health care to every Filipino family especially to the poor, calls on other organized groups to register their members to the newly implemented system identified as Point of Service.

<b>Office or Division:</b>	Provincial Social Welfare and Development Office – Phil health Help desk			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may Avail:</b>	Indigent patients admitted in service wards in Tarlac Provincial Hospital			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Verification Stub ,1 original copy			Phil health help desk office	
Phil health Member Registration Form (PMRF), 3 original copies			Phil health help desk office	
Claim Signature Form (CSF), 1 original copy			Phil health help desk office	
Point of Service Certificate			Phil health help desk office	
Medical Social Service Intake Sheet, 1 original copy			Medical Social Worker (MSW)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Room to room visit	1.Interview newly admitted patient or patient's representative to gather necessary information for Phil health verification	None	3 minutes	<i>Jerson c. Gacutan Mark Anthony P. Castillo Judy Ann I. Otapil Hugh Clifford M. Seballos Gina R. Valdez Brigitte Mae B. Macasaquit Wilfredo C. Quibuyen Magnolia M. Arceo Madelyn G. Francisco Joyce B. Agustin Monica P. Clemente Marites Alviar</i>



2. Record Verification	2. Verify Philhealth or Non-Philhealth member/dependent using the i-CARES system Determine eligibility to avail Philhealth benefits	None	5 minutes	<i>Philhealth Customer Assistance, Relations, and Empowerment Staff (PCARES) assigned in Tarlac Provincial Hospital</i>
3. Generating and printing of Philhealth Benefit Form (PBEF)	3. For members with discrepancies in records, advise patient's representative to provide necessary requirements like registered Birth Certificate/Marriage Certificate/any 2 valid IDs *If necessary, requirements have already	None	5 minutes	<i>Jerson c. Gacutan Mark Anthony P. Castillo Judy Ann I. Otapil Hugh Clifford M. Seballos Gina R. Valdez Brigitte Mae B. Macasaquit Wilfredo C. Quibuyen Magnolia M. Arceo Madelyn G. Francisco Joyce B. Agustin Monica P. Clemente Marites Alviar</i>
	been provided, proceed to <b>Step 5</b>			<i>Mark Anthony P. Castillo Hugh Clifford M. Seballos Gina R. Valdez Brigitte Mae B. Macasaquit</i>
4. Securing forms needed for Point of Service (POS) enrollment	4. Patient/ patients' representative is assisted in accomplishing forms needed for POS enrollment: 1). Philhealth Member Registration Form (PMRF), 3 copies all original 2). Claim Signature Form (CSF), 1 copy, origin 3). Medical Social Service Intake Sheet, 1 copy, original and fully accomplished by the Medical Social Worker (MSW)	None	5 minutes	<i>Jerson C. Gacutan Mark Anthony P. Castillo Judy Ann I. Otapil Hugh Clifford M. Seballos Gina R. Valdez Brigitte Mae B. Macasaquit Wilfredo C. Quibuyen Magnolia M. Arceo Madelyn G. Francisco Joyce B. Agustin Monica P. Clemente Marites Alviar</i>
5. Point of Service (POS) online enrollment	5. Encode/ register the member and dependent's information stipulated in the PMRF using the On-Site Rapid	None	5 minutes	<i>Jerson C. Gacutan Mark Anthony P. Castillo Judy Ann I. Otapil Hugh Clifford M. Seballos Gina R. Valdez Brigitte Mae B. Macasaquit</i>



	Enrollment System (ORE) 5.1 Check patient's data with the admission database 5.2 Check the completeness of data/information stipulated in the PMRF 5.3 Print POS Certification			<i>Wilfredo C. Quibuyen          Magnolia M. Arceo          Madelyn G. Francisco          Joyce B. Agustin          Monica P. Clemente          Marites Alviar</i>
6. Evaluation of Medical records and documents prior to hospital discharge	6. Patient's representative proceeds to Phil health help desk frontline 6.1 Evaluate patient's Medical Chart/ record and necessary documents if data are consistent and forwards records to Billing section consecutively 6.2 Instruct patient's representative to proceed to Billing section for hospital bill assessment	None	5 minutes	<i>Jerson C. Gacutan          Mark Anthony P. Castillo          Judy Ann I. Otapil          Hugh Clifford M. Seballos          Gina R. Valdez          Brigitte Mae B. Macasaquit          Wilfredo C. Quibuyen          Magnolia M. Arceo          Madelyn G. Francisco          Joyce B. Agustin          Monica P. Clemente          Marites Alviar</i>
	<b>Total</b>	<b>None</b>	<b>28 Minutes</b>	

### 23. LIMITED FINANCIAL ASSISTANCE FOR WALK-IN CLIENTS, NEEDY INDIVIDUAL/FAMILY

The program tends to help indigent families to cope with the demand of their unexpected needs due to circumstances that increase their daily financial need. The financial assistance is given to individuals that belong to indigent families who are in crisis due to unexpected expenses in funeral, medical and fire victim. Clients are being screened and assessed so they can avail the service to Financial Assistance under the indigency program of the Governor Susan A. Yap.

<b>Office or Division:</b>	Provincial Governor's Office Extension-Helpdesk	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may Avail:</b>	Indigent	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>For Medical Need (Maintenance, 2d-echo, MRI, Stainless operation)</b>	
	<ul style="list-style-type: none"> <li>• One (1) original and one (1) photocopy of Personal handwritten letter addressed to Governor Susan A. Yap stating what assistance you need with signature of the client/immediate family of the client with contact number.</li> <li>• One original or certified thru copy. Two (2) photocopies of client's Medical Certificate or Clinical Abstract with</li> </ul>	<ul style="list-style-type: none"> <li>• Client/immediate family of the client.</li> <li>• Attending physician of the client.</li> </ul>





<p>diagnosis, signature and license number of the attending physician.</p> <ul style="list-style-type: none"> <li>• Two (2) photocopies of client's prescription form/laboratory request/quotation of the operation, with signature and license number of the attending physician who released the client's medical certificate.</li> <li>• One original or certified thru copy. Two (2) photocopies of one valid ID of the client/immediate family of the patient. <ul style="list-style-type: none"> <li>• One (1) original and one (1) photocopy Certificate of Indigency of the client.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Attending physician of the client.</li> <li>• Client/immediate family of the client.</li> <li>• Barangay Hall where the client resides.</li> </ul>
<p><b>For Dialysis/Chemotherapy/Radiotherapy</b></p> <ul style="list-style-type: none"> <li>• One (1) original and one (1) photocopy of</li> <li>• Personal handwritten letter addressed to Governor Susan A. Yap stating what assistance you need with signature of the client/immediate family of the client with contact number.</li> <li>• One original or certified thru copy. Two (2) photocopies of client's Medical Certificate or Clinical Abstract with diagnosis, signature and license number of the attending physician where the patient undergo treatment.</li> <li>• Two (2) photocopies of client's treatment protocol with signature of the medical record officer where the patient undergo treatment.</li> <li>• Two (2) photocopies of one valid ID of the client/immediate family of the patient.</li> <li>• One (1) original and one (1) photocopy Certificate of Indigency of the client.</li> </ul>	<ul style="list-style-type: none"> <li>• Client/immediate family of the client.</li> <li>• Attending physician of the client where the client undergoes treatment.</li> <li>• Medical Record Section where the client undergo treatment.</li> <li>• Client/immediate family of the client.</li> <li>• Barangay Hall where the client resides.</li> </ul>
<p><b>For Hospital bill</b></p> <ul style="list-style-type: none"> <li>• One (1) original and one (1) photocopy of Personal handwritten letter addressed to Governor Susan A. Yap stating what assistance you need with signature of the client/immediate family of the client with contact number.</li> <li>• One original or certified thru copy. Two (2) photocopies of client's Medical Certificate or Clinical Abstract with diagnosis, signature and license number of the attending physician of the hospital from where the client is admitted.</li> <li>• Two (2) photocopies of client's running estimated bill (10,000 and above) or promissory note (10,000 and above with notary public) with signature of the medical record officer from the hospital where the client is admitted.</li> <li>• Two (2) photocopies of one valid ID of the client/immediate family of the patient.</li> <li>• One (1) original and one (1) photocopy Certificate of Indigency of the client.</li> </ul>	<ul style="list-style-type: none"> <li>• Client/immediate family of the client.</li> <li>• Attending physician of the client from where the client is admitted.</li> <li>• Medical Record Section from the hospital where the client is admitted.</li> <li>• Client/immediate family</li> <li>• Barangay Hall where the client resides.</li> </ul>
<p><b>For Burial Assistance</b></p> <ul style="list-style-type: none"> <li>• One (1) original and one (1) photocopy of Personal handwritten letter addressed to Governor Susan A. Yap stating what assistance you need with signature of the immediate family of the deceased client with contact number.</li> <li>• One original or certified thru copy. Two (2) photocopies of Registered Death Certificate.</li> <li>• One original or certified thru copy. Two (2) photocopies Funeral Contract.</li> </ul>	<ul style="list-style-type: none"> <li>• Immediate family of the deceased client.</li> <li>• Hospital then registration at the Municipal Hall where the deceased client resides.</li> <li>• Funeral where the deceased client was catered. Immediate</li> </ul>



<ul style="list-style-type: none"> <li>• Three (3) photocopies of one valid ID of the immediate family of the deceased client.</li> <li>• One (1) original and one (1) photocopy Certificate of Indigency of the deceased client with the name and relationship of the immediate family requesting for assistance. <ul style="list-style-type: none"> <li>• Three (3) photocopies of the Burial permit.</li> </ul> </li> </ul>	<p>family of the deceased client</p> <ul style="list-style-type: none"> <li>• Barangay Hall where the client resides</li> <li>• Municipal hall where the client resides.</li> </ul>
<p><b>For Mortuary Assistance</b></p> <ul style="list-style-type: none"> <li>• One (1) original and one (1) photocopy of Personal handwritten letter addressed to Governor Susan A. Yap stating what assistance you need with signature of the immediate family of the deceased client with contact number.</li> <li>• Two (2) photocopies of Registered Death Certificate.</li> <li>• One (1) original and one (1) photocopy Certification of an active Barangay Health worker from Ms. Remy Collado President of Barangay Health Worker Organization.</li> <li>• One (1) original and one (1) photocopy Certification of an active Barangay Health worker from the Municipal President of Barangay Health Worker Organization.</li> <li>• Two (2) photocopies of one valid ID of the immediate family of the deceased client.</li> <li>• Two (2) photocopies of the deceased barangay health worker ID. <ul style="list-style-type: none"> <li>• One (1) original and one (1) photocopy Certificate of Indigency of the deceased client with the name and relationship of the immediate family requesting for assistance.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Immediate family of the deceased client. <ul style="list-style-type: none"> <li>• Hospital then registration at the Municipal Hall where the deceased client resides. Barangay Health Worker office at Tarlac Provincial Hospital.</li> <li>• Barangay Health Worker office in Municipal Hall where the deceased client resides.</li> <li>• Immediate family of the deceased client.</li> <li>• Immediate family of the deceased client.</li> <li>• Barangay Hall where the client resides</li> </ul> </li> </ul>
<p><b>For Fire Victim</b></p> <ul style="list-style-type: none"> <li>• One (1) original and one (1) photocopy of Personal handwritten letter addressed to Governor Susan A. Yap stating what assistance you need with signature of the client who owns the structure with contact number.</li> <li>• One (1) original and one (1) photocopy of Fire Incident Investigation report.</li> <li>• Two (2) copies photograph of the house after the incident.</li> <li>• Two (2) photocopies of one valid ID of client who owns the structure. <ul style="list-style-type: none"> <li>• One (1) original and one (1) photocopy Certificate of Indigency of the client who owns the structure.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Client who owns the structure. <p>Bureau of Fire who responded during the fire incident.</p> <p>Client who owns the structure.</p> <p>Client who owns the structure.</p> <ul style="list-style-type: none"> <li>• Barangay Hall where the client resides</li> </ul> </li> </ul>
<p><b>For Purchase of Casket Assistance</b></p> <ul style="list-style-type: none"> <li>• One (1) original and one (1) photocopy of Personal handwritten letter addressed to Governor Susan A. Yap stating what assistance you need with signature of the client who owns the structure with contact number.</li> <li>• Two (2) photocopies of Registered Death Certificate. <ul style="list-style-type: none"> <li>• One (1) original and one (1) photocopy Certificate of Indigency of the deceased client with the name and relationship of the immediate family requesting for assistance.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Immediate family of the deceased client.</li> <li>• Hospital then registration at the Municipal Hall where the deceased client resides.</li> <li>• Barangay Hall where the client resides</li> </ul>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry/ Personal appearance of the client/ immediate family to Governor's Office Extension Helpdesk and register in Governor's Office Extension Helpdesk logbook and submission of the requirements.	1. Checking the requirements of the client/ immediate family. 1.1 Assessment of the client if they are qualified. 1.2 Review the database to avoid duplication of assistance provided. 1.3 Referral to the Governor's office for the issuance of stub depending on what assistance the client is seeking.	None  None	10 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
2. Presentation of requirements for the issuance of stub at Governor' Office.	2. Checking of requirements. 2.1 Preparation of stub. 2.2 Issuance of stub. 2.3 Referral of client/immediate family to PGOE Helpdesk for case study.	None	5 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
3. Interview at Governor's Office Extension- Helpdesk for case study.	3. Interview of the client/ immediate family of the client for Social Case Study. 3.1 Printing of Certificate of Eligibility signed by the client. 3.2 Taking pictures of the client with basic information like name, address and type of assistance needed. 3.3 Explanation to the client that their assistance will be on the process and wait for the text notification when to claim the assistance. 3.4 Reviewing the client's documents. 3.5 Assessment of the amount the client can avail.	None	20 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>



	3.6 Preparation of Payroll. Final review of the attached documents.			
4. Waiting for the text notification for the claiming of the financial assistance applied.	4. Signature of the payroll and other supporting documents to avail assistance.	None	30 minutes	<i>Robert L. Magno, RSW, MPA</i>
5. Waiting for the text notification for the claiming of the financial assistance applied	5. Forward Payroll and other documents to Budget Office and other offices	None	30 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
6. Waiting for the text notification for the claiming of the financial assistance applied.	6. For processing. 6.1 Budget Office for allocation of budget to payroll for financial assistance. 6.2 Forward payroll and other supporting documents to the Accounting Office. 6.3 Accounting Office for audit of the payroll for financial assistance. 6.4 Forward payroll to Treasury Office and other supporting documents. 6.5 Treasury Office for the preparation of voucher for cash advance. 6.6 Forward to Provincial Administrator Office 6.7 Provincial Administrator Office for signatory of supporting documents. 6.8 Forward to Governor's Office. 6.9 Governor's office for signature of Governor Susan A. Yap. 6.10 For preparation of voucher for cash advance.	None	30 working days	<i>Administrative Officer Assistant Budget Officer Accounting Staff  Toru Division Provincial Treasury Office  Provincial Administrator staff  Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>



	<p>6.11 Forward to Accounting for audit of the Voucher for Cash Advance</p> <p>6.12 Forward the voucher to the treasury.</p> <p>6.13 Treasury Office for cheque of the voucher.</p> <p>6.14 Releasing of cheque.</p> <p>6.15 Forward of the cheque to the Accounting Office.</p> <p>6.16 Accounting office for audit of the cheque.</p> <p>6.17 Forward the cheque to Provincial Administrator Office.</p> <p>6.18 Provincial Administrator Office for the signature of the cheque.</p> <p>6.19 Forward the cheque to the Treasury Office.</p> <p>6.20 Treasury Office for the encashment of the cheque.</p> <p>6.21 Processing of the cheque encashment.</p> <p>6.22 Forward Cash to the Governor's Office.</p>			<p><i>Toru Division Provincial Treasury Office</i></p> <p><i>Cash Disbursement Division Provincial Treasury Office</i></p> <p><i>Provincial Administrator staff</i></p> <p><i>Acting Provincial Administrator</i></p> <p><i>Cash Disbursement Division Provincial Treasury Office</i></p> <p><i>Provincial Governor's Office</i></p>
7.Waiting for the text notification for the claiming of the financial assistance applied.	<p>7. Scheduling of the Cash disbursement for the financial assistance. Preparation of Cash envelope for each client.</p> <p>7.1 Forward the schedule to PGOE-Helpdesk.</p>	None	1 day	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
8.Presentation of the ID for the financial assistance claiming stub.	8. Informing the clients based on the schedule given per type of assistance.	None	4 days	<i>Andrea Lou De Jesus, RSW Andy D. Siquete , RSW</i>
9. Presentation of the ID for the financial assistance claiming stub.	<p>9.Releasing of claiming stub.</p> <p>9.1 Picture taking of clients who claimed their claiming stub.</p> <p>9.2 Referral of clients to PGO for</p>	None	15 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete , RSW</i>



	claiming their financial assistance.			
10. Claiming of the financial assistance.	10. Checking the claiming stub and ID presented  10.1 Distribution of the financial assistance and signing of acknowledgment receipt. 10.2 Signing of the client in the payroll.	None	10 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
	<b>Total</b>	<b>None</b>	<b>35 Days, 2 Hours</b>	

#### 24. LIMITED BLOOD REFERRAL CARD TO WALK-IN CLIENTS AND NEEDY INDIVIDUAL/FAMILY

This program tends to help individuals that belong to indigent families who cannot afford their expenses in need of blood, due to diseases like anemia, chronic kidney disease, cancer patients, myoma and individuals who need to undergo operation.

<b>OFFICE OR DIVISION:</b>	Governor's Office Extension- Helpdesk			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	Indigent			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
One (1) original blood request form with complete details of the patient with signature and license number of the attending physician.			Attending physician in the hospital.	
One (1) original certificate of indigency of the patient from the patient's residing area.			Barangay Hall where the client resides.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry/ Personal appearance of the client/ immediate family to Governor's Office Extension Helpdesk and register in Governor's Office Extension Helpdesk logbook and submission of the requirements	1. Checking the requirements of the client/ immediate family. 1.1. Assessment of the client if they are qualified. 1.2. Review the database to avoid duplication of assistance provided. 1.3. Preparation of blood referral claiming stub and interview for client's basic information for monitoring.	None	25 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>



	<p>1.4. Taking a picture of the client/ immediate family of the client holding the blood referral claiming stub attached with other documents for monitoring.</p> <p>1.5. Referral to the Governor's</p> <p>1.6. Office to claim the blood referral card.</p>			
2.Claiming the referral card at Governor's Office	<p>2.Checking the claiming stub for the code of the card given to the client.</p> <p>2.1 Interview the client/immediate family of the client for monitoring.</p> <p>2.2 Issuance of blood referral card.</p> <p>2.3 Referral to Red cross to claim the blood.</p>	None	5 minutes	Andrea Lou De Jesus, RSW Andy D. Siquete , RSW
3.Submission of blood referral card to Red cross.	<p>3.Checking requirements.</p> <p>3.1 Preparation of blood based on what the client needs.</p> <p>3.2 Issuance of blood.</p>	None	1 hour and 30 minutes	Red cross Staff
	<b>Total</b>	<b>None</b>	<b>2 Hours</b>	

## 25. LIMITED ASSISTIVE DEVICES FOR WALK-IN CLIENTS, AND NEEDY INDIVIDUAL/FAMILY.

This program tends to focus on individuals in crisis intervention due to short- or long-term physical disability. Assistive devices like wheelchair, cane, walker and crutches are available for individuals who belong to indigent families to help them restore the client's social functioning due to disability or learning in the adaptation to a serious injury which may turn in or may cause short- or long-term physical disability.

<b>Office or Division:</b>	Provincial Governor's Office Extension-Helpdesk
<b>Classification:</b>	G2C-Government to Citizen
<b>Type of Transaction:</b>	Highly Technical
<b>Who may Avail:</b>	Indigent Tarlaqueño individual/family
<b>CHECKLIST OF REQUIREMENTS</b>	
One (1) original and one (1) photocopy of Personal handwritten letter addressed to Governor Susan A. Yap stating what assistance you need with signature of the client/immediate family of the client with contact number.	Client/immediate family of the client
Two (2) copies of a photo of the client who needs an assistive device.	Client



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry/Personal appearance of the client/ immediate family to Governor's Office Extension Helpdesk and register in Governor's Office Extension Helpdesk logbook and submission of the requirements.	1. Checking the requirements of the client/ immediate family. 1.1 Assessment of the client if they are qualified. 1.2 Review the database to avoid duplication of assistance provided. 1.3 Referral to the Governor's office for the issuance of assistive devices stub.	None	10 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
2. Presentation of requirements for the issuance of assistive device stub at Governor's Office.	2. Checking of requirements. 2.1. Preparation of assistive device stub. 2.2. Issuance of assistive device stub. 2.3 Referral of client/ immediate family to the Provincial Governor's Office Extension-Helpdesk for case study.	None	5 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
3. Interview at Governor's Office Extension Helpdesk for case study.	3. Interview of the client/immediate family of the client. 3.1 Forward papers to Governor's Office for approval of assistive request.	None	20 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
4. Waiting for a text notification for the claiming of the assistive device.	4. Review of requirements and eligibility of the client for assistive device.	None	20 minutes	<i>Andrea Lou De Jesus, RSW Andy D. Siquete, RSW</i>
	4.1 Approval and signature. 4.2 Forward papers to the General Service Division for the			





	request of assistive devices.			
5.Wait text notification for claiming of the assistive device.	5.Checking the availability of the assistive device. 5.1. Process request of assistive device. 5.2 For signature of Governor Susan A. Yap request of assistive devices. 5.3 Inform client when the assistive device is available for claiming.	None	30 working days	<i>Maria Antonette U. Marcos</i>
	<b>Total</b>	<b>None</b>	<b>30 Days, 55 Minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form and drop it to the designated drop box located at the office receiving area. The client may also drop the form to other offices' drop box situated in Tarlac Provincial Capitol Building.
<b>How feedbacks are processed</b>	Every month, the Provincial Human Resource Management Office staff opens the drop box to collect feedback.
<b>How to file a complaint</b>	Answer the client complaint form and drop it to the designated drop box located at office receiving area. The client may also drop the form to other offices' drop box situated in Tarlac Provincial Capitol Building.
<b>How complaints are processed</b>	The Provincial Human Resource Management Office staff evaluates each complaint. Upon evaluation, the Provincial Human Resource Management Office shall start the investigation and forward the complaint to the relevant office/staff for an explanation. The Provincial Human Resource Management Office will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.
<b>Contact Information of CCB, PCC, ARTA</b>	It shall also include the following hotline: <ul style="list-style-type: none"> <li>• 0908-8816585 – CSC Contact Center ng Bayan</li> <li>• 8888 – Presidential Complaints Center</li> <li>• 478-5093 – Anti-Red Tape Authority</li> </ul>

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Provincial Social Welfare and Development Office	Capitol Grounds, San Vicente, Tarlac City	628-2005
Provincial Government Office Extension/ Financial Assistance	Provincial Capitol Building, Capitol Site Street, Tarlac City, Tarlac	982-123/982-2040/982-3041/ local 212
Philhealth Helpdesk	Hospital Drive, San Vicente, Tarlac City, 2300 Tarlac	982-2607/491-8970 loc. 239



**PROVINCIAL PLANNING AND DEVELOPMENT  
OFFICE  
Internal / External Services**

**CITIZEN'S CHARTER  
2021 (1<sup>st</sup> Edition)**



## AGENCY PROFILE

- I. Mandate**
- (1) Formulate integrated economic, social, physical, and other development plans and policies for consideration of the local government development council;
  - (2) Conduct continuing studies, researches, and training programs necessary to evolve plans and programs for implementation;
  - (3) Integrate and coordinate all sectoral plans and studies undertaken by the different functional groups or agencies;
  - (4) Monitor and evaluate the implementation of the different development programs, projects, and activities in the local government unit concerned in accordance with the approved development plan;
  - (5) Prepare comprehensive plans and other development planning documents for the consideration of the local development council;
  - (6) Analyze the income and expenditure patterns, and formulate and recommend fiscal plans and policies for consideration of the finance committee of the local government unit concerned as provided under Title Five, Book II of this Code;
  - (7) Promote people participation in development planning within the local government unit concerned;
  - (8) Exercise supervision and control over the secretariat of the local development council
- II. Vision** Anchored on the overall vision for the province, the vision of the PPDO is to have an effective and responsive planning process that is institutionalized in the Province.
- III. Mission** In support of the vision for the province, the mission of the PPDO is to formulate and monitor the implementation of sustainable physical, social, and economic development plans.



## 1. Provision of Various Planning Documents

### Provision of various planning documents (maps and ecological data)

<b>Office or Division:</b>	PROVINCIAL PLANNING AND DEVELOPMENT OFFICE (Plans and Program Division / Research, Statistics Monitoring and Evaluation Division)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens, Government to Businesses / Commerce & Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter indicating the name of the client, position (if applicable), Agency, Address and Purpose			The client or the Citizen	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit request letter addressed to the Governor through the Office of the Provincial Planning and Development	Receive the request letter and forward it to the Provincial Planning and Development	None	5 minutes	<i>Provincial Governor's Office</i> <i>Receiving Area</i>
Acceptance of client on the terms and arrangements related to his/her request	Receive and record the endorsement of request letter	None	5 minutes	<i>Nilda O. Espino</i> <i>Marjorie Ann L. Lugay</i>
None	Route the letter to the responsible person	None	30 minutes (depending on the location)	<i>Nilda O. Espino</i> <i>Marjorie Ann L. Lugay</i>
None	Evaluate and check the availability of the requested documents	None	1 day	<i>Timoteo A. Babas</i> <i>Susan C. Lim</i>
None	Prepare the requested documents	None	1 day	<i>Nilda O. Espino</i>
Received the requested documents	Record and release the requested documents	None	5 minutes	<i>Nilda O. Espino</i>
	<b>Total</b>	<b>None</b>	<b>2 days and 45 minutes</b>	

## 2. Certified Copy of Plan Documents

### Certified copy of plan documents – Provincial Development Physical Framework Plan (PDPFP), Local Development Investment Program (LDIP), and Annual Investment Program (AIP)

<b>Office or Division:</b>	PROVINCIAL PLANNING AND DEVELOPMENT OFFICE (Plans and Plans and Program Division / Special Project Division)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G - Government to Citizens, Government to Businesses / Commerce & Government to Government		
<b>Who may avail:</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	



Request letter indicating the name of the client, position (if applicable), Agency, Address and Purpose			The client or the Citizen	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter addressed to the Governor through the Office of the Provincial Planning and Development	Receive the request letter and forward it to the Provincial Planning and Development	None	5 minutes	<i>Provincial Governor's Office</i>  <i>Receiving Area</i>
Acceptance of client on the terms and arrangements related to his/her request	Receive and record the endorsement of request letter	None	5 minutes	<i>Nilda O. Espino</i> <i>Marjorie Ann L. Lugay</i>
None	Route the letter to the responsible person	None	30 minutes (depending on the location)	<i>Nilda O. Espino</i> <i>Marjorie Ann L. Lugay</i>
None	Evaluate and check the availability of the requested documents	None	1 day	<i>Timoteo A. Babas</i> <i>Susan C. Lim</i>
None	Prepare the requested documents	None	1 day	<i>Nilda O. Espino</i>
Received the requested documents	Record and release the requested documents	None	5 minutes	<i>Nilda O. Espino</i>
	<b>Total</b>	<b>None</b>	<b>2 days and 45 minutes</b>	

### 3. Certified copy of reports

**(Annual Accomplishment Report and Monitoring of Quarterly reports (20% and ODP), Full Disclosure Policy Portal and other reports)**

<b>Office or Division:</b>	PROVINCIAL PLANNING AND DEVELOPMENT OFFICE (Plans and research, Statistics Monitoring and Evaluation Division / Special Project Division)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizens, Government to Businesses / Commerce & Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter indicating the name of the client, position (if applicable), Agency, Address and Purpose			The client or the Citizen	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter addressed to the Governor through the Office of the Provincial	Receive the request letter and forward it to the Provincial Planning and Development	None	5 minutes	<i>Provincial Governor's Office</i>  <i>Receiving Area</i>



Planning and Development				
Acceptance of client on the terms and arrangements related to his/her request	Receive and record the endorsement of request letter	None	5 minutes	<i>Nilda O. Espino Marjorie Ann L. Lugay</i>
None	Route the letter to the responsible person	None	30 minutes (depending on the location)	<i>Nilda O. Espino Marjorie Ann L. Lugay</i>
None	Evaluate and check the availability of the requested documents	None	1 day	<i>Timoteo A. Babas Susan C. Lim</i>
None	Prepare the requested documents	None	1 day	<i>Nilda O. Espino</i>
Received the requested documents	Record and release the requested documents	None	5 minutes	<i>Nilda O. Espino</i>
	<b>Total</b>	<b>None</b>	<b>2 days and 45 minutes</b>	

#### 4. Provision of Technical Assistance

##### Provision of Technical Assistance on the Formulation of Provincial Development Physical Framework Plan (PDPFP), Local Development Investment Program (LDIP), and Annual Investment Program (AIP), and Executive and Legislative Agenda (ELA)

<b>Office or Division:</b>	PROVINCIAL PLANNING AND DEVELOPMENT OFFICE (Plans and Plans and Program Division / Special Project Division)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter indicating the name of the client, position (if applicable), Agency, Address and Purpose			The client or the Citizen	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit request letter addressed to the Governor through the Office of the Provincial Planning and Development	Receive the request letter and forward it to the Provincial Planning and Development	None	5 minutes	<i>Provincial Governor's Office Receiving Area</i>
Acceptance of client on the terms and arrangements related to his/her request	Receive and record the endorsement of request letter	None	5 minutes	<i>Nilda O. Espino Marjorie Ann L. Lugay</i>
None	Route the letter to the	None	30 minutes (depending on the location)	<i>Nilda O. Espino Marjorie Ann L. Lugay</i>



	responsible person			
None	Schedule of the activity to be conducted together with the requesting party	None	5 minutes	<i>Timoteo A. Babas Susan C. Lim</i>
None	Conduct the technical assistance	None	5 days (depending on the type of technical assistance)	<i>Nilda O. Espino</i>
	<b>Total</b>	<b>None</b>	<b>5 days and 45 minutes</b>	

**5. Technical Review of LDIP, and AIP Municipalities  
Local Development Investment Program (LDIP), and Annual Investment Program (AIP)**

<b>Office or Division:</b>	PROVINCIAL PLANNING AND DEVELOPMENT OFFICE (Plans and Plans and Program Division / Special Project Division)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter indicating the name of the client, position (if applicable), Agency, Address and Purpose			The client or the Citizen	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit request letter addressed to the Governor through the Office of the Provincial Planning and Development	Receive the request letter and forward it to the Provincial Planning and Development	None	5 minutes	<i>Provincial Governor's Office Receiving Area</i>
Acceptance of client on the terms and arrangements related to his/her request	Receive and record the endorsement of request letter	None	5 minutes	<i>Nilda O. Espino Marjorie Ann L. Lugay</i>
None	Route the letter to the responsible person	None	30 minutes (depending on the location)	<i>Nilda O. Espino Marjorie Ann L. Lugay</i>
None	Conduct of review	None	5 days	<i>Timoteo A. Babas Susan C. Lim</i>
None	Forward to the PPDC for final review	None	3 days	<i>Timoteo A. Babas Susan C. Lim</i>
None	Transmit back to SP for approval	None	10 minutes	<i>Nilda O. Espino</i>
	<b>Total</b>	<b>None</b>	<b>8 days and 50 minutes</b>	



## 6. Provision of Assistance to walk-in researches

<b>Office or Division:</b>	PROVINCIAL PLANNING AND DEVELOPMENT OFFICE Plans and Program Division / Research, Statistics Monitoring and Evaluation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Researchers and students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter indicating the name of the client, position (if applicable), Agency, Address and Purpose			The client or the Citizen	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit request letter addressed to the Governor through the Office of the Provincial Planning and Development	Receive the request letter and forward it to the Provincial Planning and Development	None	5 minutes	<i>Provincial Governor's Office</i>  <i>Receiving Area</i>
Acceptance of client on the terms and arrangements related to his/her request	Receive and record the endorsement of request letter	None	5 minutes	<i>Nilda O. Espino</i> <i>Marjorie Ann L. Lugay</i>
None	Route the letter to the responsible person	None	30 minutes (depending on the location)	<i>Nilda O. Espino</i> <i>Marjorie Ann L. Lugay</i>
None	Evaluate and check the availability of the requested documents	None	1 day	<i>Timoteo A. Babas</i> <i>Susan C. Lim</i>
None	Prepare the requested documents	None	1 day	<i>Nilda O. Espino</i>
None	Record and release the requested documents	None	5 minutes	<i>Nilda O. Espino</i>
	<b>Total</b>	<b>None</b>	<b>2 days and 45 minutes</b>	





<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form and drop it at the designated drop box in front of the Administrative Area. Complaints can also be relied on via phone listed below...
<b>How feedbacks are processed</b>	All feedback/ concerns and issues are forwarded to PPDO and Responsible Personnel
<b>How to file a complaint</b>	<p>Answer the client feedback form and drop it at the designated drop box in front of the Administrative and Training Office</p> <p>Complaints can also be accommodated via phone. Make sure to provide to provide the following information</p> <ul style="list-style-type: none"> <li>✚ Name of person being complained</li> <li>✚ Incident</li> <li>✚ Evidence</li> </ul>
<b>How complaints are processed</b>	<p>The PPD Officer accommodates each complaint. Upon evaluation he starts the investigation and forwards the complaint to the Responsible Personnel for his/her explanation.</p> <p>The PPDO will create a report after the investigation and provide appropriate action and he will give feedback to the client.</p>
<b>Provincial Planning and Development Office</b>	<p>Contact Number: <i>(Admin Staff/SGLG)</i></p> <p>Nilda O. Espino – 09989634458            Marjorie Ann L. Lugay – 09275293094            Maryon Dhel B. Garcia – 09988683047</p>



**PROVINCIAL PLANNING  
AND DEVELOPMENT OFFICE  
GENDER AND DEVELOPMENT  
(GAD) UNIT  
Internal / External Services**

**CITIZEN'S CHARTER  
2021 (1<sup>st</sup> Edition)**



## The PPDO-Gender and Development (GAD) Unit

- IV. Mandate** (1) Adopt gender mainstreaming as a strategy to promote women's human rights and eliminate gender discrimination in the systems, structures, policies, programs, processes, and procedures;  
(2) Establish or strengthen GAD Focal Point System (GFPS) or a similar GAD mechanism to catalyze and accelerate gender mainstreaming within the agency  
(3) Monitor and evaluate the implementation of the different programs, projects, and activities in the departments and offices concerned in accordance with the approved GAD Plan and Budget
- V. Vision** To successfully influencing development efforts towards gender equality and gender responsive governance and the empowerment of all women and girls.
- VI. Mission** Create enabling environment for local government units and other stakeholders to be more responsive in attaining gender responsive governance and the empowerment of all women and girls.
- VII. Core Values** Passion for Sustainability, Accountability, Teamwork and Integrity

## VIII. Quality Policy Statement

GAD Unit, a coordinating and monitoring unit on gender mainstreaming within provincial, city and municipalities, commits to sustain the promotion of women's socio-cultural, economic, civil and political rights thru the provision of relevant and responsive advocacy, monitoring and evaluation; and appropriate and strategic technical assistance.

## IX. Frontline Services

1. Response to the queries/requests for information on GAD matters including request for IEC campaign materials
2. Referral to the Service Providers regarding concerns on women's human rights including referrals for VAW-related cases
3. Response to the request for technical assistance on gender mainstreaming for LGUs (1 City and 17 Municipalities) of Tarlac Province
4. Response to the request for submission of GPBs and GAD Accomplishment Reports through the Gender Mainstreaming Monitoring system (GMMS)



<b>Office or Division:</b>		Gender and Development Unit		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for information on GAD matters including request for IEC materials Assists/Provides the client the information and assistance needed	Assists/Provides the client the information and assistance needed	None	Walk-in: 120 minutes  Phone: 30 minutes  Email: 3 working days	<i>Information Desk Officer</i>  <i>Amie C. Mendiola</i>
2. Request for Service Providers regarding concerns on Women's Human Rights for VAW-related cases  Clients: General Public	Referral to the Service Providers regarding concerns on Women's Human Rights for VAW-related cases  Schedule of availability of Service: Monday to Friday, 8:00 am to 5:00 pm without noon break	None	Walk-in: 120 minutes  Phone: 30 minutes  Email: 3 working days	<i>Information Desk Officer</i>  <i>Raquel M. Carreon</i>
3. Request for Technical Assistance on Gender Mainstreaming Monitoring System	Response to the requests for Technical Assistance on Gender Mainstreaming Monitoring System	None	Walk-in: 120 minutes Phone: 30 minutes Letter/Email: - within 7 working days for complex request	<i>Technical Officer/GAD Focal Person</i>  <i>Evangeline B. Castillo</i>
4. Request assistance for the preparation of GPBs through the Gender Mainstreaming Monitoring System	Response to the request for assistance for the preparation of GPBs through the Gender Mainstreaming Monitoring System	None	Walk-in: 120 minutes Phone: 30 minutes Letter/Email: - within 7 working days for complex request	<i>Information Desk Officer</i>  <i>Raquel M. Carreon</i> <i>Evangeline B. Castillo</i>
	<b>Total</b>	<b>None</b>	<b>Walk-in: 1 day and 2 hours</b> <b>Phone: 2 hours</b> <b>Email: 20 days</b>	



<b>How to avail of the Service:</b>				
<b>a. FOR WALK-IN CLIENTS</b>				
1. All clients pass through the CSU guard for identification and nature of request	The CSU guard refers the clients to the concerned division/unit where the nature of request is indicated	None	5 minutes	CSU
	Provides requested services such as IEC materials for information dissemination	None	20 minutes	GAD staff Amie C. Mendiola
	<b>Total</b>	<b>None</b>	<b>25 minutes</b>	
<b>b. FOR TELEPHONE INQUIRIES</b>				
1. Client calls Mobile Numbers of anybody from GAD Unit	Receives phone inquiries related to GAD and referral services requested by clients. Provides necessary details of the requests/inquiries. If the request are IEC materials or any other GAD related documents,  GAD staff will ask the requesting agency/person for pick-up of the materials/documents requested	None	30 minutes	GAD staff Raquel M. Carreon Evangeline B. Castillo
	<b>Total</b>	<b>None</b>	<b>30 minutes</b>	
<b>c. INQUIRIES FROM EMAIL</b>				
1. Transmits a formal letter of inquiry to PGO thru PA and PPDO addressed to the Provincial Governor and indicates important details about the inquiry	Forwards letters of request to the Records Section for recording before transmitting to PPDO-GAD Unit	None	30 minutes upon receipt of request	PGO Receiving/Records Section
	The PPDO-GAD Unit checks/reviews the letter of request with proper instructions in the provision of technical assistance or other services requested	None	30 minutes upon receipt of request	GAD Technical Staff Raquel M. Carreon Evangeline B. Castillo



	Acknowledges or replies to clients' queries/request and provides services/assistance to the requesting client	None	3 working days	GAD Technical Staff  Raquel M. Carreon Evangeline B. Castillo Marites D. Abad Crisitna B. Bautista Amie C. Mendiola Nestor V. Ocampo
	<b>Total</b>	<b>None</b>	<b>3 days and 60 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
Accomplishes Client Feedback Form and drops it at the box located in the office	The PHRMO then collects the accomplished Client Feedback Forms daily (after office hours), processes its results, and provides report to the administration the results of the evaluation  Presents the feedback or evaluation results to the Management every first Monday of the month
Gender and Development Unit	Contact Number: GAD Focal/Staff  Raquel M. Carreon - 09456173117 Evangeline B. Castillo - 09229368897 Amie C. Mendiola - 09335582963
<b>Contact Information of CCB, PCC, ARTA</b>	It shall also include the following hotline: <ul style="list-style-type: none"> <li>• 0908-8816585 – CSC Contact Center ng Bayan</li> <li>• 8888 – Presidential Complaints Center</li> <li>• 478-5093 – Anti-Red Tape Authority</li> </ul>



# **TARLAC PROVINCIAL JAIL**

## **Internal / External Services**

**CITIZEN'S CHARTER**  
**2021 (1<sup>ST</sup> Edition)**



**I. Mandate:**

The Tarlac Provincial Jail (TPJ) was constructed on February 2, 1990, through the effort of Her Excellency Corazon C. Aquino. The Provincial Government of Tarlac (PGT) exercises administrative and operational supervision and control over the Tarlac Provincial Jail.

A penal institution, considered as one (1) of the five (5) pillars of the criminal justice system, carries its legal mandate of humane safekeeping, detention, reformation, rehabilitation and development of Persons Deprived of Liberty (PDLs).

**II. Vision:**

Tarlac Provincial Jail envisions itself as a highly dynamic institution regarded for its sustained humane safekeeping and development of Persons Deprived of Liberty.

**III. Mission:**

Tarlac Provincial Jail aims to enhance public safety by providing humane safekeeping and development of Persons Deprived of Liberty.

**IV. Service Pledge:**

- A. To enhance and upgrade organizational capability on a regular basis; thus, making all Tarlac Provincial Jail personnel updated on all advancements in law enforcement eventually resulting to greater crime solution efficiency and decreased Persons Deprived of Liberty population;
- B. To implement strong security measures for the control of Persons Deprived of Liberty;
- C. To conduct activities for the reformation, rehabilitation and development of Persons Deprived of Liberty;
- D. To provide for the basic needs of Persons Deprived of Liberty;
- E. Escort Persons Deprived of Liberty for court appearance in a secure and timely manner;
- F. Delivery and transfer of convicted felons to the National Penitentiary for service of final sentence; and
- G. To improve jail facilities and conditions.

**1. Records and Investigation Section**

Accepting detainees to be confined at Tarlac Provincial Jail (TPJ) not merely to punish them but to negate his/her criminal tendencies and restore his/her positive values to make him/her a productive law-abiding citizen.

<b>Office or Division:</b>		Records and Investigation Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Person Deprived Liberty with Commitment Order from their respective courts		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Commitment Order		Respective court of the PDL		
Warrant of Arrest		Arresting Officer		
Complaint/Information		Arresting Officer		
Police Booking Sheet		Arresting Officer		
Medical Certificate-recent medical certificate taken within 24 hours prior to admission		Arresting Officer		
Certificate of Detention from PNP and/or National Bureau of Investigation (NBI)		Arresting Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present credentials and	1.Checks credentials of committing officer and the requirements	None	10 minutes	<i>Desk Officer</i>





requirements to commit Persons Deprived of Liberty;	of Persons Deprived of Liberty to be committed			
2. Present documents to the Records Officer for booking procedures	2. Records the presented documentary requirements for booking procedures	None	30 minutes	<i>Records Officer/ PG2 Angel Gamalinda</i>
3. None	3. Conducts thorough checkup of their overall health condition upon arrival at the jail. Enter information on their medical certificate	None	30 minutes	<i>Jail Paramedic Officer</i>
4. Newly committed Persons Deprived of Liberty undergo orientation	4. Custodial Officer orients the newly committed Persons Deprived of Liberty of the jail's rules and regulations	None	10 minutes	<i>Custodial Officer</i>
5. Newly committed Persons Deprived of Liberty are assigned to their dormitory cells	5. Records/Desk Officer place in their records the dormitory cell assignment of the newly committed Persons Deprived of Liberty	None	10 minutes	<i>Records/Desk Officer</i>
	<b>Total</b>	<b>None</b>	<b>1 hour and 30 minutes</b>	

## 2. Releasing of Persons Deprived of Liberty

Releasing of Persons Deprived of Liberty under custody from Tarlac Provincial Jail

<b>Office or Division:</b>		Records and Investigation Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Person Deprived Liberty with Commitment Order from their respective courts		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Court Order		Respective courts of PDLs due for release		
Tarlac Provincial Jail Clearance		Administrative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Persons Deprived of Liberty due for release should present the Court Order to the Records and Investigation Section	1. Upon receipt of release Order, shall coordinate with the Paralegal Officer for verification of the authenticity of said order.	None	5 minutes	<i>Desk Officer</i>



2.None	2.Verifies the authenticity of the Release Order	None	5 minutes	<i>Paralegal Officer/ Dante Guzman Jr.</i>
3.None	3.Checks inmate records to be sure that the data in the Release Order coincide with the data in the Persons Deprived of Liberty carpeta (spelling name, offence, Criminal Case Number, etc. Checks that the PDL has no pending case/s.	None	15 minutes	<i>Records Officer/ PG2 Angel Gamalinda</i>
4.Verify and receive their personal properties which were checked in during commitment.	4.Checks on the receipt of property and returns to the Persons Deprived of Liberty his/her deposited items. Makes sure that returned properties were duly received by the Persons Deprived of Liberty his/her logbook.	None	10 minutes	<i>Property Custodian</i>
5.Present their release paper to the Desk Officer.	5.Puts into record the release of the inmate and the condition of the Persons Deprived of Liberty upon his/her release.	None	5 minutes	<i>Desk Officer</i>
6.None	6.Reports to the concerned agencies/persons, such as Barangay Officials, Religious sectors, family and court, the release of Persons Deprived of Liberty for	None	10 minutes	<i>Jail Warden/ PCOL Samuel V. Munoz</i>



	aftercare program.			
	<b>Total</b>	<b>None</b>	<b>50 minutes</b>	

### 3. Transfer Custody of Sentenced Prisoner

Transfer of custody of sentenced prisoners at the National Bilibid Prisons or to the Correctional Institute for Women to serve their sentence thereat.

<b>Office or Division:</b>		Bailiff/Escorting Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Prisoners with Mittimus Order from their respective courts		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Mittimus Order		Respective courts of prisoners due for transfer		
Certificate of No Pending Case		Respective courts of prisoners due for transfer		
Certificate of No Appeal		Respective courts of prisoners due for transfer		
Court Decision		Respective courts of prisoners due for transfer		
Prisoner's Manifestation		Records Office		
Prisoner's Record Sheet		Records Office		
Certificate of Good Moral Character		Records Office		
Endorsement		Administrative Office		
Travel Order		Administrative Office		
Mission Order		Administrative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prisoners due for release should present the Mittimus Order to the Records and Investigation Section	1. Upon receipt of the Court Order, verifies authenticity of said order	None	5 minutes	<i>Records Officer/ PG2 Angel Gamalinda</i>
2. None	2. Books the prisoners in jail blotter.	None	5 minutes	<i>Desk Officer</i>
3. Verify and receive their personal properties which were checked in during commitment.	3. Check the prisoner's belongings. Issue certificate of non-money/property accountability.	None	15 minutes	<i>Property Custodian</i>
4. None	4. If a prisoner shall be committed to the National Bilibid Prisons or the Correctional Institute for Women, an Endorsement	None	15 minutes	<i>Jail Warden/ PCOL Samuel V. Munoz</i>



	Letter addressed to the Office of the Governor. A Travel Order must also be accomplished duly recommended by the Provincial Warden and shall be confirmed and approved by the Provincial Administrator.			
5.None	5.The Escorting Unit must carry a Mission Order duly signed by the Provincial Warden with the attachment of the Travel Order and the Endorsement document when committing prisoners to the National Bilibid Prisons or the Correctional Institute for Women. Upon completion of mission, the escort guards must obtain a receipt copy as an authentication that prisoner is in fact officially committed at the said institution. They must also secure a certificate of appearance and shall immediately return back directly to the Provincial Warden about details of transfer of prisoner/s.	None	8 hours	<i>Bailiff/Escorting Section</i>
	<b>Total</b>	<b>None</b>	<b>8 hours and 40 minutes</b>	

#### **4. Escorting Persons Deprived of Liberty to Attend Court Hearings within the Province**

Escorting Persons Deprived of Liberty to attend their respective court hearings within the Province of Tarlac. Escorting Persons Deprived of Liberty from Tarlac Provincial Jail to another destination is an intrinsically risky function considering that both personnel and Persons Deprived of Liberty are vulnerable to any sorts of danger from unfriendly sources.



<b>Office or Division:</b>		Bailliff/Escorting Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Persons Deprived of Liberty with Subpoena from their respective courts		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Subpoena		Respective courts of Persons Deprived of Liberty due for hearing		
Mission Order		Records and Investigation Office		
Travel Order		Records and Investigation Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.None	1.Before leaving Tarlac Provincial Jail, the Persons Deprived of Liberty van must be thoroughly checked (BLOWBAGETS) and inspected.	None	5 minutes	<i>Motor pool Officer</i>
2.Subject themselves to inspection.	2.The Persons Deprived of Liberty must be searched or frisked at the cell gate for any weapon, key, and other prohibited items before he/she or they step out of their respective cells. 2.1Proper identification of the Persons Deprived of Liberty must be conducted by both custodial or escort personnel to ensure that Persons Deprived of Liberty are the same as the one or those names appear in the list of Persons Deprived Liberty to be escorted for court hearing.	None	10 minutes	<i>Custodial Officer</i>
3.Present themselves	3.A Standard Operating Procedures	None	5 minutes	<i>Bailliff/Escorting Personnel</i>
<b>for handcuffing.</b> <b>(SOP) must be practiced, right-to-right or left-to-left in placing handcuffs to Persons Deprived of Liberty in pairs.</b>				
4.None	4.Escort personnel should place the Persons Deprived of Liberty in a most secured area; 4.1Persons Deprived of Liberty must be handcuffed at all-time unless at Judge's orders otherwise.	None	3 hours	<i>Inside Court-Escort Personnel</i>



	4.2Relatives are restricted from giving him/her anything.			
5.Present themselves for inspection and accounting	5.Accounting by custodial duty personnel and searched for any contraband that might have been given to them while in court. 5.1Persons Deprived of Liberty are cleared of any contraband and duly accounted for. 5.2Un-cuff and endorse Persons Deprived of Liberty to all gate guards for their return to their respective cells. 5.3Team Leader should report to the Records Officer the outcome of the hearing. 5.4Report to the Office of the Provincial Warden.	None	5 minutes	<i>Custodial Officer</i>
	<b>Total</b>	<b>None</b>	<b>3 Hours and 25 minutes</b>	

## 5. Escorting Persons Deprived of Liberty to Attend Court Hearings within the Province

Escorting detainees to attend their respective court hearings outside the Province of Tarlac.

<b>Office or Division:</b>		Bailiff/Escorting Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Persons Deprived of Liberty with Subpoena from their respective courts		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Subpoena		Respective courts of Persons Deprived of Liberty due for hearing		
Endorsement Letter		Jail Warden		
Mission Order		Records and Investigation Office		
Travel Order		Records and Investigation Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1.None	1.Before leaving Tarlac Provincial Jail, the Persons Deprived of Liberty van must be thoroughly checked (BLOWBAGETS) and inspected.	None	5 minutes	Motor pool Officer
2.Subject themselves to inspection.	2.The Persons Deprived of Liberty must be searched or frisked at the cell gate for any weapon, key, and other prohibited items before he/she or they step out of their respective cells. Proper identification of the Persons Deprived of Liberty must be conducted by both custodial or escort personnel to ensure that Persons Deprived of Liberty are the same as the one or those names appear in the list of Persons Deprived of Liberty to be escorted for court hearing.	None	10 minutes	Custodial Officer
3.None	3.Records Officer will receive subpoena from the court and submit the same to the Bailiff/Escorting Section He will also prepare the pertinent travel papers of Persons Deprived of Liberty attending court hearings outside the province of Tarlac	None	10 minutes	Records and Investigation Officer / PG2 Angel Gamalinda
4.None	4.Reviews the documents and requirements needed for the Persons Deprived of Liberty to attend court trial outside the province of Tarlac. An Endorsement Letter addressed to the Office of The Governor and a	None	10 minutes	Jail Warden/ PCOL Samuel V. Munoz



	Travel Order must be duly recommended by the Jail Warden and shall be confirmed by the Provincial Administrator			
5.None	5.Submission of Endorsement Letter addressed to the Office of the Governor and confirmation and approval by the Provincial Administrator	None	20 minutes	Provincial Administrator
6.Present themselves for handcuffing.	6.A Standard Operating Procedures (SOP) must be practiced, right-to-right or left-to-left in placing handcuffs to Persons Deprived of Liberty in pairs.	None	5 minutes	Bailiff/Escorting Personnel
7.None	7.Escort personnel should place the Persons Deprived of Liberty in a most secured area; Persons Deprived of Liberty must be handcuffed at all-time unless at Judge's orders otherwise. Relatives are restricted from giving him/her anything.	None	3 hours	Inside Court-Escort Personnel
8.Present themselves for inspection and accounting	8. Accounting by custodial duty personnel and searched for any contraband that might have been given to them while in court. 8.1 Persons Deprived of Liberty are cleared of any contraband and duly accounted for. 8.2 Un-cuff and endorse Persons Deprived of Liberty to all gate guards for their return to their respective cells. 8.3 Team Leader should report to the	None	5 minutes	Custodial Officer





	Records Officer the outcome of the hearing. 8.4 Report to the Office of the Provincial Warden.			
	<b>Total</b>	<b>None</b>	<b>4 Hours and 5 minutes</b>	

## 6. Visiting Persons Deprived of Liberty

The Records/Investigation Section compile and maintain a list of persons who may visit a Persons Deprived of Liberty. The list may include the members of the Persons Deprived of Liberty immediate family, such as his/her parent, step parents, foster parents, brothers and sisters, wife or husband and children. The list may, upon the request of the Persons Deprived of Liberty, include his grandparents, aunts, uncles, in-laws, and cousins; other visitors may, after investigation, be included in the list if it will assist in raising the morale of the inmate.

<b>Office or Division:</b>		Security/Custodial Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Visitors eligible to visit a Persons Deprived of Liberty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Marriage Contract		Philippine Statistics Authority		
Certificate of Cohabitation		Barangay Office		
Barangay Certification for Common-Law-Partner of a Persons Deprived of Liberty		Barangay Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present visitor's Identification card.	1.Guardhouse/ Security Section assists visitors; get issued Tarlac Provincial Jail Identification card from the visitors authorized by the Persons Deprived of Liberty; conduct body search and inspect baggage of visitors. Retain and hold all restricted materials or prohibited in the main building and issue temporary receipts for reclaiming.	None	5 minutes	Desk Officer
2.Subject themselves to inspection.	2.Operations Section inspects visitors, logs in and out visitors; checks the requirements presented by the visitor/s.	None	5 minutes	Operations Officer / PG2 Elizalde Valdez
3.Prepare for admission	3.Admission of visitor/s. Inform	None	2 minutes	Custodial Officer



	concerned of his/her visitors through installed Public Address System (PAS)			
4.Wait for their escort to the Visiting Area	4.Accompany at the designated visiting area. Provide Tarlac Provincial Jail security personnel at the designated visiting area.	None	2 minutes	In Charge, Visiting Area
	<b>Total</b>	<b>None</b>	<b>14 minutes</b>	

## 7. Coordination with the Agency-Member of the Criminal Justice System

The Warden shall conduct coordination with the Public Attorney's Office (PAO) and the Parole and Probation Administration (PPA) and request them to conduct periodic visits to the Jail to enable the Persons Deprived of Liberty thereat to avail themselves of their services.

<b>Office or Division:</b>		Provincial Warden		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Public Attorney's Office and Persons Deprived of Liberty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Provincial Warden		
Periodic Meeting/Conference				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.The Public Attorney's Office (PAO) provides legal representation in the trial of Persons Deprived of Liberty cases	1.Provide venues for legal consultations of the Persons Deprived of Liberty to the	None	8 Hour	Paralegal/ Dante Guzman Jr.
1.1They assist convicted inmates in filing Application for Probation	Public Attorney.			
1.2They also assist Persons Deprived of Liberty, in consideration with the National Prosecution Service, in obtaining release in recognizance on temporary				



release pursuant to Batas Pambansa Bilang 85.				
2.The Parole and Probation Administration (PPA) assists Persons Deprived of Liberty qualified for probation.  2.1They conduct evaluation of cases that may merit parole, commutation of tenure, or conditional pardon, and submit a report thereon, together with the prison records, to the Board of Pardon and Parole.	2.Provide venues and materials for consultation with the Parole and Probation Administration	None	8 Hour	Records and Investigation Officer / PG2 Angel Gamalinda
	<b>Total</b>	<b>None</b>	<b>16 hours</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Feedbacks are written in the Feedback Form and dropped the same in the Suggestion Box located at the lobby of the Tarlac Provincial Jail Main Building
How feedbacks are processed	Feedback forms are collected by representatives of PHRMO staff for processing
How to file a complaint	Filing of complaints is through the Records and Investigation Section
How complaints are processed	After the complaint is filed, thorough investigation is performed
Contact information of CCB, PCC, ARTA	The Committee may require further actions based on RRACCS. 8888 - Presidential Complaints Center 09088816565 – Civil Service Commission Contact Center ng Bayan 478-5093 - Anti Red Tape Act Commission <b>PG1 JOHN ANTIPUESTO-</b> 09219604727 <b>PG2 ANGEL GAMALINDA-</b> 09777424194 <b>PGI DANTE GUZMAN JR.-</b> 09277040950



**TPJ ROSTER OF PERSONNEL**

PCOL. SAMUEL V. MUÑOZ (RET) - PROVINCIAL WARDEN  
 PGII ELIZADE V. VALDEZ - ASST. WARDEN FOR OPERATION  
 PGII ANGEL R. GAMALINDA - RECORDS & INVESTIGATION  
 PGI ALBERT GAGARIN - IWDA OFFICER  
 PGI DANTE V. GUZMAN JR. - CHIEF PARALEGAL OFFICER/  
 ESCORTING  
 PGI EDGARDO AQUINO - IWDA OFFICER  
 PGI JOHN ANTIPUESTO - OFFICE PERSONEL/ MESS OFFICER

**ESCORTING SECTION**

PGI LARRY ALZADON- TEAM LEADER

*MEMBERS:*

PGI WILLIAM SANCHEZ                  PGI NINO CAYABYAB

**CUSTODIAL/SECURITY SECTION**

<b>1<sup>ST</sup> SHIFT</b>	<b>2<sup>ND</sup> SHIFT</b>	<b>WOMEN DESK</b>
PG1 JOEY MANALOTO	PG1 RODOLFO PALLORINA	PG1 ELVIE DULAY
PG1 ROGER JIMENEZ	PG1 RENATO SAMSON	PG1 MELLANY LUAT
PGI CARLOS SAAVEDRA	PG1 GILBERT ASTRERO	PG1 QUEENCE MAE CASES
PG1 JOBBY DUPITAS	PG1 NICOLAS DE LEON	PG1 WALLY NICOLAS
PG1 RELLY CONDE	PG1 JOHN OLIVER QUIAOIT	PG1 EMILY CANLAS
PGI ALEJANDRO GARCIA	PGI HADJIE ANCHETA	
PG1 MANOLING QUIAMBAO	PG1 HAROLD FAJARDO	
PGI DALE LEONARD CASTILLO	PG1 RENNEL TAN	
PG1 REYNALDO SABERON	PG1 JULIUS DUENAS	
PG1 ARISTOTLE DULAY	PG1 ARNOLD CASPILLO	
PG1 JOSEPH MIKIEL LUZONG	PG1 DARWIN DOMINGO	
PG1 JEFFREY MAGNO	PG1 EDMUND BUAC	
PG1 LEONARD BAUTISTA	PG1 PRINCE JOSEPH VALDEZ	
PG1 MARLON SANCHEZ	PG1 MARDIE GARCIA	
PG1 IANNE ARNIE MIRANDA	PG1 JEFFREY FLORES	
	PGI EARL BRYAN BASILIO	
	PG1 RENE CAPIENDO	



**PROVINCIAL BUDGET OFFICE**  
**Internal / External Services**

**CITIZEN'S CHARTER**  
**2021 (1<sup>st</sup> Edition)**



## I. MANDATE

Review and consolidate budget proposals of different offices of the Provincial Government of Tarlac; assist the Local Chief Executive in the preparation of the Annual and Supplemental budgets of the province; study and evaluate budgetary implications of proposed legislation; submit comments/ recommendations and assist the Sangguniang Panlalawigan in reviewing the budgets of the different municipalities / city. The office also maintains the Registry of Appropriations, Allotments and Obligations which shall be the basis for the certification as to the availability of appropriations.

## II. VISION

The Provincial Budget Office shall aim to provide an efficient, effective, transparent and responsive management of government resources by improving the budget process and professional development of its officers and staff.

## III. MISSION

To optimize the use of resources in accelerating economic development and enable the Provincial Government to improve and expand essential public services.

## IV. SERVICE PLEDGE

We, the employees of the Provincial Budget Office pledge to commit ourselves for the realization of our office's vision and mission; We also oblige ourselves to strictly follow the principles of the Provincial Government of Tarlac citizens chartered.

## INTERNAL SERVICES

### 1. PREPARATION OF ANNUAL BUDGET OF THE PROVINCE

The preparation of Annual budget involves cost estimation per PPA, consolidation of budget proposals, executive review of budget proposals, and preparation of LEP and Budget Message. It starts with the issuance of the Budget Call, and ends with submission of the Executive Budget to the Sanggunian on or before October 16 of each year.

<b>Office or Division:</b>		Provincial Budget Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
BUDGET PREPARATION		End user / personnel responsible		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1.ISSUE BUDGET CALL</b>				
1. None	1.1 Dissemination of Budget Call to different offices	None	3 Days	<i>Regina Grace Lopez- Administrative Officer (AO) II, Evelyn Bautista- Administrative Asst. (Admin Asst.) II</i>
<b>2. CONDUCT BUDGET HEARING FORUM</b>				
2.1 Attend Budget Forum	2.1 Invite all stakeholders/departments/ offices to discuss Budget Preparations activities	None	1 Day	<i>Noel De Guzman - Acting Provincial Budget Officer (Acting PBO) together with the Governor and</i>



				Local Finance Committee (LFC)
<b>3. PREPARE AND SUBMIT BUDGET PROPOSALS</b>				
3 Submit Budget Proposal for inclusions in Annual Budget	3.1 Review and consolidate budget proposals as to the following criteria: a. Consistency with policies set forth in budget call b. Compliance with budgetary requirements, general limitations and other provisions under RA No. 7160, and c. Accuracy of horizontal and vertical computations	None	85 days	<i>Perla Dizon- AO V, Violeta Dizon- AO IV, Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay- Admin Asst. VI, Evelyn Bautista- Admin Asst. II, Jennifer Escoto- Admin. Aide VI, Loren Torma- Admin Aide IV</i>
4. Attend Budget Hearing	4.1 Conduct technical hearing to review the rationale, PPAs of the departments/office and to validate the output and cost estimates	None		<i>Noel De Guzman - Acting PBO together with the LFC</i>
<b>5. PREPARE THE EXECUTIVE BUDGET AND SUBMIT TO THE SANGGUNIANG PANLALAWIGAN</b>				
5.1 None	5.1 Prepare the Local Expenditures Program (LEP) a. Receipts and the Expenditures Program b. General provisions c. Summary of New Appropriations by Expense class, sector and by department/office d. AIP and annexes inclusion Other documents needed	None		<i>Perla Dizon- AO V, Violeta Dizon- AO IV, Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay- Admin Asst. VI, Evelyn Bautista- Admin Asst. II, Jennifer Escoto- Admin. Aide VI, Loren Torma- Admin Aide IV</i>
5.2 None	5.2 Prepare the Budget Message a. Indicate previous years' fiscal performance b. Development goals and objectives c. Policy trusts d. Priority PPAs e. Estimates income and expenditures thereof f. Major items in Expenditures, etc.	None		<i>Noel De Guzman - Acting PBO, Perla Dizon- Acting SAO/ AO V, Alexander Unay- Admin Asst. VI</i>



5.3 None	5.3 Final Review of Annual Budget in its entirety and affix signature	None		Noel De Guzman - Acting PBO, Governor and other responsible officials
5.4 None	5.4 Submit the Executive Budget to the Sangguniang Panlalawigan (SP)	None	1 Hour	Jennifer Escoto-Admin. Aide VI
	<b>Total</b>	<b>None</b>	<b>89 Days and 1 Hour</b>	

## 2. PREPARATION OF SUPPLEMENTAL BUDGET OF THE PROVINCE

To supplement deficiency in appropriations involving new and/or existing programs, projects and activities or in times of public calamity.

<b>Office or Division:</b>		Provincial Budget Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Budget Proposals		End user / personnel responsible		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit proposal for supplemental budget	Receive proposal/s from different departments / offices	None	30 Days	Regina Grace Lopez- AO II, Evelyn Bautista-Admin Asst. II
None	Provide data in the preparation of Supplemental Budget	None		Violeta Dizon- AO IV, Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay-Admin Asst. VI, Evelyn Bautista-Admin Asst. II, Jennifer Escoto-Admin. Aide VI, Loren Torma-Admin Aide IV, Ma. Mercedes Dueñas- AO IV, Beverly Ferrer- AO V, Milagros Gumallaoi- AO IV
None	Review and consolidate the proposals from different offices	None		Perla Dizon- Acting SAO/AO V
None	Prepare the Supplemental Budget using the prescribe forms	None		Alexander Unay-Admin Asst. VI
None	Final review of the Supplemental Budget in its	None		Noel De Guzman - Acting PBO, Governor and other responsible officials





	entirety and affix signature			
None	Submit the Supplemental Budget to SP	None	1 Hour	<i>Jennifer Escoto-Admin. Aide VI</i>
	<b>Total</b>	<b>None</b>	<b>30 Days and 1 Hour</b>	

### 3. PROCESSING OF PAYROLL

The Provincial Budget Office processes documents concerning appropriations wherein the agency classifies, evaluates, posts and controls books of accounts.

<b>Office or Division:</b>		Provincial Budget Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Government Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Routinary Slip (1 copy)		End user		
2. Certificate on Appropriations, Funds and Obligation of Allotment (CAFOA) form signed by the Requesting Head (6 copies)		End user		
3. Payroll signed by the End user and PHRMO (3 copies)		Provincial Human Resource Management Office		
4. Plantilla / Project Proposal 4.1 For payment of salary - approved plantilla (signed by the PHRMO, Provincial Accountants and Governor) (1 photocopy) For Programs, Project and Activities – approved project proposal (signed by the Requesting Head, Budget Officer, PHRMO and Governor) (1 photocopy)		End user		
5. Daily Time Record duly signed by the Requesting Head (if any) (1 copy)		Provincial Human Resource Management Office		
6. Bio-exemption form signed by the Requesting Head (if any) (1 copy)		End user		
7. Notice of Salary Adjustment (NOSA) and Notice of Salary Increase (NOSI) / Notice of Step Increment (if any) (1 photocopy)		Provincial Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Payroll together with the required documents at the window counter for initial assessment and verification	1. Receive the payroll together with the required documents and check for completeness 1.1 If complete - sign the receiving copy of the liaison officer/ personnel and return their receiving copy (if any) 1.2 Log in the record book, indicate the corresponding control number, date, time and affix initial 1.3 Put a stamp at the	None	30 minutes	<i>Sonia Manabat- AO II / Nestor Guzman-Admin.</i>



	<p>back of the last page of the original copy of the payroll</p> <p>1.4 Forward the documents to the concerned budget staff for budgeting</p> <p>* If incomplete, return the documents to the end user.</p>			Aide II
2. None	<p>2. Evaluate / verify / classify / summarize / record the documents</p> <p>2.1 Verify the veracity and completeness of the documents</p> <p>2.2 Check the availability of appropriation</p> <p>2.3 Classify the transaction as to the NGAs</p> <p>2.4 Record in the Registry of Appropriations, Allotments and Obligations (RAAO). On the stamp portion, indicate the date, control number, office, source of fund, amount and balance before and after of the payroll then affix initial</p> <p>2. Forward the documents to the reviewing officer</p>	None	3 Hours	<p><i>Perla Dizon- AO V, Violeta Dizon- AO IV, Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay- Admin Asst. VI, Evelyn Bautista- Admin Asst. II, Jennifer Escoto- Admin. Aide VI, Loren Torma- Admin Aide IV, Ma. Mercedes Dueñas- AO IV, Beverly Ferrer- AO V, Milagros Gumallaoui- AO IV</i></p>
3. None	<p>3. Review of the documents</p> <p>3.1 Check the computation, classification and funding source of the documents</p> <p>3.2 If correct- Affix initial then forward the documents to the Provincial Budget Officer for approval / signature</p> <p>3. *If incorrect- return to the budget staff concerned for correction</p>	None	2 Hours	<p><i>Perla Dizon- Acting SAO/AO V</i></p>



4. None	<p>4. Approval / signature of Provincial Budget Officer</p> <p>4.1 Sign the documents (if approved)</p> <p>*If there is a need to clarify, call the attention of the budget staff concerned and discuss the matter</p>	None	2 Hours	<i>Noel De Guzman-Acting PBO</i>
5. None	<p>5. Releasing</p> <p>5.1 For approved payroll, the releasing staff will record the documents in the releasing log book indicating the date, control number, the transaction (particular) and the amount</p> <p>5.2 Forward the documents to the Provincial Accounting Office</p> <p>5.3 For disapproved payroll, return back to the end user</p> <p>5.4 End of process</p>	None	30 Minutes	<i>Nestor Guzman-Admin. Aide II / Sonia Manabat-AO II</i>
	<b>Total</b>	<b>None</b>	<b>8 Hours</b>	

#### 4. PROCESSING OF DISBURSEMENT VOUCHER

The Provincial Budget Office processes documents concerning appropriations wherein the agency classifies, evaluates, posts and controls books of accounts.

<b>Office or Division:</b>	Provincial Budget Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Client 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. Routinary Slip (1 copy)			End user
2. Certificate on Appropriations, Funds and Obligation of Allotment (CAFOA) form signed by the Requesting Head (6 copies)			End user
3. Disbursement Voucher form signed by the Requesting Head (3 copies)			End user
4. Purchase Requests form signed by the Provincial Budget Officer (if any) (1 copy)			End user



5. Purchase Order form or Contract of Agreement signed by the End user, business entity, and by the Governor / authorized personnel by the Governor (if any) (1 copy)				End user
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher together with the required documents at the window counter for initial assessment and verification	<p>1. Receive the disbursement voucher together with the required documents and check for completeness</p> <p>1.1 If complete - sign the receiving copy of the liaison officer / personnel and return their receiving copy (if any)</p> <p>1.2 Log in the record book, indicate the corresponding control number, date, time and affix initial</p> <p>1.3 Put a stamp at the back of the original copy of the voucher</p> <p>1.4 Forward the documents to the concerned budget staff for budgeting</p> <p>* If incomplete, return the documents to the end user</p>	None	30 Minutes	<p><i>Sonia Manabat- AO II / Nestor Guzman- Admin. Aide II</i></p>
2. None	<p>2. Evaluate / verify / classify / summarize / record the documents</p> <p>2.1. Verify the veracity and completeness of the documents</p> <p>2.2. Check the availability of appropriation</p> <p>2.3. Classify the transaction as to the NGAs</p> <p>2.4. Record in the RAAO. On the stamp portion, indicate</p>	None	3 Hours	<p><i>Perla Dizon- AO V, Violeta Dizon- AO IV, Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay- Admin Asst. VI, Evelyn Bautista- Admin Asst. II, Jennifer Escoto- Admin. Aide VI, Loren Torma- Admin Aide IV, Ma. Mercedes Dueñas- AO IV, Beverly Ferrer- AO V, Milagros Gumallaoui- AO IV</i></p>



	<p>the date, control number, office, source of fund, amount and balance before and after of the payroll then affix initial</p> <p>2.5. Forward the documents to the reviewing officer</p>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	<p>1. Review of the documents</p> <p>1.1 Check the computation, classification and funding source of the documents</p> <p>1.2 If correct- Affix initial then forward the documents to the Provincial Budget Officer for approval / signature</p> <p>*If incorrect- return to the budget staff concerned for correction</p>	None	2 Hours	<i>Perla Dizon- Acting SAO/AO V</i>
2.None	<p>2.Approval / signature of Provincial Budget Officer</p> <p>2.1 Sign the documents (if approved)</p> <p>*If there is a need to clarify, call the attention of the budget staff concerned and discuss the matter.</p>	None	2 Hours	<i>Noel De Guzman- Acting PBO</i>
3.None	<p>3. Releasing</p> <p>3.1 For approved voucher, the releasing staff will record the documents in the releasing log book indicating the date, control number, the</p>	None	30 Minutes	<i>Nestor Guzman- Admin. Aide II / Sonia Manabat- AO II</i>



	transaction (particular) and the amount 3.2 Forward the documents to the Provincial Accounting Office 3.3 For disapproved voucher, return to the end user End of process			
	<b>Total</b>	<b>None</b>	<b>8 Hours</b>	

## 5. PROCESSING OF PURCHASE REQUEST

The Provincial Budget Office processes documents concerning appropriations wherein the agency classifies, evaluates, posts and controls books of accounts.

<b>Office or Division:</b>	Provincial Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2G – Government to Government			
<b>Who may avail:</b>	Government Employee / Business Entity			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Routinary Slip (1 copy)			End user	
2. Certificate on Appropriations, Funds and Obligation of Allotment (CAFOA) form signed by the Requesting Head (6 copies)			End user	
3. Purchase Requests form signed by the End user and received by the Provincial General Services Office (3 copies)			End user	
4. Project Proposal/Program of Work signed by the Governor / Provincial Administrator / authorized personnel (if any)			End user	
5. Annual Procurement Plan (APP) / Project Procurement Management Plan (PPMP) signed by the End user			End user	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Purchase Request together with the required documents at the window counter for initial assessment and verification	1. Receive the Purchase Request (PR) together with the required documents and check for completeness 1.1 If complete - sign the receiving copy of the liaison officer / personnel and return their receiving copy (if any) 1.2 Log in the record book, indicate the	None	1 Hour	<i>Sonia Manabat- AO II / Nestor Guzman- Admin. Aide II</i>



	<p>corresponding control number, date, time and affix initial</p> <p>1.3 Put a stamp on the second copy of the PR</p> <p>1.4 Forward the documents to the concerned budget staff for budgeting</p> <p>* If incomplete, return the documents to the liaison officer/ personnel concerned</p>			
2.None	<p>2. Evaluate / verify / classify / summarize / record the documents</p> <p>2.1 Verify the veracity and completeness of the documents</p> <p>2.2 Check the availability of appropriation</p> <p>2.3 Classify the transaction as to the NGAs</p> <p>2.4 Record in the RAAO. On the stamp portion, indicate the date, control number, office (source of fund), amount of the document and balance before and after then affix initial Forward the documents to the reviewing officer</p>	None	5 Hours	<p><i>Perla Dizon- AO V, Violeta Dizon- AO IV, Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay- Admin Asst. VI, Jennifer Escoto- Admin. Aide VI, Evelyn Bautista- Admin Asst. II, Loren Torma- Admin Aide IV, Ma. Mercedes Dueñas- AO IV, Beverly Ferrer- AO V, Milagros Gumallaoui- AO IV</i></p>
3.None	<p>3. Review of the documents</p> <p>3.1 Check the computation, classification and funding source of the documents</p> <p>3.2 If correct- Affix</p>	None	2 Hours	<p>Perla Dizon- Acting SAO/AO V</p>



	<p>initial then forward the documents to the Provincial Budget Officer for approval / signature</p> <p>*If incorrect- return to the budget staff concerned for correction</p>			
4.None	<p>3.Approval / signature of Acting Provincial Budget Officer</p> <p>3.1 Sign the documents (if approved)</p> <p>*If there is a need to clarify, call the attention of the budget staff concerned and discuss the matter.</p>	None	4 Hours	Noel De Guzman- Provincial Budget Officer
5.None	<p>4. Releasing</p> <p>4.1 For approved PR, the releasing staff will record the documents in the releasing log book indicating the date, control number, the transaction (particular) and the amount</p> <p>4.2 Forward the documents to the Provincial Treasury Office</p> <p>4.3 For disapproved PRs, return to the end user</p> <p>End of process</p>	None	1 Hour	Nestor Guzman- Admin. Aide II / Sonia Manabat- AO II
	<b>Total</b>	<b>None</b>	<b>13 Hours</b>	





## 6. PREPARATION OF BALANCES OF APPROPRIATIONS

Balances of Appropriations is prepared every 15th and 30th day of the month submitted to the Provincial Governor's Office and to the Provincial Administrator's Office.

<b>Office or Division:</b>		Provincial Budget Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Balances of Appropriations of each office			Provincial Budget Office	
Summary			Provincial Budget Office	
Transmittal			Provincial Budget Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Compute total obligations and total allotments of each account then submit to the Computer Operator for the preparation of summary of balances	None	1 Day	<i>Perla Dizon- AO V, Violeta Dizon- AO IV, Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay- Admin Asst. VI, Evelyn Bautista- Admin Asst. II, Jennifer Escoto- Admin. Aide VI, Loren Torma- Admin Aide IV, Ma. Mercedes Dueñas- AO IV, Beverly Ferrer- AO V, Milagros Gumallaoui- AO IV</i>
2. None	2. Collate and summarize submitted balances of appropriations then prepare transmittal letter (to be signed by the Provincial Budget Officer). Forward the summary to the reviewing officer.	None	1 Day	<i>Alexander Unay- Admin Asst. VI (Computer Operator)</i>
3. None	3. Review the Balances of Appropriations then forward to the Provincial Budget Officer for approval  *If there is a need to clarify/correct, call the attention of the budget staff concerned and discuss the matter.	None	4 Hours	<i>Perla Dizon- Acting SAO/AO V</i>
4. None	4. Approval for the release of Balances	None	3 Hours	<i>Noel De Guzman- Acting PBO</i>



	of Appropriations and transmittal letter			
5. None	5. Forward the document to the Provincial Governor's Office and Provincial Administrator's Office	None	1 Hour	<i>Loren Torma- Admin Aide IV</i>
	<b>Total</b>	<b>None</b>	<b>3 Days</b>	

## 7. PREPARATION OF STATUS OF APPROPRIATIONS, ALLOTMENTS AND OBLIGATIONS

Status of Appropriations, Allotments and Obligations (SAAO) shows the total appropriations, obligations, allotments and available balances of each quarter. This is prepared after the quarter ends and submit on or before the 10th Day of the following month.

<b>Office or Division:</b>		Provincial Budget Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
Status of Appropriations, Allotments and Obligations (SAAO) per office				Provincial Budget Office
Summary				Provincial Budget Office
Transmittal signed by the Provincial Budget Officer				Provincial Budget Office
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Compute total obligations and total allotments per Quarter	None	2 Days	<i>Perla Dizon- AO V, Violeta Dizon- AO IV, Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay- Admin Asst. VI, Evelyn Bautista- Admin Asst. II, Jennifer Escoto- Admin. Aide VI, Loren Torma- Admin Aide IV, Ma. Mercedes Dueñas- AO IV, Beverly Ferrer- AO V, Milagros Gumallaoui- AO IV</i>
2. None	2. Collate / summarize, prepare and affix signature to the SAAO summary report and transmittal letter then forward to the reviewing officer.	None	2 Days	<i>Alexander Unay- Admin Asst. VI</i>
3. None	3. Review and check the SAAO then forward to the	None	1 Day and 5 Hours	<i>Perla Dizon- Acting SAO/AO V</i>



	Provincial Budget Officer for approval			
4. None	4. Approve and sign the SAAO summary report and transmittal letter.	None	1 Day	Noel De Guzman- Acting PBO
5. None	5. Reproduce copies then forward the SAAO to the Commission on Audit, Provincial Accounting Office, Provincial Planning and Development Office and other offices (if needed). Also, post to three (3) designated conspicuous places.	None	3 Hours	Wilhel Tanhueco- AO IV, Loren Torma- Admin Aide IV
	<b>Total</b>	<b>None</b>	<b>7 Days</b>	

## 8. PREPARATION OF ALLOTMENT RELEASE ORDER (ARO)

All obligations should have a corresponding allotment release order. Allotment Release Order is the document that said obligations are ready for expenditures.

<b>Office or Division:</b>		Provincial Budget Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Allotment Release Order form signed by the Provincial Budget Officer			Provincial Budget Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Prepare the ARO 1.1 Compute the previous and current released amount of allotment; check if the total matches with the original / revised appropriation then forward to the reviewing officer.	None	2 Hours	Perla Dizon- AO V, Violeta Dizon- AO IV, Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay- Admin Asst. VI, Evelyn Bautista- Admin Asst. II, Jennifer Escoto- Admin. Aide VI, Loren Torma- Admin Aide IV, Ma. Mercedes Dueñas- AO IV, Beverly Ferrer- AO V, Milagros Gumallaoui- AO IV
2. None	2. Review the correctness of the ARO 2.1. Indicate ARO number and date of issue then affix initials. Forward to the Provincial Budget Officer for approval	None	1 Hour	Perla Dizon- Acting SAO/AO V
3. None	3. Approve and sign the ARO	None	1 Hour	Noel De Guzman-



				<i>Acting PBO</i>
4. None	4. Forward the ARO to the Provincial Administrator's Office for signature	None	30 minutes	<i>Evelyn Bautista-Admin Asst. II</i>
	<b>Total</b>	<b>None</b>	<b>4 Hours and 30 Minutes</b>	

## 9. PREPARATION OF AUGMENTATION / REALIGNMENT

Augmentation implies the existence in the budget of an item, project, activity or purpose with an appropriation which, upon implementation or subsequent evaluation of needed resources is determined to be deficient.

<b>Office or Division:</b>		Provincial Budget Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
Request Letter / Program of Work / Project Proposal/ Purchase Request signed by the governor				End user / responsible personnel
<b>CLIENT 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 request letter and forward the document to the concern budget staff for evaluation	None	30 Minutes	Evelyn Bautista-Admin Asst. II
None	2. Evaluate / verify the request <ul style="list-style-type: none"> <li>• Verify the account</li> <li>• Prepare updated balances of appropriations for reference</li> <li>• Prepare Budget Slip for Augmentation, indicating the particular account/s, amount needed, and balance before and after augmentation / realignment</li> <li>• Check / verify the augmentation through the available balances of appropriations then affix signature</li> <li>• Forward to the Provincial Budget Officer for approval</li> </ul>	None	1 Day	Perla Dizon- AO V, Violeta Dizon- AO IV, Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay- Admin Asst. VI, Evelyn Bautista- Admin Asst. II, Jennifer Escoto- Admin. Aide VI, Loren Torma- Admin Aide IV, Ma. Mercedes Dueñas- AO IV, Beverly Ferrer- AO V, Milagros Gumallaoi- AO IV
None	3. Approval of Augmentation/ Realignment * In case the Augmentation is not	None	3 Hours	Noel De Guzman- Acting PBO



	possible, it will be returned to end user			
None	4. Forward the document to the Provincial Governor's Office or to the Provincial Administrator's Office	None	30 Minutes	Evelyn Bautista-Admin Asst. II
	<b>Total</b>	<b>None</b>	<b>1 Day and 4 Hours</b>	

## 10. PREPARATION OF PROJECT SLIP

Project Proposal from different departments / offices whose programs are in the PPMP of their own offices course to the Budget Office for the certification of availability of appropriation through a Project Slip.

<b>Office or Division:</b>		Provincial Budget Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Project Proposal		End user / responsible personnel		
Certification (if any)		End user / responsible personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit project proposal	1. Receive project proposal then forward the document to the concern budget staff for evaluation	None	30 Minutes	<i>Evelyn Bautista-Admin Asst. II</i>
None	2. Classify / Evaluate the project proposal <ul style="list-style-type: none"> <li>• Check if there's sufficient appropriation</li> <li>• Attach Project Slip - Fill up the Project title, implementing office, person in charge, date, source of fund, amount of the said project Proposal and balance before and after</li> <li>• If all data are filled up, the concerned budget staff will put his/her initial, then forward to the Provincial Budget Officer for approval</li> </ul> <p>* In case there's insufficient fund, the budget staff</p>	None	4 Hours	<i>Perla Dizon- AO V, Violeta Dizon- AO IV, Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay-Admin Asst. VI, Evelyn Bautista-Admin Asst. II, Jennifer Escoto-Admin. Aide VI, Loren Torma-Admin Aide IV, Ma. Mercedes Dueñas- AO IV, Beverly Ferrer- AO V, Milagros Gumallaoui- AO IV</i>



	concerned will discuss the proposal with the Provincial Budget Officer on what action shall be made and/or will be returned to the end user.			
None	3. Certify availability of appropriation	None	3 Hours	Noel De Guzman- Acting PBO
None	4. Forward the document to the Provincial Governor's Office and/or to the Provincial Administrator's Office	None	30 Minutes	Evelyn Bautista- Admin Asst. II
	<b>Total</b>	<b>None</b>	<b>1 Day</b>	

## 11. PREPARATION OF CERTIFICATIONS

The Provincial Budget Office certifies all documents that need an appropriation.

<b>Office or Division:</b>		Provincial Budget Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contract of Service / Contract of Consultancy Signed by the Governor		Provincial Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the document	1. Receive the document for evaluation	None	30 Minutes	Evelyn Bautista- Admin Asst. II
None	2. Classify / Evaluate the document <ul style="list-style-type: none"> <li>• Check if there is sufficient appropriation and if the document is on the list</li> <li>• Prepare Certification, indicating the name of the person, under what source of fund, period of contract, contract amount and date of issuance of the certificate then forward to the Provincial Budget Officer for signature</li> </ul> <p>* In case there's insufficient fund or the document is not on the list, then the</p>	None	4 Hours	Perla Dizon- AO V, Violeta Dizon- AO IV, Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay- Admin Asst. VI, Evelyn Bautista- Admin Asst. II, Jennifer Escoto- Admin. Aide VI, Loren Torma- Admin Aide IV, Ma. Mercedes Dueñas- AO IV, Beverly Ferrer- AO V, Milagros Gumallaoui- AO IV



	budget staff will discuss it with the Provincial Budget Officer on what action shall be made and/or the document will be returned to the Provincial Human Resource Management			
None	3. Certify availability of appropriation (ready for release)	None	3 Hours	<i>Noel De Guzman- Acting PBO</i>
None	4. Forward the document to the Provincial Human Resource Management Office	None	30 Minutes	<i>Evelyn Bautista- Admin Asst. II</i>
	<b>Total</b>	<b>None</b>	<b>1 Day</b>	

## 12. EVALUATION OF TRAVEL ORDER

The Provincial Budget Office certifies travel order that needs an appropriation.

<b>Office or Division:</b>		Provincial Budget Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Travel Order form signed by the requesting head		End user / personnel responsible		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the travel order	1. Receive the travel order then forward to budget staff concerned for evaluation	None	30 Minutes	<i>Evelyn Bautista- Admin Asst. II</i>
None	2. Evaluate the travel order <ul style="list-style-type: none"> <li>• Check if the travel order is signed by the requesting head and the personnel indicated in the document is allowed to collect travel allowance</li> <li>• Compute if the indicated amount in the document matches with the allowed / approved travel allowance / rate</li> <li>• Affix initial to the travel order then forward to the Provincial Budget Officer</li> </ul>	None	4 Hours	<i>Perla Dizon- AO V, Violeta Dizon- AO IV, Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay- Admin Asst. VI, Evelyn Bautista- Admin Asst. II, Jennifer Escoto- Admin. Aide VI, Loren Torma- Admin Aide IV, Ma. Mercedes Dueñas- AO IV, Beverly Ferrer- AO V, Milagros Gumallaoui- AO IV</i>



	* In case the travel order is not properly computed, it will be returned to the end user for revision (if necessary)			
None	3. Certify availability of appropriations (ready for release)	None	3 Hours	<i>Noel De Guzman- Acting PBO</i>
None	4. Forward the document to the Provincial Human Resource Management Office	None	30 Minutes	<i>Evelyn Bautista- Admin Asst. II</i>
	<b>Total</b>	<b>None</b>	<b>1 Day</b>	

### 13. EVALUATION OF REQUESTS FOR MONETIZATION

The Provincial Budget Office certifies Request for monetization that needs an appropriation.

<b>Office or Division:</b>		Provincial Budget Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter approved / signed by the PHRMO		End user / personnel responsible		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the document	1. Receive the document then forward to budget staff concerned for evaluation	None	30 Minutes	<i>Evelyn Bautista- Admin Asst. II</i>
2. None	2. Evaluate the document • Check if the document is signed • The budget staff responsible will put the date and initial to the Monetization form, then forward to the Provincial Budget Officer	None	4 Hours	<i>Regina Grace Lopez- AO II</i>
3. None	3. Certify availability of appropriations, (ready for release)	None	3 Hours	<i>Noel De Guzman- Acting PBO</i>
4. None	4. Forward the document to the Provincial Human Resource Management Office	None	30 Minutes	<i>Evelyn Bautista- Admin Asst. II</i>
	End of Process			
	<b>Total</b>	<b>None</b>	<b>1 Day</b>	





## EXTERNAL SERVICES

### 1. REVIEW THE ANNUAL/SUPPLEMENTAL BUDGET OF THE CITY/MUNICIPALITIES

The Provincial Budget Officer together with the other members of the Local Finance Committee (LFC) review the Annual and Supplemental Budget of the different municipalities/ city of the province and recommend review action to the Sangguniang Panlalawigan (SP) for authorization

<b>Office or Division:</b>		Municipal Budget Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Annual and Supplemental Budget together with the required documents duly stamped and received by the Sangguniang Panlalawigan (1 photocopy)		End user / personnel responsible		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the original copy to the SP with the required documents with 2 photocopies (1 for SP and 1 for Budget Office) to be receive with stamp by SP staff and then submit the Budget copy with received stamp of SP to Budget Office.	1. Receive the Annual/Supplemental Budget together with the required documents and stamp the first page indicate the date received, time and affix initial. Receive the receiving copy of the LGU concerned and return back their receiving copy. 1.1 Forward the Annual Budget to the reviewing officer for review and evaluation	None	59 Days	<i>Jennifer Escoto-Admin. Aide VI</i>
2. None	2. Preliminary Review the Annual/Supplemental Budget of the LGU concerned.  2.1 Check all the appended documents if complete, properly signed and if it is in its prescribed form. 2.2 Compute the budgetary requirements and limitations. 2.3 Check all the computations 2.4 Draft the review	None		<i>Perla Dizon- AO V, Milagros Gumallaoi- AO IV, Violeta Dizon- AO IV, Ma. Ma. Mercedes Dueñas- AO IV assisted by Wilhel Tanhueco- AO IV, Regina Grace Lopez- AO II, Alexander Unay- Admin Asst. VI</i>



	action  *In case no correction on the draft review action, finalize the same			
3. None	3. Check the Preliminary Review of the AB/SB in its entirety if in accordance to R.A. 7160 and other laws rules and regulations then forward to the Provincial Budget Officer for approval	None		<i>Perla Dizon- Acting SAO/ AO V</i>
4. None	4 Approval of the AB/SB by the Provincial Budget Officer  4.1. Approval of the recommended review action and forward to other LFC for their signature	None		<i>Noel De Guzman- Acting PBO</i>
5. None	5. Forward/route the review action to other LFC. After the LFC affix their signatures, the budget staff forward the reviewed Annual/ Supplemental Budget with recommended review action to the SP	None	30 Minutes	<i>Jennifer Escoto- Admin. Aide VI</i>
	<b>Total</b>	<b>None</b>	<b>59 Days and 30 Minutes</b>	

## 2. PREPARATION OF STATEMENT OF RECEIPTS AND EXPENDITURES (eSRE)

To mainstream performance management systems currently being implemented by the Oversight Agencies into local public financial management, and to harmonize and complement the various performance systems through LIFT.

<b>Office or Division:</b>		Provincial Budget Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Local Government Units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Quarterly report of Status of Appropriations, Allotments and Obligations (SAAO)		Provincial Budget Office		
Treasury report for data sharing		Provincial Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. None	1. Consolidate data for encoding of Authorized budget into the eSRE system 1.1 Encode data for authorized budget into the expenditure tab of eSRE system	None	3 Days	<i>Alexander Unay- Admin Asst. VI</i>
2. None	Check, review the consolidated/ encoded data	None	1 Day	<i>Perla Dizon- Acting SAO/ AO V</i>
3. None	Approval of Data to be shared, downloaded, uploaded to the concerned office/agency.	None	1 Day	<i>Noel De Guzman- Acting PBO</i>
4. Submit the downloaded generated treasury report  Receive generated budget appropriation report	4. Perform data sharing from Treasury Office for the income and appropriation 4.1 Download generated report to treasury 4.2 Send the generated report to treasury 4.3 Receive generated report from treasury office 4.4 Upload the generated report into the budget Module	None	2 Days	<i>Alexander Unay- Admin Asst. VI</i>
5. None	5. Submit report to DOF-BLGF website 1. Generate and download the budget report Upload the file to esre.blgf.gov.ph			
	<b>Total</b>	<b>None</b>	<b>7 Days</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form located at the entrance of the Provincial Budget Office.
How feedbacks are processed	Monthly, the Human Resource Management Office Staff open the drop box and compile all feedback forms found on it.
How to file a complaint	Answer the Client Complaint Form and drop it at the designated drop box located at the entrance of Provincial Budget Office Make sure to provide the following: <ol style="list-style-type: none"> <li>1. Name of the client</li> <li>2. Date (include time if possible)</li> <li>3. Person/employee Involved</li> </ol> Compliant (Narrative)
How complaints are processed	<ol style="list-style-type: none"> <li>1. The Human Resource Management Office opens the complaint drop box on a monthly basis and evaluates each complaint.</li> <li>2. The Human Resource Management Office shall start the investigation and forward to the relevant office for their explanation.</li> </ol> The HRMO will give some feedback to the client about his/her complaint.
Contact information of CCB, PCC, ARTA	You may call the following offices for serious complaints: 09171633922 - Perla D. Dizon  8888 - Presidential Complaints Center 09088816565 - Civil Service Commission Contact Center ng Bayan 478-5093 - Anti Red Tape Act Commission



# **CONCEPCION DISTRICT HOSPITAL**

## **External and Internal Services**

**CITIZEN'S CHARTER**  
**2021 (1<sup>ST</sup> Edition)**



## 1. OUT PATIENT DEPARTMENT

The Out Patient Department is the department of the hospital that provides organized medical care to ambulatory patients. An ambulatory patient is an individual who is able to receive medical service without occupying a hospital bed in the ward.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Out Patient Department (OPD) Card		Out Patient Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Out Patient Department number at Security Guard and wait till number is called.		None	1 Minute	Security Guard - Ricardo Dacayanan; - Ronnel David
2. Proceed to Out Patient Department Triage area	2. Verify patient information, accomplish patient record and get vital signs. Advised patients to wait in front of Window 2 until the number is called.	None	7 Minutes	<b>OPD Clerk:</b> - Paulino Castro; - Teresita Miranda
3. Proceed to Window 2 for registration at encoding. Present Out Patient Department Card/Patient Record	<b>If new patient:</b> Ask for Out Patient Department Form/Patient Record coming from TRIAGE for encoding. Inform patient to proceed to Billing Section/Cashier for payment <b>If old patient:</b> Retrieve Out Patient Department Chart and encode patient and ask patient to proceed to Billing/Cashier	None	10 Minutes	<b>OPD Clerk:</b> - Paulino Castro; - Teresita Miranda
4. Proceed to the cashier and pay the specified amount.	4. Issue Official Receipt	Fifty pesos (₱50.00)	3 Minutes	<b>Billing Clerk:</b> - Quinna Bucu; - Vilma Castro; - Edwin DelaCruz; - Vaness Osorio - Maricel Pamintuan
5. Proceed to the consultation	5. Resident on Duty examines the patient and gives	None	15 Minutes (Does not apply if with	<b>Resident on Duty:</b> - Azalea Mae Pascual, MD.



room once number/name is called.	appropriate management.		Surgical Procedure)	- Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD. - Ma. Rizalina Tanglao, MD. Ethel Villafuerte, MD.
<b>(a) If patient is for ADMISSION</b>  i. Proceed to Emergency Room	<b>(a) If patient is for ADMISSION</b> i. Accomplishes admission orders  ii. Informs Admitting Section	None	3 Minutes  2 Minutes	<b>Resident on Duty:</b> - Azalea Mae Pascual, MD. - Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD. - Ma. Rizalina Tanglao, MD. - Ethel Villafuerte, MD ER Nurse on Duty
<b>(b) If patient is for DISCHARGE:</b>  i. Receive instructions/ take home medicines	<b>(b) If patient is for DISCHARGE:</b>  i. Gives take home medicines and instruction to patients	None	3 Minutes	<b>Resident on Duty:</b> - Azalea Mae Pascual, MD. - Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD. - Ma. Rizalina Tanglao, MD. Ethel Villafuerte, MD.
	<b>Total:</b>	<b>Fifty pesos (P50.00)</b>	<b>46 minutes</b>	

## 2. ADMINISTRATIVE SERVICE

**A.) Human Resource Management** - This section develops and administers comprehensive Human Resource management Plan, which includes recruitment, selection, promotion, separation, welfare and benefits, training and other personnel actions and transactions.

<b>Office or Division:</b>	Concepcion District Hospital			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government-to-Citizens			
<b>Who may avail:</b>	Employee(s) / Applicant(s)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Letter & Resume		Applicant		
2. Endorsement Letter (if qualified)		Chief of Hospital		
3. Leave Application		Employee		
4. Travel Order		Employee		
5. Biometric Daily Time Record		HR Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>New Applicant:</b> Submits application letter and resume	1. Receives and checks application letters and resume. Interview the applicant. Instructs him/her to go to the Provincial Human	None	10 minutes	<b>Administrative Officer V:</b> - Nelia Sarmiento, <b>Administrative Officer-HR</b> - Krizaint Zablan, RN



<p>1.1 Inform the office that he/she passed the entrance exam</p>	<p>Resource Management Office for the entrance or admission examination.</p> <p>1.1 Advise the applicant if he/she is willing for training. 1.2 Prepares endorsement letter for the qualified applicant signed by the Chief of Hospital upon submission to Provincial Human Resource Management Office.</p>		<p>3 minutes</p> <p>15 minutes</p>	<p><b>Acting Chief of Hospital:</b> Theresa M. Sablan, MD.</p>
<p><b>Employee (s) for promotion:</b> Submits application letter, Personal Data Sheet (PDS) and required credentials</p>	<p>1. Receives and checks application letter, Personal Data Sheet and required credentials. 2. Prepares endorsement letter and signed by the Chief of Hospital upon submission to Provincial Human Resource Management Office</p>	<p>None</p>	<p>10 minutes</p> <p>15 minutes</p>	<p><b>Administrative Officer V:</b> Nelia Sarmiento <b>Administrative Officer-HR</b> - Krizaint Zablan, RN <b>Acting Chief of Hospital:</b> - Theresa M. Sablan, MD.</p>
<p>1. Submits application for leave</p>	<p>1. Receives application (with initialed by the immediate supervisor), types or updates leave credits and signed by the Chief of Hospital upon submission to Provincial Human Resource Management Office.</p>	<p>None</p>	<p>10 minutes</p>	<p><b>Administrative Officer V:</b> - Nelia Sarmiento <b>Administrative Officer-HR</b> - Krizaint Zablan, RN <b>Acting Chief of Hospital:</b> - Theresa M. Sablan, MD.</p>
<p>2. Submits training invitation</p>	<p>2. Prepares Travel Order of the employee for training/seminar and signed by the Chief of Hospital upon submission to Provincial Human Resource Management Office.</p>	<p>None</p>	<p>10 minutes</p>	<p><b>Administrative Officer V:</b> - Nelia Sarmiento <b>Administrative Officer-HR</b> - Krizaint Zablan, RN</p>
<p>3. Submits accomplishment reports</p>	<p>3. Download and print Biometric Daily Time Record of employees. 3.1 Check the Daily Time Record, counts the actual days worked of an</p>	<p>None</p>	<p>5 hours</p> <p>10 minutes</p>	<p><b>General Clerk/ Secretary:</b> - Jamaica Biason</p>





	employee and attach filed leave, exemption letter, travel order and certificate of appearance (if any)			
	<b>Total:</b>	<b>None</b>	<b>6 hours &amp; 23 Minutes</b>	

**B.) Accounting / Budget** - It directs and coordinates the systematic recording of all financial transactions, preparation of budget and financial reports.

<b>Office or Division:</b>	Concepcion District Hospital			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G– Government to Government			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Financial reports			Accounting / Administrative Office	
2. Payroll form; Biometric Daily Time Record; accomplishment report; filed leave; Certificate of Appearance; travel order and exemption letter (if any)			Administrative Office	
3. Budget proposal/ preparation			Administrative Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits reports	1.Collects and receives all financial transactions and relevant reports from different sections of the hospital for checking and proper recording. 1.1 Prepares /encodes and print financial reports on monthly, quarterly, semi-annually and annually and forwards to Admin. Officer V for checking and initials. 1.2 Forwards checked financial reports to the Chief of Hospital for approval.	None	5 days  3 days  2 days	<b>Accounting Clerk:</b> - Leticia Nuqui <b>Administrative Officer V:</b> Nelia Sarmiento <b>Accounting Clerk:</b> - Leticia Nuqui <b>Administrative Officer V:</b> Nelia Sarmiento <b>Administrative Officer V:</b> - Nelia Sarmiento, <b>Acting Chief of Hospital:</b> Theresa M. Sablan, MD.
2.Submits accomplishment report	2. Secure biometric daily time record of an employee with actual number of days counted and attach accomplishment report upon preparing and printing payroll of Job Order / casual employees.	None	3 days	<b>General Clerk/ Secretary:</b> - Jamaica Biason <b>Accounting Clerk:</b> - Leticia Nuqui
3.Submits payroll	3. Print payroll and forward to Admin.	None	2 days	<b>Accounting Clerk:</b> - Leticia Nuqui



	Officer V for checking and initials. 3.1 Forwards checked payroll to Chief of Hospital for approval			<b>Administrative Officer V:</b> -Nelia Sarmiento <b>Acting Chief of Hospital:</b> -Therese Sablan, MD.
	<b>Total:</b>	<b>None</b>	<b>15 days</b>	

**C.) Cash Operations** – Directs controls and ensures the proper disbursement and collection transaction of the hospital.

<b>Office or Division:</b>	Concepcion District Hospital			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Transacting Public/Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For In-Patient Department (IPD): Statement of Account (SOA) Order of Payment		From Billing to Cashier		
For Out-Patient Department (OPD): Charge Slip from: Pharmacy Laboratory X-Ray OPD ER Medical Records Other Services: Senior / PWD ID if there is Order of Payment Promissory Note		Laboratory X-Ray OPD ER Medical Records  Social Worker		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For In-Patient Department:</b> 1. Bring the Statement of Account. Present Statement to Collecting Officer or Cashier for payment, if any. *Present the clearance slip to the Security Guard and Nurse Station for release or discharge.	1. Issues Official Receipt and clearance slip to the patient or SO of the patient 1.1 Cashier will bring back the Statement of Account to Billing.	Net amount indicated in the Statement of Account	5 Minutes	<b>Collecting Officer:</b> - Buena Libut; - Julia Ann Mauricio; - Rachele Ramos; - Rose Venia Santos Brainard John Sengson
<b>For the New Balance Billing (NBB) Patient:</b> 2. Secure the clearance slip from the Collecting Officer.	2. Give the clearance slip to the Significant Other of patient		1 Minute	<b>Collecting Officer:</b> - Buena Libut; - Julia Ann Mauricio; - Rachele Ramos; - Rose Venia Santos - Brainard John Sengson



<p><b><u>For the In-Patient without money to pay:</u></b>          3. Present the Statement of Account to Collecting Officer or Cashier.          *Show the Promissory Note (duplicate copy) to the Nurse and Guard for clearance or discharge.</p>	<p>3. Inform the patient to go to the Social Worker for any assistance from LGU or MAIP, if any.          3.1 Make a promissory note and require an ID of the Significant Other of the patient, secure his/ her signature.</p>	<p>It depends upon the amount able to pay</p>	<p>5 Minutes  5 Minutes</p>	<p><b>Collecting Officer:</b>          - Buena Libut;          - Julia Ann Mauricio;          - Rachele Ramos;          - Rose Venia Santos          Brainard John Sengson</p>
<p><b><u>For the Out-Patient Department:</u></b>          4. Show the charge slip to the Collecting Officer for payment.           *Show the official receipt to the designated department/ services for clearance, releasing of results and issuance of medicines/supplies</p>	<p>4. Issues Official Receipt</p>	<p>Amount indicated in the charge slip</p>	<p>5 Minutes</p>	<p><b>Collecting Officer:</b>          - Buena Libut;          - Julia Ann Mauricio;          - Rachele Ramos;          - Rose Venia Santos          Brainard John Sengson</p>
<p><b><u>For the Out-patient without money to pay:</u></b>          5. Present the charge slip to the Collecting Officer or Cashier.           *Show the promissory note (duplicate copy) to the Nurse and Guard for clearance.</p>	<p>5. Make a promissory note and required an ID of the Significant Other of the patient, secure his/her signature</p>	<p>It depends upon the amount able to pay</p>	<p>10 Minutes</p>	<p><b>Collecting Officer:</b>          - Buena Libut;          - Julia Ann Mauricio;          - Rachele Ramos;          - Rose Venia Santos          Brainard John Sengson</p>
	<p><b>Total:</b></p>		<p><b>31 Minutes</b></p>	

**D.) Billing and Claims** – Implements proper charging system, by recording of all hospital procedures, services, medical supplies, drugs and medicines incurred to patients regardless of patient's classification including claims, fees and use of facilities and other non-patient services.

<b>Office or Division:</b>	Concepcion District Hospital
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		Transacting Public/Patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notice of Discharge		Billing Office		
Final Statement of Account (SOA)		Billing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Receives the patient chart from Nurse	<p>1.Check patient diagnosis with ICD 10 code classifying member PhilHealth category.</p> <p>1.1Check the status of the patient clearance in the system if it is for request/ on process/ cleared.</p> <p>1.2Prepares SOA, input patient information and charges.</p> <p>1.3Returns patient charts to the nurse station. Patient representatives will get the bill to be filled up and signed to designated signatory.</p> <p>1.4If with excess, advice the patient or patient representative to pay to the cashier or apply for medical assistance from LGU or MAIP (if any).</p> <p>1.5Forwards SOA to Cashier on duty for any payments and other medical assistance applied and Cashier will issue clearance to the patient.</p>	<p>None</p> <p>It depends on the amount indicated on SOA, if any</p>	<p>10 Minutes</p> <p>Immediately/ but it depends on the patient status</p> <p>25 Minutes</p> <p>25 Minutes</p> <p>Immediately upon receiving the SOA</p> <p>Immediately after checking the SOA</p>	<p><b>Nurse on Duty Claims Clerk:</b></p> <ul style="list-style-type: none"> <li>- Jan Nikko Malonzo;</li> <li>- Lerma Manaluz</li> <li>- Nerissa Sarmiento;</li> <li>- Rosita Tolentino;</li> </ul> <p><b>Billing Clerk:</b></p> <ul style="list-style-type: none"> <li>- Quinna Bucu;</li> <li>- Vilma Castro;</li> <li>- Edwin Dela Cruz;</li> <li>- Vanessa Osorio</li> <li>- Maricel Pamintuan</li> </ul> <p><b>Nurse on Duty Billing Clerk:</b></p> <ul style="list-style-type: none"> <li>- Quinna Bucu;</li> <li>- Vilma Castro;</li> <li>- Edwin Dela Cruz;</li> <li>- Vanessa Osorio</li> <li>- Maricel Pamintuan</li> </ul> <p><b>Billing Clerk:</b></p> <ul style="list-style-type: none"> <li>- Quinna Bucu;</li> <li>- Vilma Castro;</li> <li>- Edwin Dela Cruz;</li> <li>- Vanessa Osorio</li> <li>- Maricel Pamintuan</li> </ul> <p><b>Collecting Officer:</b></p> <ul style="list-style-type: none"> <li>- Buena Libut;</li> <li>- Julia Ann Mauricio;</li> <li>- Rachele Ramos;</li> <li>- Rose Venia Santos</li> <li>- Brainard John Sengson</li> </ul> <p><b>Billing Clerk:</b></p> <ul style="list-style-type: none"> <li>- Quinna Bucu;</li> <li>- Vilma Castro;</li> <li>- Edwin Dela Cruz;</li> <li>- Vanessa Osorio</li> </ul>



				<ul style="list-style-type: none"> <li>- Maricel Pamintuan <b>Collecting Officer:</b></li> <li>- Buena Libut;</li> <li>- Julia Ann Mauricio;</li> <li>- Rachelle Ramos;</li> <li>- Rose Venia Santos</li> <li>Brainard John Sengson</li> </ul>
	<b>Total</b>		<b>1 hour</b>	-

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		In-Patient / Out-Patient		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
PhilHealth ID, Member Data Record, and Valid ID			PhilHealth Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.For In-Patient	1.Daily rounds Patient to Patient	None	10 Minutes	<b>Claims Clerk:</b> - Jan Nikko Malonzo; - Lerma Manaluz - Nerissa Sarmiento; Rosita Tolentino
2.For In-Patient and Out-Patient	2.Present PHILHEALTH ID, Member Data Record, VALID ID of patients / member for membership verification Issues PhilHealth Forms Submits / Review Filled up PhilHealth Form(s)	None	20 Minutes  5 Minutes  10 Minutes	
3.For Processing of Claims	3.Encodes data and information required to Claims Signature Form 3.1Posts encoded Claims Signature Form to logbook according to Doctor's Name 3.2Encodes data and information to Claim Form4	None	10 Minutes  15 Minutes  50 Minutes	<b>Claims Clerk:</b> - Jan Nikko Malonzo; - Lerma Manaluz - Nerissa Sarmiento; Rosita Tolentino
4.For transmittal of claims	4.Scan pertinent documents 4.1Upload and download E-Claims	None	15 Minutes  20 Minutes	
	<b>Total</b>	<b>None</b>	<b>2 hours and 35 Minutes</b>	



## E. ISSUANCE OF SUPPLIES TO END USER

**Procurement, Property and Supply** – Procurement section develops and administers a comprehensive plan of systematic management of procurement and acquisition of supplies and materials, healthcare equipment, vehicles, services, infrastructures, works and other logistics for the effective and efficient delivery of quality services. Property and Supply receives, stores, issues and conducts inventory of supplies, materials and equipment and disposes unserviceable / condemned hospital properties.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Government		
<b>Who may avail:</b>		All Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Stock Request Form			Supply Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.End Users will have a stock request through E-system to Supply Office	1.The Supply Office received and check their request to the Stock request E-System from the End Users	None	5 Minutes	<b>Administrative Offer-Supply Officer:</b> - Olivia Sacramento <b>Supply Clerk:</b> -Ronald Conde; Renson Jay Cunanan
2.None	2.The Supply Office will prepare the Supplies needed by the End Users and inform the End Users to pick-up their supplies.	None	10 Minutes	<b>Administrative Offer-Supply Officer:</b> -Olivia Sacramento <b>Supply Clerk:</b> -Ronald Conde -Renson Jay Cunanan
3.Pick-up supplies and check the quantity of supplies and stock Request Form	3.The End Users will pick-up their supplies and check the quantity of supplies and the End Users stock Request Form will signed the received by portion and the Supply Officer-Checked by, Administrative Assistant-Prepared by and Adm. Aide I – Release and Approved by –The Administrative Officer V	None	10 Minutes	<b>Administrative Offer-Supply Officer:</b> -Olivia Sacramento <b>Supply Clerk:</b> -Ronald Conde -Renson Jay Cunanan
<b>Total</b>		<b>None</b>	<b>25 Minutes</b>	

**Transport** – Prepares and implements Comprehensive Preventive/ Corrective /Rehabilitative Maintenance Program of motor vehicles. Transport patients to and from hospitals.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		



<b>Who may avail:</b>		Patient(s) for transfer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral slip		Nurse on duty		
2. Trip Ticket		Driver on duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write an order for referral	Give referral slip to client	None	5 minutes	<b>Resident on Duty:</b> -Azalea Mae Pascual, MD. -Maria Fe Victoria Pattugalan, MD. -Ma. Rizalina Tanglao, MD. -Ethel Villafuerte, MD.
2. Make necessary arrangements for referral	Prepare the patient for referral and inform the Security guard	None	15 minutes	<b>Nurse on duty</b>
3. Verifies availability of driver and vehicles ambulance	Inform Driver on duty for the referral	None	40 minutes	<b>Security Guard:</b> - Ricardo Dacayanan; Rommel David
4. Prepares the Trip ticket	Forwards to Chief of Hospital, Adm. Officer during office hours and Doctors on duty 5pm to 8am	None	15 minutes	<b>Driver on Duty:</b> - Renante Conde - Edwin Feliciano - Ron Garica - Seginando Mauricio Manuel Panlilio
5. Evaluates and approves requirements and trip ticket of referral	Releases the approved trip ticket	None	10 minutes	<b>Acting Chief of Hospital:</b> - Theresa Sablan, MD. <b>Administrative Officer V:</b> -Nelia Sarmiento <b>Resident on Duty:</b> --Azalea Mae Pascual, MD. -Maria Fe Victoria Pattugalan, MD. Tyke Khristensen Pattugalan, MD. - Ma. Rizalina Tanglao, MD. Ethel Villafuerte, MD.
6. Checks the vehicle	Furnish a copy of trip ticket to the Security guard on duty			<b>Driver on Duty:</b> - Renante Conde - Edwin Feliciano - Ron Garica - Seginando Mauricio Manuel Panlilio
7. Checks trip ticket and vehicle before referral		None	5 minutes	<b>Security Guard:</b> - Ricardo Dacayanan Rommel David



8. Carry the patient inside the ambulance		None	5 minutes	<b>Security Guard:</b> - Ricardo Dacayanan - Ronnel David
9. Drives the vehicle to hospital of choice			20 minutes	<b>Driver on Duty:</b> - Renante Conde - Edwin Feliciano - Ron Garica - Sesinando Mauricio - Manuel Panlilio
	<b>Total</b>		<b>14 hours and 12 minutes</b>	

**Security** – Protects lives, properties and critical infrastructure from threats, harm in all losses, and maintain order within the hospital premises.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Patients, Visitors, Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Line up for consultation	1. Issues number and patient's record/information form to out-patient. Initially assists them in filling out the form and answers some queries about the hospitalization process. 1.1 Inspects entry/exit routines of employees, patients and public including bags/luggage.	None	5 minutes          3 minutes	Security guard - Ricardo Dacayanan - Ronnel David
2. Asks the ambulance availability for referral	2. Records outgoing hospital vehicles and employees on duty going out. 2.1 Records and submits unusual incident reports. 2.2 Conducts rounds & inspects building, facilities and premises to		2 minutes   5 minutes   45 minutes	Security guard - Ricardo Dacayanan - Ronnel David





	ensure safety of patients and hospital personnel.			
3. Sign in the logbook	3. Give the logbook to a client. Assists patients, patients, visitors and guests if need arises. Safeguards employee biometrics machines and log sheets and ensures every log in and out. Strictly implements hospital policies especially NO SMOKING, Visiting hours, no littering, etc.		5 minutes	<i>Security guard</i> -Ricardo Dacayanan -Ronnel David
	<b>Total</b>	<b>None</b>	<b>1 hour and 5 Minutes</b>	

**Maintenance** – Prepares and implements Preventive Maintenance Program in all healthcare equipment / devices

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizens G2G- Government to Government		
<b>Who may avail:</b>		Patients and employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order Form		Administrative Office		
Request Issue Voucher/Stock Request Form		Supply Office		
Purchase Request		Supply Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Job order request form	1. Determines the nature of work required.  1.12 Estimates and determines the required supplies and materials.	None	5 minutes  30 minutes	<i>Maintenance:</i> -Reynaldo David -Allen Trinidad
2. Requests supplies and materials needed	2. Checks the availability of supplies and materials, if available issue the supplies	None	15 minutes	<b>Administrative Offer-Supply Officer:</b> -Olivia Sacramento <b>Supply Clerk:</b> -Ronald Conde;



	and materials and if not available prepares Purchase Requests.			-Renson Jay Cunanan
3.Submits Purchase Requests	3.Initials and forwards to Chief of Hospital  Approves Purchase Request	None	2 minutes  1 minute	Administrative Officer V: - Nelia Sarmiento  Acting Chief of Hospital - Teresa Sablan, MD
	<b>Total:</b>	<b>None</b>	<b>53 Minutes</b>	

**Housekeeping** – Provides and maintains clean, safe and sanitary facilities and environment for hospital personnel, patients and clients.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Clients G2G- Government to Government		
<b>Who may avail:</b>		Employees and clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Issue Voucher / Stock Request Form		Supply Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Ward rooms and offices cleaning and sanitizing	1.High dust ceiling and walls of wards/office including gadgets/equipment that may be attached on the surface. Start at the upper most left corner of the door. Gradually working down in circular motion ending at the lowermost right corner. 1.2 Damp mop using the same direction. 1.3 Dust windows, window sills and jambs follow with damp. 1.4 High dust bathroom ceiling and walls as in Scrub walls, sink, toilet bowl and floor, in that order, with cleaning solution. Let stand to dry. 1.5 Dust cabinets, tables and other ward fixtures.	None	2 hours    1 hour 2 hours 2 hours 1 hour  1 hour	<b>Housekeeping:</b> -Joemari Bautista -Jaycee Canlas -Kerwin Cawili -Aris Rey David -Arlan Dela Pena -Jimmy Mendoza -Jennifer Ortillo -Rossel Turla -Eduardo Vergara



	1.6 Empty waste baskets. 1.7 Sweep floor from the innermost going out. Strip and wet mop. Let stand to dry. 1.8 Inspect the whole ward rooms / offices for quality control.		2 hours  2 hours	<b>Housekeeping Supervisor</b> -Gomer Estradda
2. Corridor and lobby cleaning and sanitizing	2.High dust ceiling and walls as in follow with damp mop and let dry. 2.1Dust and windows, if any. 2.2Dust and polish furniture and fixtures. 2.3Empty trash bins/cans. 2.4Sweep floor. Strip then wet mop. Allow to dry. 2.5 Inspect the whole area for Quality control.	None	1 hour  1 hour  1 hour  1 hour  2 hours	<b>Housekeeping:</b> -Joemari Bautista -Jaycee Canlas -Kerwin Cawili -Aris Rey David -Arlan Dela Pena -Jimmy Mendoza -Jennifer Ortillo -Rossel Turla -Eduardo Vergara
3. Hospital compound/ parameters cleaning	3.High dust façade and outside walls in the same direction as follow with damp mop. 3.1Dust and scrub screens. Sweep and remove debris from gutters. 3.2Weed plants of dirt the trash. 3.3Sweep ground starting from building / structures going towards gate. Inspects whole hospital compound/parameters for quality control.	None	1 hour  2 hours  1 hour  1 hour  2 hours	<b>Housekeeping:</b> -Joemari Bautista -Jaycee Canlas -Kerwin Cawili -Aris Rey David -Arlan Dela Pena -Jimmy Mendoza -Jennifer Ortillo -Rossel Turla -Eduardo Vergara
	<b>Total</b>		<b>1 day and 3 hours</b>	

**I. Laundry** – Provides laundry services and ensures adequate supply of clean linens for patients

<b>Office or Division:</b>	Laundry of Soiled Linen
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government-to-Citizens G2G- Government to Government
<b>Who may avail:</b>	Employees and Patients
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Request Issue Voucher / Stock Request Form	Supply Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring soiled linens and other hospital units.	1. Sorts, accounts, lists and returns soiled linen.	None	30 minutes	<b>Institutional Worker on Duty</b>
	1.1 Verifies and records the returned soiled linen from the Ward/OR/DR/ER.		1 hour	<b>Laundry worker:</b> Ma. Remedios Cao -Narmin Melchor
	1.2 Informs Institutional Worker unaccounted/missing linen.		4 hours	<b>Institutional Worker</b>
	1.3 Forwards to the laundry area.		2 hours	<b>Laundry Worker</b> Ma. Remedios Cao -Narmin Melchor
	1.4 Disinfects and washes soiled linen.		1 hour	
	1.5 Iron clean linen.			
	1.6 Sorts, records and stores clean linen.			
	<b>Total</b>	<b>None</b>	<b>8 hours and 30 minutes</b>	

### 3. DENTAL

The Dental Service provides dental care and treatment to In & Out Patient.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Out Patient Department number at Security Guard and wait till number is called.  <b>*If new patient:</b> Fill-out form to be given by Security Guard  <b>**If old patient:</b> Present Out Patient Department Card	<b>*If new patient:</b> Give Out Patient Department form to patient and ask them to fill it out <b>**If old patient:</b> Ask for Out Patient Department Card	None	1 minute	<b>Security Guard</b> Ricardo Dacayanan Ronell David
			1 Minute	<b>PhilHealth Card (if member)</b>  <b>Out Patient Department Card &amp; Philhealth Card (if member)</b>
2. Proceed to Out Patient Department Triage area	2. Verify patient information, accomplish patient record and get vital signs. Advise patients to	None	7 Minutes	<b>OPD Clerk:</b> Paulino Castro Teresita Triage /Triage Area



	wait in front of Window 2 until the number is called.			
3.Proceed to Window 2 for registration at encoding. Present Out Patient Department Card/Patient Record	<p><b>3.If new patient:</b> Ask for Out Patient Department Form/Patient Record coming from TRIAGE for encoding. Inform patient to proceed to Billing Section/Cashier for payment</p> <p><b>3.1f old patient:</b> Retrieve Out Patient Department Chart and encode patient and ask patient to proceed to Billing/ Cashier</p>	None	10 Minutes	<b>Dental Assistant:</b> <i>Rio Delos Reyes</i>
4.Proceed to Dental Clinic once name is called	4.Dentist examines the patient & give appropriate management	None	5 Minutes	<b>Dentist:</b> <i>Sonny Adrian Laberinto, MD.</i>
<p><b>If patient is for EXTRACTION</b></p> <p>5.Proceed to cashier and pay specified amount</p> <p>6.Proceed to dental clinic for extraction</p>	<p>5.Accomplishes dental extraction</p> <p>6.Gives take home medicine and instructions to patient</p>	One Hundred ₱100.00/ tooth extraction	<p>20 Minutes</p> <p>3 Minutes</p>	<p><b>Billing Clerk:</b> - <i>Quinna Bucu;</i> - <i>Vilma Castro;</i> - <i>Edwin Dela Cruz;</i> - <i>Vanessa Osorio</i> - <i>Maricel Pamintuan</i></p> <p><b>Dentist:</b> - <i>Sonny Adrian Laberinto, MD.</i></p>
<b>7.If patient is for Take Home Medication</b>	7.Gives take home medicine and instructions to patient	None	3 Minutes	<b>Dentist:</b> - <i>Sonny Adrian Laberinto, MD.</i>
	<b>Total</b>	<b>One Hundred fifty pesos (P150.00)</b>	<b>54 Minutes</b>	



#### 4. DIETARY DEPARTMENT

Provides healthy food to patients and gives health teaching on dietary problems.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Out-Patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Out Patient Department number at Security Guard and wait till number is called. <b>*If new patient:</b> Fill-out form to be given by Security Guard <b>**If old patient:</b> Present Out Patient Department Card	<b>*If new patient:</b> Give Out Patient Department form to patient and ask them to fill it out <b>**If old patient:</b> Ask for Out Patient Department Card	None	1 Minute	<i>Security Guard Ricardo Dacayanan Ronell David</i>
			1 Minute	<i>PhilHealth Card (if member)</i>
			1 Minute	<i>Out Patient Department Card &amp; Philhealth Card (if member)</i>
2. Proceed to Out Patient Department Triage area	2. Verify patient information, accomplish patient record and get vital signs. Advise patients to wait in front of Window 2 until the number is called.	None	7 Minutes	<i>OPD Clerk: Paulino Castro Teresita Miranda</i>  <i>Triage Area Nurse on Duty</i>
3. Proceed to Window 2 for registration at encoding. Present Out Patient Department Card/Patient Record	<b>If new patient:</b> 3. Ask for Out Patient Department Form/Patient Record coming from TRIAGE for encoding. Inform patient to proceed to Billing Section/Cashier for payment  <b>If old patient:</b> 3.1 Retrieve Out Patient Department Chart and encode patient and ask patient to proceed to Billing/Cashier	None	10 Minutes	<i>OPD Clerk: Paulino Castro Teresita Miranda</i>



4.Proceed to the cashier and pay the specified amount.	4.Issue Official Receipt	Fifty pesos (₱50.00)	3 Minutes	<b>Billing Clerk:</b> - Quinna Bucu - Vilma Castro - Edwin Dela Cruz; - Vanessa Osorio - Maricel Pamintuan
5.Proceed to the consultation room once the number/ name is called.	5.Resident on Duty examines the patient and gives appropriate management.	None	15 Minutes (Does not apply if with Surgical Procedure)	<b>Resident on Duty:</b> - Azalea Mae Pascual, MD. - Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD. - Ma. Rizalina Tanglao, MD. - Ethel Villafuerte, MD.
<b>(a) If patient is for ADMISSION</b>  6.Proceed to Emergency Room	<b>(a) If patient is for ADMISSION</b>  6.Accomplishes admission orders  6.1 Informs Admitting Section	None	3 Minutes  2 Minutes	<b>Resident on Duty:</b> - Azalea Mae Pascual, MD. - Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD. - Ma. Rizalina Tanglao, MD. -Ethel Villafuerte, MD. ER Nurse on duty
<b>(b) If patient is for DISCHARGE:</b>  7.Receive instructions/take home medicines	<b>(b) If patient is for DISCHARGE:</b> 7.Gives take home medicines and instruction to patients	None	3 Minutes	<b>Resident on Duty:</b> - Azalea Mae Pascual, MD. - Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD. - Ma. Rizalina Tanglao, MD. -Ethel Villafuerte, MD.
8.Referral form for Diet counselling from the Physician	8.The Dietitian will ask the patient about his/her nutritional history and ask about his/her current eating pattern then advise what the client can do by helping him/her to develop better eating habits and maintain a healthy lifestyle.	None	5 Minutes	<b>Nutritionist Dietitian:</b> Pearl Grace Garcia. RND
	<b>Total:</b>	<b>None</b>	<b>51 Minutes</b>	



## 5. MEDICAL RECORDS

### A.) Medico-Legal

The general function of the MRS is to provide an organized system of measuring quality patient care and to ensure that sufficient data is written in sequence of events to justify the diagnosis, warrant the treatment and end result.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Police Report		Out Patient Department		
Police Report		Emergency Room / Nurses' Stations		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present formal request of Medico-Legal Request from an authorized person or a police authority	1.Receive Request	None	2 minutes	<i>PNP duly signed by the investigator, chief, director, or officer in charge</i>
2.None	2.Retrieves OPD chart 2.1Release of Certificate will also depend on the availability of the Attending Physician 2.3 Issue charge slip to patient/ companion	None	10 Minutes	<b>OPD Clerk:</b> <i>Paulino Castro Teresita Miranda</i>
3.Proceed to cashier and pay the specified amount on charge slip	3.Issue Official Receipt 3.1Types Certification in four (4) copies 3.2 Affixes seal of the hospital on the certificate and forwards it to the 3.3 Attending Physician other Physicians concerned for review and signature	One Hundred (₱100.00)	3 Minutes  30 Minutes  10 Minutes	<b>Collection Officer:</b> <i>Buena Libut Julia Ann Mauricio Rachelle Ramos Rose Venia Santos Brainard John Sengson</i> <b>Administrative Officer III- Medical Record Officer</b> <i>Nadia Padolina Medical Record Clerk Heidi Jean Montemayor</i>
4.Present Official Receipt to Medical Records Clerk	4.Verify payment	None	1 Minute	<b>Administrative Officer III- Medical Record Officer</b> <i>Nadia Padolina Medical Record Clerk Heidi Jean Montemayor</i>





5. Patient/ Authorized Person signed for the receiving copy  5.1 Receive two (2) copies of Medico Legal Certificate	5.Records in the logbook 5.1Attached 2 copies of Medico Legal Certificate together with the OPD chart and 3 <sup>rd</sup> copy of charge slip 5.2 Filled	None	1 Minute  1 Minute  1 Minute	<b>Administrative Officer III- Medical Record Officer</b> <i>Nadia Padolina</i> <b>Medical Record Clerk</b> <i>Heidi Jean Montemayor</i>
	<b>Total</b>	<b>One Hundred (P100.00)</b>	<b>59 Minutes</b>	

### B.) Medical Certificate

The general function of the Medical Records Medical Certificate is to provide an organized system of measuring quality patient care and to ensure that sufficient data is written in sequence of events to justify the diagnosis, warrant the treatment and end result.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Certificate Request		Out Patient Department		
Medical Certificate Request		Emergency Room / Nurses' Stations		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presents Certificate Request from the patient/ companion	1.Double check all the details that are written on the request form if there are corrections, additional information that must be added verify immediately to the person who issue the Request form 1.1 Issue charge slip to patient/ companion	None	1 Minute	<b>Resident on Duty:</b> - Azalea Mae Pascual, MD. - Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD. Ma. Rizalina Tanglao, MD. Ethel Villafuerte, MD. <b>Nurse on Duty</b>
2.Proceed to cashier and pay specific amount on charge slip	2.Issue Official Receipt  2.1Types Certification in two (2) copies  2.2Affixes seal of the hospital on the certificate and forwards it to the Attending Physician other Physicians concerned for review and signature	Fifty Pesos (P50.00)	3 Minutes  30 Minutes  10 Minutes	<b>Collection Officer:</b> <i>Buena Libut</i> <i>Julia Ann Mauricio</i> <i>Rachelle Ramos</i> <i>Rose Venia Santos</i> <i>Brainard John Sengson</i> <b>Administrative Officer III- Medical Record Officer</b> <i>Nadia Padolina</i> <b>Medical Record Clerk</b> <i>Heidi Jean Montemayor</i>



3. Present Official Receipt to Medical Records Clerk	3. Verify payment	None	1 Minute	<b>Administrative Officer III- Medical Record Officer</b> Nadia Padolina <b>Medical Record Clerk</b> Heidi Jean Montemayor
4. Patient/ companion signed for the receiving copy 4.1 Receive one (1) copy of Medical Certificate	4. Attached the Medical Certificate (receiving copy) together with the request and 3 <sup>rd</sup> copy of charge slip  4.1 Filled	None	1 Minute  1 Minute	<b>Administrative Officer III- Medical Record Officer</b> Nadia Padolina <b>Medical Record Clerk</b> Heidi Jean Montemayor
	<b>Total</b>	<b>Fifty Pesos (P50.00)</b>	<b>47 Minutes</b>	

### C. Birth Certificate

The general function of the Medical Record Birth Certificate is to provide an organized system of measuring quality patient care and to ensure that sufficient data is written in sequence of events to justify the diagnosis, warrant the treatment and end result.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Patient who gave birth		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Two (2) Photocopies of Registered Marriage Contract		OB Station		
Newborn Screening Checklist		OB Station		
One (1) Photocopies of Valid ID of the Father's Child		Medical Records		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>If married patients</b> 1. Present two (2) photocopies of Registered Marriage Contract and Newborn Screening Check list	1. Double check all the details that are written on the draft live birth form if there are corrections, additional information that must be added verify immediately to the authorized person	None	1 Minute  1 Minute	<b>Administrative Officer III- Medical Record Officer</b> Nadia Padolina <b>Medical Record Clerk</b> Heidi Jean Montemayor
<b>*If not present</b> One (1) Valid ID of the Father, Newborn Screening Checklist and	1.1 Issue charge slip to Authorized person			



only the father of the child will be interviewed				
2.Proceed to cashier and pay specific amount on charge slip	2.Issue Official Receipt  2.1Types Birth Certificate in five (5) copies  2.2Forwards it to the Attending Physician other Physicians concerned for review and signature	Fifty Pesos (P50.00)	3 Minutes  5 Minutes	<b>Collection Officer:</b> <i>Buena Libut Julia Ann Mauricio Rachelle Ramos Rose Venia Santos Brainard John Sengson</i> <b>Administrative Officer III- Medical Record Officer</b> <i>Nadia Padolina Medical Record Clerk Heidi Jean Montemayor</i>
3.Present Official Receipt to Medical Records Clerk	3.Verify payment	None	1 Minute	<b>Administrative Officer III- Medical Record Officer</b> <i>Nadia Padolina Medical Record Clerk Heidi Jean Montemayor</i>
4.Authorized person will sign the Birth Certificate and File Copy  4.1 Received four (4) copies of Birth Certificate Authorized Person will go to LCR for registration and CTC	4.Records in the logbook  4.1 Attached one copy of Birth Certificate together with the File Copy of birth, xerox copy of Valid ID, and 3 <sup>rd</sup> copy of charge slip Signed Newborn Screening Checklist  4.2 Filled	None  None  None	2 Minutes  1 Minute  1 Minute	<b>Administrative Officer III- Medical Record Officer</b> <i>Nadia Padolina Medical Record Clerk Heidi Jean Montemayor</i>
	<b>Total</b>	<b>Fifty Pesos (P50.00)</b>	<b>15 Minutes</b>	



### D.) Death Certificate

The general function of the MRS is to provide an organized system of measuring quality patient care and to ensure that sufficient data is written in sequence of events to justify the diagnosis, warrant the treatment and end result.

<b>Office or Division:</b>		Medical Records Department (Death Certificate)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government-to-Citizen		
<b>Who may avail:</b>		Relative		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
File Copy of Death Certificate		Emergency Room		
File Copy of Death Certificate		Nurses' Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Immediate Relative (Nearest skin) may go to medical records to verify their relative's death certificate	1.Double check all the details that are written on the draft Death Certificate form if there are corrections, additional information that must be added verify immediately to the authorized person	None	2 Minutes	<b>Administrative Officer III- Medical Record Officer</b> Nadia Padolina <b>Medical Record Clerk</b> Heidi Jean Montemayor
2.None	2.Types Death Certificate in four (4) copies  2.1 Forwards it to the Attending Physician other Physicians concerned for review and signature	None	30 Minutes  10 Minutes	<b>Administrative Officer III- Medical Record Officer</b> Nadia Padolina <b>Medical Record Clerk</b> Heidi Jean Montemayor
3.Authorized person will be signed the Death Certificate and File Copy  3.1 Received four (4) copies of Death Certificate	3.Records in the logbook  3.1 Filled  3.2 Authorized Person will go to LCR for registration	None	1 Minutes  1 Minute	<b>Administrative Officer III- Medical Record Officer</b> Nadia Padolina <b>Medical Record Clerk</b> Heidi Jean Montemayor
	<b>Total</b>	<b>None</b>	<b>45 Minutes</b>	

## 6. LABORATORY

The Concepcion District Hospital Laboratory Committed to Deliver Quality Laboratory Services to All.

<b>Office or Division:</b>		Concepcion District Hospital	
<b>Classification:</b>		Simple	
<b>Type of Transaction:</b>		G2C – Government to Citizen	
<b>Who may avail:</b>		Out Patient & In Patient	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	



Laboratory Request		Nurse Stations/Out Patient Department/ Emergency Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of Request <b>a.) If the patient is admitted</b> -The MTOD will receive a request thru the HIMS (Hospital Information & Management System)	1. The Medical Technologist will search for the name of the patient in the request queue on the system and print the request form	None	3 Minutes	<b>Medical Technologist:</b> - Rhesa Bucu, RMT - Elaine Cano, RMT - Lorimae Cao, RMT - Roselyn Principe - Maria Rowena Punsalan, RMT - Mark Angelo Simbulan, RMT <b>Lab. Encoder:</b> Karen Ramos
2. Issuance of Charge Slip  <b>a.) If the patient is admitted:</b>	2. The Medical Technologist will generate charge slip when sample needed is already collected	None	2 Minutes	<b>Medical Technologist:</b> - Rhesa Bucu, RMT - Elaine Cano, RMT - Lorimae Cao, RMT - Roselyn Principe - Maria Rowena Punsalan, RMT - Mark Angelo Simbulan, RMT <b>Lab. Encoder:</b> Karen Ramos
3. Collection of Specimen <b>a.) If the patient is admitted:</b> - If the patient is for extraction, the patient will wait for the MTOD to come for extraction - If it is a test for Urine, Feces or other body fluids, the companion of the patient will inform the Nurse on duty that they already collected the sample then proceed to the laboratory	3. The Medical Technologist will go to the ward and perform extraction on the bedside of the patient.  3.1 Receiving of sample	None	15 Minutes  5 Minutes	<b>Medical Technologist:</b> - Rhesa Bucu, RMT - Elaine Cano, RMT - Lorimae Cao, RMT - Roselyn Principe - Maria Rowena Punsalan, RMT - Mark Angelo Simbulan, RMT <b>Lab. Encoder:</b> Karen Ramos
4. Releasing of Result  <b>a.) If the patient is admitted</b>		None	5 Minutes	<b>Medical Technologist:</b> - Rhesa Bucu, RMT - Elaine Cano, RMT



- Nurse on Duty will receive a copy of the result form	4.Releasing of result to the nurse on duty			- Lorimae Cao, RMT - Roselyn Principe - Maria Rowena Punsalan, RMT Mark Angelo Simbulan, RMT
Recording of Patient's Details/Result	Writing of Patient's Details/Results on respective logbooks	None	3 Minutes/ patient	<b>Medical Technologist:</b> - Rhessa Bucu, RMT - Elaine Cano, RMT - Lorimae Cao, RMT - Roselyn Principe - Maria Rowena Punsalan, RMT - Mark Angelo Simbulan, RMT <b>Lab. Encoder:</b> Karen Ramos
<b>OUT PATIENT</b>				
1.Receiving of Request  <b>A. If the patient is <u>not</u> admitted</b>  1.1Arrival at the laboratory reception area	1.The MedTech on Duty will ask for the Patient's Name.  1.1The MTOD will search for the name of the patient in the request queue on the system and print the request form	None	1 Minute  3 Minutes	<b>Medical Technologist:</b> - Rhessa Bucu, RMT - Elaine Cano, RMT - Lorimae Cao, RMT - Roselyn Principe - Maria Rowena Punsalan, RMT - Mark Angelo Simbulan, RMT <b>Lab. Encoder:</b> Karen Ramos
2.Issuance of Charge Slip  <b>If the patient is <u>not</u> admitted</b> 2.1 Patient will proceed to the cashier to pay the specific amount	2.Generation of charge slip form the system 2.1 Giving the patient a copy of the charge clip and instructing them where to pay.	one	2 Minutes  3 Minutes	<b>Medical Technologist:</b> - Rhessa Bucu, RMT - Elaine Cano, RMT - Lorimae Cao, RMT - Roselyn Principe - Maria Rowena Punsalan, RMT - Mark Angelo Simbulan, RMT <b>Lab. Encoder:</b> Karen Ramos <b>Collector Officer:</b> -Buena Libut -Julia Ann Mauricio
3.Collection of Specimen <b>If the patient is <u>not</u> admitted</b> - <b>For a test which involves, extractions,</b> the patient will proceed to the extraction area. - <b>For Urinalysis, Fecalalysis, etc,</b> patient will submit to	3.Extraction of necessary sample needed.	None	10 Minutes  5 Minutes	<b>Medical Technologist:</b> - Rhessa Bucu, RMT - Elaine Cano, RMT - Lorimae Cao, RMT - Roselyn Principe - Maria Rowena Punsalan, RMT Mark Angelo Simbulan, RMT



sample to the laboratory	3.1 Receiving of sample			
4. Performance of the test <b>a.) If the patient is <u>not</u> admitted</b> - Patient will return after a designated amount of time.	4. The Medical Technologist will perform requested test/s: a.) Complete Blood Chem b.) Urinalysis c.) Fecalalysis d.) Blood Chemistry e.) Different Serologic Test (TyphiDOT, HBsAg, etc.) Crossmatching and typing	For prices, please refer to the pricelist attached	1 hour 30 Minutes 30 Minutes 1 Hour/test  1 Hour/test  3 Hours/patient	<b>Medical Technologist:</b> - Rhesa Bucu, RMT - Elaine Cano, RMT - Lorimae Cao, RMT - Roselyn Principe - Maria Rowena Punsalan, RMT Mark Angelo Simbulan, RMT
5. Releasing of Result <b>If the patient is <u>not</u> admitted</b> - Claiming of results on the laboratory	5. Releasing of result to the patient/companion of patient	None	2 Minutes	<b>Medical Technologist:</b> - Rhesa Bucu, RMT - Elaine Cano, RMT - Lorimae Cao, RMT - Roselyn Principe - Maria Rowena Punsalan, RMT Mark Angelo Simbulan, RMT
6. Recording of Patient's Details/Result	6. Writing of Patient's Details/Results on respective logbooks	None	2 Minutes/patient	<b>Medical Technologist:</b> - Rhesa Bucu, RMT - Elaine Cano, RMT - Lorimae Cao, RMT - Roselyn Principe - Maria Rowena Punsalan, RMT - Mark Angelo Simbulan, RMT <b>Lab. Encoder:</b> Karen Ramos
	<b>Total</b>		<b>9 hours</b>	

## 7. PHARMACY

The Hospital Pharmacy is a client friendly section responsible for providing care to in/out patients through the promotion of safe, accurate, cost-effective use of medicines.

<b>Office or Division:</b>	Concepcion District Hospital
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Outpatient and In patient
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Prescription/s	Out Patient Department
List of requested medicines and medical supplies to be dispensed	Emergency Room / Nurses' Stations



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>OUT PATIENT</b>				
1. Present prescription/s at the pharmacy	1. Receives and checks prescription/s as per guideline of Generics Act of 1988 and the availability of items	None	2 minutes	<b>Pharmacist:</b> - Ana Karina Canono, RPh. - Paula Angelene Flores, RPh. - Aubrey Guevarra, RPh. - Lyna Mapili, RPh. - Analy Sablan, RPh.
1.1 If without prescription, Secure prescription/s	1.1 Examine and instruct patients/companion	None	15 minutes	
2. Submit prescriptions	2. Encode data and items then print charge slip	Depending on items	5 minutes	<b>Pharmacist:</b> - Ana Karina Canono, RPh. - Paula Angelene Flores, RPh. - Aubrey Guevarra, RPh. - Lyna Mapili, RPh. - Analy Sablan, RPh
<b>A. PAY</b>  Receives charge slips and pay to cashier	Instruct patients/companion to pay to cashier	Depending on items	2 minutes	<b>Pharmacist:</b> - Ana Karina Canono, RPh. - Paula Angelene Flores, RPh. - Aubrey Guevarra, RPh. - Lyna Mapili, RPh. - Analy Sablan, RPh
<b>B. PROMISSORY/INDIGENT/with DISCOUNTS</b> Receives charge slips and seek the approval of a social worker or resident physician on duty	Instruct patient/companion to request for discounts or promissory	Depending on items	10 minutes	<b>Social Worker:</b> - Carolle Maniti RSW. <b>Billing Clerk:</b> - Quinna Bucu - Vilma Castro - Edwin Dela Cruz - Vanessa Osorio - Maricel Pamintuan <b>Collector Officer:</b> - Buena Libut - Julia Ann Mauricio - Rachele Ramos - Rose Venia Santos - Brainard John Sengson
3. Present charge slips with notation	3. Prepare and pack the item/s, instruct the patients regarding the bought items then dispense	Depending on items	5 minutes	<b>Pharmacist:</b> - Ana Karina Canono, RPh. - Paula Angelene Flores, RPh. - Aubrey Guevarra, RPh. - Lyna Mapili, RPh.





				Analyn Sablan, RPh
<b>IN PATIENT</b>				
4.Go to the pharmacy section	4. Identify name of patient		1 minute	<i>Watcher/Patient</i> <b>Pharmacist:</b> - Ana Karina Canono, RPh. - Paula Angelene Flores, RPh. - Aubrey Guevarra, RPh. - Lyna Mapili, RPh. Analyn Sablan, RPh
	4.1 Encode items requested and make the necessary charge slip	None if with PhilHealth	7 minutes	
	4.2 Prepares, dispenses and packs requested items	For paying patients depending on items requested	7 minutes	
5. Receiver gets the dispensed items and signs the charge slip	5. Instruct receiver		1 minute	
<b>OTHERS</b>				
<b>a. FOR RETURNED ITEMS</b>				<i>Nursing Attendant on Duty or Nurse on Duty,</i>
1. Get return slip	Make a list of items to be returned	None	2 minutes	<b>Pharmacist:</b> - Ana Karina Canono, RPh. - Paula Angelene Flores, RPh. - Aubrey Guevarra, RPh. - Lyna Mapili, RPh. Analyn Sablan, RPh
2. Go to the pharmacy section and submit slip	Check and receive items	None	2 minutes	
<b>b. FOR DONATIONS/FREE MEDICINES AND MEDICAL SUPPLIES</b>				<b>Resident on Duty:</b>
1. Secure prescription/s	1. Examine and instruct patients/companion			- Azalea Mae Pascual, MD. - Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD
2. Present and submit prescription/s at the pharmacy	2. Receives and checks prescription/s as per guideline of Generics Act of 1988 and the availability of items	None	2 minutes	- Ma. Rizalina Tanglao, MD. - Ethel Villafuerte, MD.
3. Patient or companion receives by signing the prescription/s of dispensed items	3. Prepare and pack the item/s, instruct the patients on the items dispense	None	3 minutes	<b>Pharmacist:</b> - Ana Karina Canono, RPh. - Paula Angelene Flores, RPh. - Aubrey Guevarra, RPh. - Lyna Mapili, RPh. Analyn Sablan, RPh
	<b>Total:</b>	<b>Depending on items</b>	<b>1 Hour and 7 Minutes</b>	



## 8. RADIOLOGY DEPARTMENT

To render service requiring the understanding of principles and applications of procedures and techniques in therapeutic and/or diagnostic radiography, for the purpose of aiding the physician in the study, diagnostic and treatment of diseases of injuries, and in the promotion of health in general.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Out Patient & In patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
X-ray Request		Resident on Duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>OUT PATIENT</b>				
1.Request presented	1.Evaluate Patient Data Ask the Patient's History	None	5 Minutes	<b>Radiologic Technologist:</b> - Josefino Bondoc, RRT - Peter Nicholas Colcol, RRT - Oliver De Guzman, RXT - Michael Angelo Simbulan, RRT - Jeffrey Villanueva, RRT
2.Encode Patient's Data	2.Ask Patient's data (Name, Birthday, Address, Etc.)	None	5 Minutes	
3.Preparing Charge Slip	3.Ask the patient or companion to pay at the cashier	None	10 Minutes	
4.X-ray	4.Instruct the patient about the procedure and what part to be examined	None	10 Minutes	
5.Developing	5.X-ray Films to be processed inside the darkroom	None	5 Minutes	
6.Drying	6.The x-ray image to be placed in the Dryer	None	20 Minutes	
7.Wet Reading	7.Prepare the X-ray Envelope 7.1 Forward the X-ray Film/s to Out Patient Department, Emergency Room, Operating Room, and Nurse Station 7.2 Return the X-ray film/s for Official Result/s from the Radiologist/s	None	10 Minutes	
8.X-ray Results	8.Inform the patient or companion to return on the day of his/her check-up 8.1 Inform the patient to bring the Official Receipt	None	5 Minutes	



	(O.R.) for Evaluation and Give the X-ray Film with the Official Result			
<b>IN PATIENT</b>				
1. Request presented from ward	1. Evaluate patient	None	2 minutes	<b>Radiologic Technologist:</b> - Josefino Bondoc, RRT - Peter Nicholas Colcol, RRT - Oliver De Guzman, RXT - Michael Angelo Simbulan, RRT - Jeffrey Villanueva, RRT
2. Preparing Charge Slip	2. Forward X-ray and ECG charge slips to the Billing Section if Admitted	None	10 Minutes	
3. X-ray	3. Instruct the patient about the procedure and what part to be examined	None	10 Minutes	
4. Developing	4. X-ray Films to be processed inside the darkroom	None	5 Minutes	
5. Drying	5. The x-ray image to be placed in the Dryer	None	20 Minutes	
6. Wet Reading	6. Inform Nurse for wet reading	None	2 minutes	
7. Result	7. Will be released after 3 days	None	3 days	
	<b>Total:</b>	<b>None</b>	<b>3 days, 2 hours and 2 minutes</b>	

### 9. SOCIAL SERVICES DEPARTMENT

To be able to assist the patients with multi deficit problems, counseling, and providing other related services to members of the family, and to be a partner with the other agencies in the upliftment of the quality of basic social services.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Out Patient/Senior Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account		Billing Department		
Medical Certificate		Medical Records		
Case Study		Department of Social Welfare and Development or Medical Social Worker		
Barangay Certificate of Indigency		Barangay Hall		
Valid ID		Patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>PROCEDURE ON AVAILMENT OF OPD/SC DISCOUNT</b>				
1. Proceed to Out Patient Department Records and seek directly Municipal Social Welfare	1. Prepares referral band or charge slip forwards the same to the Medical Social Worker or throughout the patients.	None	2 Minutes	<b>OPD Clerk:</b> - Paulino Castro - Teresita Miranda  <b>Social Worker:</b> - Carolle Maniti, RSW <b>Social Service Clerk:</b>
			3 Minutes	



Development Assistance.  1.1 Proceed to Municipal Social Welfare	1.1 Orients patient about the purpose of the classification system and enter the amount in the Hospital Information and Management System.			- Marie Paz David <b>Collecting Officer:</b> - Buena Libut - Julia Ann Mauricio - Rachele Ramos - Rose Venia Santos - Brainard John Sengson
<b>PROCEDURE ON AVAILMENT OF LGU/MAIP</b>				
1. Proceed relative patients to the hospital Social Services  1.1 Proceeds to Mayor's Office or Congressman's Focal Person  1.2 Proceed to Municipal Social Welfare	1. Proceed relative patients to the hospital Social Services  1.1 Prepares referral letter and Social Case Study of the patient and attaches the necessary papers. - Statement of Account - Medical Certificate - Barangay Certificate of Indigency  1.2 Receives and evaluate referral and approves referral If yes, issues GL If no, inform MSW  1.3 Validate the authenticity of the GL and coordinates with Billing  1.4 Referral letter for billing stamping the bill for approve assistance  1.5 Submit original documents and prepare submits Fund Report to MAIP or LGU.	None	3 Minutes  10 Minutes  20 Minutes  5 Minutes  2 Minutes  5 Minutes	<b>Billing Clerk:</b> - Quinna Bucu - Vilma Castro - Edwin Dela Cruz - Vanessa Osorio - Maricel Pamintuan  <i>Municipal Social Welfare and Staff</i>  <i>Mayors' Office Staff or Focal Person of Congressman</i>  <i>Municipal Social Welfare</i>  <i>Municipal Social Welfare</i>  <i>Municipal Social Welfare and Staff</i>
<b>PROCEDURE ON AVAILMENT OF POINT OF SERVICE</b>				
1. Proceed relative patients	1. Prepares Intake Interview/Assess	None	5 Minutes	<i>Municipal Social Welfare</i>



to the hospital Social Services	ment tool, if possible, for POS		5 Minutes	<i>Municipal Social Welfare</i>
	1.1If yes, prepares claims of POS		5 Minutes	<i>Municipal Social Welfare Clerk</i>
	1.2Issues medicine stub for Pharmacy to avail medicines		10 Minutes	- Marie Paz David <b>Pharmacist:</b>
	1.3Accept the medicine stub issued by the POS Clerk and Municipal Social Welfare		5 Minutes	- Ana Karina Canono RPh. - Paula Angelene Flores, RPh. - Aubrey Guevarra, RPh - Lyna Mapili, RPh. - Analyn Sablan, RPh. <b>Municipal Social Welfare staff</b>
	1.4If the bill has excess; the patient will proceed to the Municipal Social Welfare Office for assessment.			
	<b>Total:</b>	<b>None</b>	<b>1 hour and 20 Minutes</b>	

#### 10. EMERGENCY ROOM

The Emergency Room Department is where acute and critical patients are being attended twenty-four (24) hours a day. After office hours, it becomes the OPD so that even the non-emergency cases are also managed. The Emergency Room Department also caters to medico-legal cases, emergent or non-emergent.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Bring patient/ proceed to ER	1.Assist patient to ER  1.1Triage Nurse/ER nurse interview and encode patient and perform triage procedure and do appropriate referral to Resident on Duty  1.2CAT I (Emergent) patients will be prioritized and	None	2 Minutes  Depending upon the severity of illness	<i>Institutional Work on Duty</i>  <i>Triage Nurse on Duty/Resident on Duty</i>



	<p>be given immediate care and work-up</p> <p>1.3CAT II (Urgent) patients shall wait for further assessment until all CAT I (Emergent) patients are served.</p> <p>1.4CAT III (Non-urgent) patients shall be advised to proceed to OPD (if available) otherwise they will be served after all CAT I and CAT II patients were attended.</p>			
<b>2.If patient is for Admission</b>	2.Accomplishes admission orders	None	3 Minutes	<b>Resident onDuty:</b> - Azalea Mae Pascual, MD. - Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD - Ma. Rizalina Tanglao, MD. - Ethel Villafuerte, MD.
	<b>Total</b>		<b>5 Minutes</b>	

## 11. NURSING SERVICE

### A. Admission

The Hospital Nursing Service (Admission) is a client friendly department which delivers quality and safe care to the community regardless of socio-economic status through pursuit of Nursing Quality.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		In Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.None	1.Receives doctor's order sheet from Resident on duty/Attending Physician.	None	30 Minutes	Emergency Room Nurse on Duty



2.None	2.If from ER, immediately executes the doctor's stat orders. 2.1 If from OPD enters a patient's data in the ER and Admission logbook.	None	25 Minutes	Emergency Room Nurse on Duty
3.None	3.Fills up clinical cover sheet, admission and in-patient record.	None	15 Minutes	<b>Admitting Clerk</b> - Daryl De Larna - Destiny Gomez - Lovely Idos - Kim Joseph Liwanag
4.Consent for medical and surgical intervention signed by patient or his/her relatives.	4.Receive Consent for medical and surgical intervention signed by patient or his/her relatives	None	5 Minutes	Patient/ Patient's relative
5.None	5.Request ordered medications.	None	10 minutes	Emergency Room Nurse on Duty
6.None	6.Request for laboratory and x-ray procedures.	None	10 minutes	Emergency Room Nurse on Duty
7.Relatives will get the medications.	7.Advised relatives to get requested medications from the pharmacy.	None	15 minutes	Emergency Room Nurse on Duty
8.None	8.Carried out Doctor's order.	None	45 minutes	Emergency Room Nurse on Duty
9.None	9.Notifies ward nurse for a new admission.	None	10 minutes	Emergency Room Nurse on Duty
10.Patient accompanied by relatives	10.Transport patients to the designated ward/room.	None	20 minutes	Nursing Aide
11. None	11.Endorses the patient to the ward nurse.	None	10 minutes	Emergency Room Nurse on Duty
	<b>Total</b>	<b>None</b>	<b>3 Hours and 15 Minutes</b>	
<b>FOR TRANSFER TO OTHER HOSPITAL</b>				
Talks to the admitting section of the receiving hospital if needed	1. The doctor prepares the referral letter 1.1 The ER Nurse carries-out the THOC orders and then ask the relatives to sign the chart	None	5 minutes	<b>Resident onDuty:</b> - Azalea Mae Pascual, MD. - Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD - Ma. Rizalina Tanglao, MD. - Ethel Villafuerte, MD.
Proceed to the Cashier and paythe		None	20 minutes	



applicable amount	(Waiver for transfer). 1.2 The Nurse prepares the charge slip of medicines/ medical supplies/ services used by the patient and ambulance fee (if the hospital ambulance will be used) 1.3 The ER Nurse calls the ambulance driver 1.4 The ER Nurse refers the patient to the Hospital of Choice through phone call and the instruct the to go to Cashier 1.5 Prepare the Statement of account of patient 1.6 Issues official receipt of the payment date 1.7 The ER Nurse confirm if payment has been made and gives the referral letter to the relative	None  None  None  Applicable Amount  None	15 minutes  10 minutes  45 minutes  30 minutes  8 minutes  1 minute	<i>ER Nurse on Duty</i>  <i>ER Nurse on Duty</i>  <i>ER Nurse on Duty</i>  <i>ER Nurse on Duty</i>  <i>ER Nurse on Duty</i>  <i>ER Nurse on Duty</i>
	<b>Total</b>	<b>Applicable</b>	<b>2 hours and 23 minutes</b>	
<b>REFUSE ADMISSION OF TRANSFER TO OTHER HOSPITAL</b>				
1. Listen and understand all instructions given by the physician regarding the patient 1.1 Proceed to the Cashier and pay for the medicines/	1. The doctor explains the possible consequences of refusing to be hospitalized of transferred. 1.1 The nurse prepares the charge slip of medicines/ medical supplies/ services used by the patient	None  None	5 minutes  15 minutes	<b>Resident on Duty:</b> - Azalea Mae Pascual, MD. - Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD - Ma. Rizalina Tanglao, MD. - Ethel Villafuerte, MD. <b>ER Nurse on Duty</b> <b>Billing Clerk:</b> - Quinna Bucu; - Vilma Castro; - Edwin Dela Cruz;





medical supplies/ services used	and ask the relative sign the Refusal Form and then proceed to the Cashier	None	30 minutes	<ul style="list-style-type: none"> <li>- Vanessa Osorio</li> <li>- Maricel Pamintuan</li> <li><b>Collecting Officer:</b></li> <li>- Buena Libut;</li> <li>- Julia Ann Mauricio;</li> <li>- Rachele Ramos;</li> <li>- Rose Venia Santos</li> <li>- Brainard John Sengson</li> <li><b>ER Nurse on Duty</b></li> </ul>
	1.2 Prepare the statement of account of patient	Applicable amount	8 minutes	
	1.3 Issue official receipt of the payment made		2 minutes	
	<b>Total</b>	<b>Applicable amount</b>	<b>1 Hour</b>	

### B. Ward

The Hospital Nursing Service (Ward) is a client friendly department which delivers quality and safe care to the community regardless of socio-economic status through pursuit of Nursing Quality.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		In-Patient/Out-Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Specimen Bottle		Nurse Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Ward procedures</b>				
1. None	1. 1Prepares patients' assignments and materials needed based on the information from admitting unit. 1.1 Upon arrival to ward, assesses the patient's condition and records the findings. 1.2 Perform admission care and carry out doctor's order. 1.3 Implementation of medical management such as giving medication and treatment and request for laboratory examination. Makes Kardex and medication card. 1.4 Charts observations, measures and medication administered.	None	45 Minutes	Ward Nurse on Duty
2. None	2. Request ordered medications.	None	10 Minutes	Ward Nurse on Duty



3. Relatives will get medicines to the pharmacy.	3. Advised relatives to get medicines to pharmacy	None	20 Minutes	Ward Nurse on Duty
4. None	4. Records name of patient in the diet list.	None	5 Minutes	Nursing Attendant on Duty
None	5. Takes vital signs and recorded	None	10 Minutes	Nursing Attendant on Duty
<b>Carrying out Doctor's Orders</b>				
1. Relatives will bring the specimen to the laboratory (urinalysis, fecalysis, etc.)  Get medicines and supplies to pharmacy and will give to the nurse on duty	1. After doctor's rounds, receives and verifies new orders and updates kardex, medication sheet and medication card. 1.1 Carry out medication and treatment orders. 1.2 Prepares requests for routine examinations and send them to the department concerned. 1.3 Request medications and supplies at the Pharmacy. And advised relatives to get to Pharmacy	None	30 Minutes	Ward Nurse on Duty
<b>Total</b>		<b>None</b>	<b>2 hours</b>	

### C. Delivery Room

The Hospital Nursing Service (Delivery Room) is a client friendly department which delivers quality and safe care to the community regardless of socio-economic status through pursuit of Nursing Quality.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		In Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Preparation of the Labor Room and Delivery Room</b>				
1. Confirms the information written in the chart.	1. Receives chart from the ER nurse on duty.	None	15 Minutes	DR Nurse on Duty
2. None	2. Disinfects the labor room and delivery room before the procedure.	None	25 Minutes	International Worker on Duty
3. None	3. Prepares set up for a particular procedure	None	15 Minutes	DR Nurse on Duty
4. Confirms the information written in the chart.	4. Receives chart from the ER nurse on duty.	None	15 Minutes	DR Nurse on Duty
<b>Patient Care in the Labor Room and Delivery Room</b>				



1.None	<p>1.Receives patient from ER/Ward and checks her informed consent and written personal information.</p> <p>1.1 Assess and record a patient's condition including her vital signs and FHT.</p> <p>1.2 Notifies the ROD/AP regarding the patient's condition.</p> <p>1.3 Prepares patients for the procedure and performs IE with supervision.</p>	None	25 Minutes	<i>DR Nurse on Duty</i>
2.None	<p>2.Assess patient's condition, Orders patient to be brought to the delivery room.</p>	None	15 Minutes	<p><b>Resident onDuty:</b></p> <ul style="list-style-type: none"> <li>- Azalea Mae Pascual, MD.</li> <li>- Maria Fe Victoria Pattugalan, MD.</li> <li>- Tyke Khristensen Pattugalan, MD</li> <li>- Ma. Rizalina Tanglao, MD.</li> <li>- Ethel Villafuerte, MD.</li> </ul> <p><i>ER Nurse on Duty</i></p>
3.None	<p>3.Request medication and supplies</p>	None	15 Minutes	<i>DR Nurse</i>
4.Get Medicines and Supplies to pharmacy.	<p>4.Advise relatives to get medicines and supplies to Pharmacy.</p>		15 Minutes	<i>DR Nurse</i>
5.None	<p>5.Prepare patient in labor, Monitor patient's FHT and progress of labor.</p> <p>*When a patient is ready for the delivery, refer to the ROD/AP.</p>	None	25 Minutes	<i>DR Nurse on Duty</i>
6.Cooperate and listen to the instructions given by the ROD/AP.	<p>6.Attends delivery. Record medical intervention and management.</p>	None	60 Minutes	<p><b>Resident onDuty:</b></p> <ul style="list-style-type: none"> <li>- Azalea Mae Pascual, MD.</li> <li>- Maria Fe Victoria Pattugalan, MD.</li> <li>- Tyke Khristensen Pattugalan, MD</li> <li>- Ma. Rizalina Tanglao, MD.</li> <li>- Ethel Villafuerte,</li> </ul>



				MD. ER Nurse on Duty
7.Provides all the things needed for the newborn like clothing, diapers, blankets, etc.	7.Assist during delivery.  7.1 Assess newborn condition and refers to the physician.  7.2 Observes EINC Protocol and initiates breastfeeding.	None	60 Minutes	DR nurse on Duty/ Midwife/ Nursing Attendant
8.None	8.Carry out order of the Physician.  8.1 Makes charge slip for supplies and medicines that are used during delivery and attached a copy to the patient's chart.  8.2 Enter the newborn's information in the system.  8.3 Endorse the mother and newborn to the ward nurse.	None	60 Minutes	DR Nurse on Duty
9.None	9.Transport patient to the designated room.	None	15 Minutes	Nursing Aide on duty
	<b>Total</b>	<b>None</b>	<b>6 hours</b>	

#### D. Discharge

The Hospital Nursing Service (Discharge) is a client friendly department which delivers quality and safe care to the community regardless of socio-economic status through pursuit of Nursing Quality.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		In-Patient/Out-Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Return Slip		Nurse Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. May go home order	None		<b>Resident on Duty:</b> - Azalea Mae Pascual, MD. - Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD - Ma. Rizalina



				Tanglao, MD. - Ethel Villafuerte, MD. ER Nurse on Duty
2. Return excess medicines to pharmacy with return slip.  2.1 Received home instructions form and signed. And fill out patient satisfaction survey.	2. Makes return slip for excess medication. Advised to return medication to the pharmacy.  2.1 Makes and gives home instructions and explain to patient and relatives	None	15 Minutes  15 Minutes	<b>Pharmacist:</b> - Ana Karina Canono, RPh. - Paula Angelene Flores, RPh. - Aubrey Guevarra, RPh. - Lyna Mapili, RPh. Analyn Sablan, RPh.  Ward Nurse on Duty
None	Request for clearance on line.	None	15 Minutes	Ward Nurse
None	Forwarded to laboratory, x-ray, pharmacy, billing for clearance.	None	15 Minutes	Ward Nurse
Get clearance to Billing Section	5. Chart will endorse to the ward and instruct you to go to the billing section to get clearance.	None	30 Minutes	Billing Clerk
Give clearance to Nurse prior to discharge.  Patient clearance form to guard.	Note the time discharge and remove the name of the patient to the system. Advice to give clearance to guard.	None  None	10 Minutes  2 minutes	Ward Nurse  Security Guard
<b>Carrying out Doctor's Orders</b>				
1.None	1. May go home order	None		<b>Pharmacist:</b> - Ana Karina Canono, RPh. - Paula Angelene Flores, RPh. - Aubrey Guevarra, RPh. - Lyna Mapili, RPh. Analyn Sablan, RPh. Ward Nurse on Duty
2.Return excess medicines to pharmacy with return slip.  2.1Received home	2. Makes return slip for excess medication. Advised to return medication to the pharmacy.  2.1Makes and gives Home	None	15 Minutes  15 Minutes	Ward Nurse



instructions form and signed. And fill out patient satisfaction survey.	instructions and explain to patient and relatives			
3.None	3. Request for clearance on line.	None	15 Minutes	Ward Nurse
4.None	4. Forwarded to laboratory, ray, pharmacy, billing for clearance.	None	15 Minutes	Ward Nurse
5.Get clearance to Billing Section	5. Chart will endorse to the ward and instruct you to go to the billing section to get clearance.	None	30 Minutes	Billing Clerk
	<b>Total</b>	<b>None</b>	<b>1 hour and 40 minutes</b>	

#### E. Out-Patient for Minor Operation

The Hospital Nursing Service (Out-Patient) is a client friendly department which delivers quality and safe care to the community regardless of socio-economic status through pursuit of Nursing Quality.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		In-Patient/Out-Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctors Order		Consultant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request presented	1. With Out Patient Department order.	None	10 Minutes	<b>Resident onDuty:</b> - Azalea Mae Pascual, MD. - Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD - Ma. Rizalina Tanglao, MD. - Ethel Villafuerte, MD. ER Nurse on Duty
2.Request presented	2. Interview patient, recording of data and enter to Out Patient Department logbook and takes vital signs.	None	5 Minutes	Out Patient Department (OPD) Nurse
3.None	3. Encode patient data's	None	30 Minutes	Encoder
4.Patient/Patient Relatives	4. Advised patient to go to Philhealth Office for interview and	None	15 Minutes	Operating room Nurse  Philhealth Clerk



	completion of Philhealth Forms.			
5.None	5. Notifies Attending Physician/OR staff.	None	5 Minutes	Out Patient Department (OPD) Nurse
6.Accompanied by relatives	6. Assist patient to the operating room.	None	5 Minutes	Out Patient Department (OPD) Nurse
7.None	7. Receives patient	None	3 Minutes	Operating Room Nurse
8.Fill up and Signed consent by the Patient/Relatives	8. Secure consent for surgery.	None	15 Minutes	Operating Room Nurse
9.None	9. Request medication and surgical materials to pharmacy.	None	15 Minutes	Operating Room Nurse
10.Relatives will get the medication and surgical materials.	10. Advised patient/relative to get medication and surgical materials	None	3 Minutes	Operating Room Nurse
11.None	11. Received medication and surgical materials	None	30 Minutes to 2 Hours	Operating Room Nurse
12.Lying on the operation table	12. Prepares set up of particular operations.	None	10 Minutes	Scrub Nurse
	12.1 Arrange the pack on top of the instruments table.			
	12.2 Anticipates Surgeon's need during operation.			Circulating Nurse
	12.3 After the operation, clean the operative site and put on dressing.			Operating Room Nurse
	12.4 After care of the instruments and operating room.			Circulating Nurse
Go to billing section	12.5 Updates and documents patients' charts and charges.			Scrub Nurse
Get home instruction and date of follow-up check up	12.6 Advised relatives to settle hospital bills to the billing section.			Security Guard



	<p>12.7 Give home instruction before going home and advice follow up check- up.</p> <p>12.8 Advice to give clearance to guard.</p>			
<b>Carrying out Doctor's Orders</b>				
1. None	1. After doctor's rounds, receives and verifies new orders and updates kardex, medication sheet and medication card.	None	30 Minutes	Ward nurse
1.1 None	1.1 Carry out medication and treatment orders.			
1.2 Relatives will bring the specimen to the laboratory.	1.2 Prepares requests for routine examinations and send them to the department concerned.			
1.3 Get medicines and supplies to pharmacy and will give to the nurse on duty	1.3 Request medications and supplies at the Pharmacy. And advised relatives to get to Pharmacy			
2. None	2. Endorses to the incoming nurse, the <i>shift's activities and special treatment, and medications which need to carry- out.</i> 2.1 <i>Makes rounds with the incoming nurse.</i>	None	45 Minutes	Outgoing Nurse
3. None	3. Take note of patients needing special care.	None	10 Minutes	Incoming Nurse
4. None	4. Endorses drugs to the incoming nurse and signs out.	None	15 Minutes	Outgoing Nurse
5. None	5. Makes rounds of patient; 5.1 Supervises nursing care provided.	None	60 Minutes	Supervising Nurse/Senior Nurse





	<p>5.2 Observes staff nurses to determine the level of competency.</p> <p>5.3 Oversees utilization of the ward supplies and equipment.</p> <p>5.4 Assists ward nurses in carrying- out patient care when needed.</p>			
	<b>Total</b>	<b>None</b>	<b>7 Hours &amp; 6 Minutes</b>	

### F. Operating Room

The Hospital Nursing Service (Operating Room) is a client friendly department which delivers quality and safe care to the community regardless of socio-economic status through pursuit of Nursing Quality.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		In-Patient/Out-Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Elective Cases</b>				
1.Appearance at OR	1. Admitted one day prior to surgery.	None	2 minutes	OR Nurse
2.Physical Assessment	2. Checks patient chart if data is completed and approved by the Chief of Hospital/ Senior Resident on Duty.	None	5 Minutes	OR Nurse
3.None	3. Request medication and surgical materials to the pharmacy.	None	15 Minutes	OR Nurse
4.Relatives will get the medications and surgical materials.	4. Advised relatives to get requested medications and surgical materials from the pharmacy.	None	15 Minutes	Patient/ Patient's relative
5.None	5. Received medication and surgical materials.	None	3 Minutes	OR Nurse
6.None	6. Endorses patient chart or record to operating room nurse.	None	5 Minutes	Ward Nurse



7.None	7. Transport patients to the operating room per wheelchair.	None	10 Minutes	Nursing Aide
<b>Emergency cases</b>				
1.Waiting for treatment	1. Inform OR Nurse for the emergency case.	None	5 Minutes	Ward Nurse/ ER Nurse
2.None	2.If no ongoing operation, Accept the case.	None	5 Minutes	OR Nurse
3.None	3. If with ongoing operation, coordinate with the surgeon if case can wait for the ongoing operation to finish.	None	15 Minutes	OR Nurse/ Attending Physician
4.None	4. Accept the emergency operation.	None	5 Minutes	OR Nurse
5.None	5. Prepares patient for emergency operation, secure consent.	None	5 Minutes	Ward Nurse/ ER Nurse
6.None	6. Approval of surgery.	None	30 Minutes	Chief of Hospital/ Resident on Duty
7.None	7. Checks the patient's chart for all data and approval form from the Chief of Hospital.	None	10 Minutes	OR Nurse
8.None	8. Endorses patients to operating room nurse.	None	10 Minutes	Ward Nurse
9.Patient accompanied by the relatives	9. Transport patient to operating room.	None	10 Minutes	Nursing Aide
<b>Operating Room Procedures</b>				
1.Sitting in wheelchair/lying stretcher	1. Receive patients and check if preoperative requirements are administered.	None	10 Minutes	Circulating Nurse
2.None	2. Prepares set up for particular operations.  2.1 Arrange the pack on top of the instruments table.  2.2 Anticipate surgeon's need during the operation.  2.3 After the operation, clean	None	6 Hours	Scrub Nurse



	the operative site and put on dressing.  2.4 After care of the instruments and operating room.			
3.None	3. Updates and documents patient's chart and charges.	None	45 Minutes	Circulating Nurse
4.None	4. Endorses patient to ward	None	10 Minutes	Circulating Nurse
5.Patients accompanied by the relatives	5. Transport patient to ward.	None	10 Minutes	Nursing Aide
	<b>Total</b>	<b>None</b>	<b>10 Hours &amp; 13 Minutes</b>	

### Discharge of Patient (ER and Out-Patients)

The service is provided to all patients seen at the Emergency Room/Out Patient Clinic that can be manage at home.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		In-Patient/Out-Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Listen and understand all instructions given by the physician regarding the patient.	1. After rendering all the necessary assessment/ examination of patient, the physician shall give the necessary instructions and prescription of medicines to be taken at home.	None	5 Minutes	<b>Resident on Duty:</b> - Azalea Mae Pascual, MD. - Maria Fe Victoria Pattugalan, MD. - Tyke Khristensen Pattugalan, MD Ma. Rizalina Tanglao, MD. Ethel Villafuerte, MD.
2. None	2. The nurse shall prepare charge slip for all the medical supplies used by the patient through Hospital Information Management System (HIMS)	None	15 Minutes	<b>OPD/ER Nurse on Duty</b>
3. Proceed to Cashier to pay all the medicines/ supplies used at ER	3. Instruct watcher to proceed to Cashier	Applicable amount	8 Minutes	<b>Collecting Officer:</b> - Buena Libut; - Julia Ann Mauricio; - Rachelle Ramos; - Rose Venia Santos Brainard John Sengson



<b>4. For Sutured Patients:</b> <b>a. For Philhealth Members/ Dependents:</b> 1. Proceed to business office for validation of Philhealth status and signing of pertinent forms <b>b. For Non-Philhealth:</b> 1. Wait for the name of patient to be called at billing section  Pay the applicable amount to the cashier	<b>a. For Philhealth Members/ Dependents:</b>  1. Validate Philhealth status and prepare all pertinent forms to be signed by the patient /Relative.	None	15 Minutes	<b>Claims Clerk:</b> - Jan Nikko Malonzo - Lerma Manaluz - Nerissa Sarmiento - Rosita Tolentino <b>Social Worker:</b> - Carolle Maniti, RSW <b>Billing Clerk:</b> - Quinna Bucu; - Vilma Castro; - Edwin Dela Cruz; - Vanessa Osorio - Maricel Pamintuan <b>Collecting Officer:</b> - Buena Libut; - Julia Ann Mauricio; - Rachele Ramos; - Rose Venia Santos Brainard John Sengson
	<b>b. For Non-Philhealth:</b>  1. Prepare the Statement of account of patient	None	30 Minutes	
	Issue official receipt of the payment made	Applicable Amount	8 Minutes	
5. None	5. OPD/ER Nurse shall confirm the payment made and then discharge the patient	None	2 Minutes	<b>OPD/ER Nurse on Duty</b>

#### H. Family Planning

The Hospital Nursing Service (Family Planning) is provided to parents or individuals to attain their desired number of children with proper spacing by offering different family planning methods suitable to their beliefs and needs.

<b>Office or Division:</b>		Concepcion District Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		In-Patient/Out-Patient/Walk-In Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Old Clients – Family Planning Client Card		Family Planning Room		
For Clients with Philhealth – Member Data Record, ID		Philhealth Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>OPD/WALK-IN PATIENT</b>				
1. Proceed to triage area for triaging	1. Taking of BP and weight	None	5 Minutes	<b>Triage Nurses on Duty</b>
2. Proceed to Family Planning Room for interview <b>NEW CLIENT:</b> a. Get interview by a nurse/ midwife with the	a. Interview and fill-out FP Form 1 and record patient on the Hospital Family Planning Registry	None	30 Minutes	<b>Nurse on Duty Midwife on Duty Nursing Attendant on Duty</b>



<p>use of FP Form 1 and sign the form on the Acknowledgement part as proof that the client fully understood the explanation given on the different FP methods offered in the hospital and is giving their consent in the inclusion of their name in the Family Planning Registry.</p> <p>b. Choose family planning method they want to use and then sign pertinent forms</p> <p>Wait for the family planning commodity to be issued and then sign the Daily Dispensing Record book. Listen and understand all instructions given by the doctor/nurse/midwife</p>	<p>Logbook. Explain the benefits and disadvantages of the different Family Planning methods</p> <p>b. Prepare all the supplies and forms (consent form for Subdermal Implant Insertion) to be signed by the client.</p> <p>Issue the chosen family planning commodity. Update the Daily Dispensing Record book, provide Family Planning Client Card and write the follow-up schedule on the client card</p>	<p>None</p> <p>None</p>	<p>15 Minutes</p> <p>30-45 Minutes</p>	<p><i>Nurse on Duty</i></p> <p><i>Nurse on Duty</i></p>
<p><b>OLD CLIENT:</b></p> <p>a. Present Family Planning Client Card. Inform the nurse/ midwife on the desire to continue present method used. <b>If the client wants to continue present method used:</b></p> <p>a. Wait for the family planning commodity to be issued and then sign the Daily Dispensing Record book, listen and understand all instructions given by the doctor/</p>	<p>a. Get and update FP Client Card</p> <p>a. Issue the chosen family planning commodity. Update the Daily Dispensing Record book, provide Family Planning Client Card and write the follow-up schedule on the client card.</p>	<p>None</p> <p>None</p>	<p>5 Minutes</p> <p>10 Minutes</p>	<p><i>Nurse on Duty</i></p> <p><i>Nurse on Duty Nursing Attendant on Duty</i></p>



<p>nurse/ midwife <b>If the client wants to change the present method used:</b> a. Inform the nurse/ midwife on the desire to change the present method used and sign the pertinent forms needed. Wait for the family planning commodity to be issued and then sign the Daily Dispensing Record book. Listen and understand all instructions given by the doctor/ nurse/ midwife</p>	<p>a. Explain the details of the chosen method and prepare all the supplies and forms (consent form for Subdermal Implant Insertion)  Issue the chosen family planning commodity. Update the Daily Dispensing Recordbook, provide Family Planning Client Card and write the follow-up schedule on the client card</p>	None	15 Minutes	<p><b>Nurse on Duty; Nursing Attendant on Duty</b></p>
		None	1 Hour	<p><b>Nurse on Duty; Nursing Attendant on Duty</b></p>
<p><b>FOR SUBDERMAL IMPLANT INSERTION:</b> <b>a. Philhealth Members/ Dependents</b> i. Proceed to business office and bring MDR on Philhealth ID for validation of Philhealth Status and sign pertinent forms needed. <b>b. Non-Philhealth Members</b> i. Wait for the supplies needed to be requested on the Hospital Information Management System (HIMS) ii. Proceed to cashier  Present receipt to the Nurse/ midwife</p>	<p>i. Validation of Philhealth Status and prepare forms to be signed by the client.  i. Prepare charge slip for the supplies needed and then ask the client to proceed to cashier ii. Receive payment and issue receipt  iii. Prepare the client and supplies needed for</p>	None	15 Minutes	<p><b>Claims Clerk:</b> - Jan Nikko Malonzo - Lerma Manaluz - Nerissa Sarmiento - Rosita Tolentino</p>
		None	5 Minutes	<p><b>Nurse on Duty Nursing Attendant on Duty</b></p>
		Applicable Amount	8 Minutes	<p><b>Collecting Officer:</b> - Buena Libut; - Julia Ann Mauricio; - Rachel Ramos;</p>
		None	10 Minutes	<p>- Rose Venia Santos</p>



	Subdermal Implant Insertion			- Brainard John Sengson  <b>Nurse on Duty; Nursing Attendant on Duty</b>
<b>IN PATIENT</b>				
1. Undergo Family Planning Counseling 2. Choose family planning method they want to use and then sign pertinent forms. 3. Wait for the family planning commodity to be issued and then sign the Daily Dispensing Record book. Listen and understand all instructions given by the doctor/ nurse/ midwife	1. Provide Family Planning Counseling 2. Prepare all the supplies and forms (consent form for Subdermal Implant Insertion) to be signed by the client. 3. Issue the chosen family planning commodity. Update the Daily Dispensing Record book, provide Family Planning Client Card and write the follow-up schedule on the client card.	None  None  None	30 minutes  10 Minutes  1 Hour	<b>Nurse on Duty; Nursing Attendant on Duty</b>  <b>Nurse on Duty; Nursing Attendant on Duty</b>  <b>Nurse on Duty; Nursing Attendant on Duty</b>
	<b>Total</b>	<b>None</b>	<b>hours &amp; 23 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form and drop it at the designated drop box at the entrance of Concepcion District Hospital
<b>How feedbacks are processed</b>	All feedback/ concerns and issues are forwarded to Chief of Hospital and Responsible Personnel
<b>How to file a complaint</b>	Answer the client feedback form and drop it at the designated drop box at the entrance of Concepcion District Hospital Complaints can also be accommodated via phone. Make sure to provide the following information <ul style="list-style-type: none"> <li>✚ Name of person being complained</li> <li>✚ Incident</li> <li>✚ Evidence</li> </ul> For inquiries and follow-ups, client may contact the telephone/mobile numbers: (045) 982 1234 loc.146 (Provincial Human Resource Management Office)
<b>How complaints are processed</b>	The Chief of Hospital accommodates each complaint. Upon evaluation he starts the investigation and forwards the complaint to the Responsible Personnel for his/her explanation.
<b>Contact Information of CCB, PCC, ARTA</b>	It shall also include the following hotline: <ul style="list-style-type: none"> <li>• 0908-8816585 – CSC Contact Center ng Bayan</li> <li>• 8888 – Presidential Complaints Center</li> <li>• 478-5093 – Anti-Red Tape Authority</li> </ul>



**LA PAZ MEDICARE AND  
COMMUNITY HOSPITAL  
INTERNAL / EXTERNAL SERVICES**

**CITIZEN'S CHARTER  
2021 (1<sup>st</sup> Edition)**





## 1. Service Name: Transfer of Patients to other Institution (ER/Out-Pt)

**Service Information:** This service is provided to patients seen at Emergency Room or OPD Clinic needed to be transferred to other hospital for further evaluation and management. It is also provided for those who requests to be transferred to other hospitals.

<b>Office or Division:</b>		Medical and Nursing Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All patients seen at Emergency Room or OPD Clinic needed to be transferred to other hospital for further evaluation and management. It is also provided for those who requests to be transferred to other hospitals.		
<b>Schedule of Availability</b>		<b>24 hours</b>		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	After rendering the pertinent examinations, the physician shall inform the relatives the need to transfer the patient to other hospital and then prepare the referral letter	None	5 minutes	Jose Carlex C. Lazaga, MD Rommel A. Decena, MD Caroline P. Domingo, MD Maricar C. Dimailig, MD
The relative shall sign the waiver for the patient's transfer and receive the referral letter.	Carry out transfer to hospital of choice, Secure the waiver for the patient's transfer and issue the referral letter.	None	20 minutes	Ward Nurse
	The Nurse prepares the charge slip of medicines / medical supplies/ services used by the patient and ambulance fee (if the hospital ambulance will be used)	None	15 minutes	ER Nurse
	The ER nurse calls the ambulance driver	None	10 minutes	ER nurse/ Ambulance Driver
Talk to the admitting section of the	The ER nurse refers the patient to the Hospital of Choice through	None	45 minutes	Ward Nurse



receiving hospital if needed	phone call and then instruct the relative to go to Cashier			
Pay the applicable amount to the cashier	Issue official receipt of the payment made.	Applicable amount	8 minutes	Marie Cris G. Mapalo Dominador Agustin Raquel Timbang Teresita Timbang Francis Jecson Gaspar
	The ER nurse confirms if payment has been made. Transfer the patient to the ambulance.	None	2 minutes	Ward Nurse/Admin. Aide/ Drivers: Arlin D. Manabat Joey R. Enriquez Wilbert J. Ramos
Give the clearance to the Security Guard.	Get and sign the clearance. Record the date and time of patient's transfer.	None	1 minute	Security Guard
	<b>Total</b>	<b>None</b>	<b>1 hour 76 minutes</b>	

## 2. Service Name: Emergency Room Services

**Service Information:** The Emergency Room offers medical services to patients in urgent need of treatment that may put their lives at risk.

<b>Office or Division:</b>		Medical and Nursing Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All patients confined that can be discharged and may continue treatment at home.		
<b>Schedule of Availability</b>		<b>24 hours</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance		Nurses Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Listen and understand all instructions given by the physician regarding the patient.	The physician shall give the necessary instructions and prescription of medicines to be taken at home.	None	5 minutes	Jose Carlex C. Lazaga, MD Rommel A. Decena, MD Caroline P. Domingo, MD Maricar C. Dimailig, MD
Listen and understand all instructions by the nurse regarding the patient	The nurse shall prepare and explain discharge instruction and schedule of follow-up to patient/relatives.	None	15 minutes	Nurse on Duty
The watcher shall get the excess IV fluids/medicines and clearance at the Nurse station and shall proceed at the Pharmacy to return the unused	The Nurse shall give all unused meds and supplies to the watcher and then ask the watcher to proceed to pharmacy. The	None	8 minutes	Nurse on Duty  Pharmacist: Mary Lou C. Andres Joan Olivenza Hannamel Escosa Jhona Mae Cerezo



items and for the signing of clearance by the pharmacist.	pharmacist shall get all unused items and update the previously made charges at the Hospital Information Management System (HIMS).			
1. Wait for the name of patient to be called at the business Office.	The nurse shall complete all the documentations needed in the patient's chart, prepare the necessary charges and shall request clearance on the Hospital Information Management System (HIMS).	None	20 minutes	<i>Nurse on Duty</i>
	Forward the patient's chart to the Phil health Clerk	None	1 minute	<i>Nurse on Duty</i>
<b>For Phil health Members/Dependents:</b> - Proceed to business office for signing of pertinent forms.	- Prepare all pertinent forms to be signed by the patient/relative.	None	15 minutes	<i>Jennylyn C. Agpoon Allen Dale G.Sagun</i>
<b>For Non-Phil health:</b> - Wait for the name of patient to be called at billing section - Pay the applicable amount to the cashier	- Prepare the Statement of account of patient - Issue official receipt of the payment made.	None	30 minutes	<i>Dominador Agustin Raquel Timbang Teresita Timbang Francis Jecson Gaspar</i>
		Applicable amount	8 minutes	<i>Marie Cris Mapalo</i>
Get the clearance at the billing/cashier section.	Sign and give the clearance form to the patient's relative	None	5 minutes	<i>Marie Cris Mapalo Dominador Agustin Raquel Timbang Teresita Timbang Francis Jecson Gaspar</i>
Give the clearance to the Security Guard.	Get and sign the clearance. Record the date and time of patient's discharge	None	1 minute	<i>Security Guard</i>
	<b>Total</b>	<b>None</b>	<b>3 hours</b>	
<b>DURATION:</b>		<b>PHIL.HEALTH MEMBE: 1 HR &amp; 10 MIN NON- PHIL.HEALTH: 1 HOUR &amp; 33 MIN</b>		



### 3. Service Name: Emergency Room Services

**Service Information:** The Emergency Room offers medical services to patients in urgent need of treatment that may put their lives at risk.

<b>Office or Division:</b>		Medical / Nursing Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All patients need immediate medical services		
<b>Schedule of Availability</b>		<b>24 hours</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring the patient to the Emergency Room.	1. Perform necessary actions for the patient.	None	5 minutes	<i>ER Nurse ON DUTY</i>
	2. Make a record of the patient and take the vital signs.	None	5 minutes	<i>ER Nurse ON DUTY</i>
	3. The Doctor examines the patient	None	15 minutes	<i>Jose Carlex C. Lazaga, MD Rommel A. Decena, MD Caroline P. Domingo, MD Maricar C. Dimailig, MD</i>
	4. The ER nurse administers medications needed (if any) or if the patient needs to be observed / monitored	None	120 minutes or based on patient's condition	<i>ER Nurse ON DUTY</i>
<b>A. FOR ADMISSION</b>  1. Proceed to the Admitting section for interview  2. The patient / relative sign necessary forms.	1. The doctor prepares the admission order	N/A	10 minutes	<i>Resident on duty</i>
	2. Advise the relative to proceed to the Admitting Section for interview	N/A	15 minutes	<i>Nurse/Admitting/ Philhealth Clerk - Allen Dale G.Sagun</i>
	3. The nurse shall ask the patient / relative to sign necessary forms.	None	5 minutes	<i>Nurse ON DUTY</i>
	4. The ER Nurse carries out the admission orders and then notifies the ward nurse	None	30 minutes	<i>Nurse ON DUTY</i>
	5. Patient shall be transferred to assigned bed/ ward	None	5 minutes	<i>ADMIN AIDE: Roberto Lucas Freddie Yap Raymond Giray Michael Orpilla Jaime Lapuzan</i>
<b>B. FOR TRANSFER TO OTHER HOSPITAL</b>	1. The doctor prepares the referral letter	None	5 minutes	<i>Resident on duty/ ER Nurse</i>
	2. The ER Nurse carries-out the THOC orders and then ask the relatives to sign the chart (Waiver for transfer).	None	20 minutes	<i>ER Nurse</i>
	3. The Nurse prepares the charge			<i>ER Nurse</i>



	<p>slip of medicines / medical supplies/ services used by the patient and ambulance fee (if the hospital ambulance will be used)</p> <p>4. The ER nurse calls the ambulance driver</p> <p>5. The ER nurse refers the patient to the Hospital of Choice through phone call and then instruct the relative to go to Cashier</p> <p>6. Prepare the Statement of account of patient</p> <p>7. Issue official receipt of the payment made.</p> <p>8. The ER nurse confirms if payment has been made and gives the referral letter to the relative.</p> <p>9. The patient is transferred to the ambulance and then conducted to the receiving hospital.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>Applicable amount</p> <p>None</p> <p>None</p> <p>None</p>	<p>15minutes</p> <p>10 minutes</p> <p>45 minutes</p> <p>30 minutes</p> <p>8 minutes</p> <p>1 minute</p> <p>2 minutes</p>	<p><i>ER Nurse</i></p> <p><i>ER Nurse</i></p> <p><i>Dominador Agustin</i> <i>Raquel Timbang</i> <i>Teresita Timbang</i> <i>Francis Jecson</i> <i>Gaspar</i> <i>Marie Cris G.</i> <i>Mapalo</i> <b>ER Nurse</b> <b>ADMIN AIDE:</b> <i>Roberto Lucas</i> <i>Freddie Yap</i> <i>Raymond Giray</i> <i>Michael Orpilla</i> <i>Jaime Lapuzan</i> <i>Driver:</i> <i>Arlin D. Manabat</i> <i>Joey R. Enriquez</i> <i>Wilbert J. Ramos</i></p>
<p><b>C. FOR DISCHARGE</b></p> <p>1. Pay attention and remember the instructions given by the doctor</p> <p>2. Proceed to the Cashier and pay for the medicines/ medical supplies / services utilized/ used.</p>	<p>1. The doctor provides advise and prescribes medicines needed as take-home medications</p> <p>2. The Nurse prepares the charge slip of medicines / medical supplies/ services used by the patient and then instructs relative to proceed to the Cashier.</p> <p>3. Prepare the Statement of account of patient</p> <p>4. Issue official receipt of the payment made</p> <p>5. The ER nurse confirms if payment has been made and then discharge the patient</p>	<p>None</p> <p>None</p> <p>None</p> <p>Applicable amount</p> <p>None</p>	<p>5 minutes</p> <p>15 minutes</p> <p>30 minutes</p> <p>8 minutes</p> <p>2 minutes</p>	<p><i>Jose Carlex C.</i> <i>Lazaga,MD</i> <i>Rommel A.</i> <i>Decena, MD</i> <i>Caroline P.</i> <i>Domingo, MD</i> <i>Maricar C.</i> <i>Dimailig, MD</i></p> <p><i>ER Nurse</i></p> <p><i>Dominador Agustin</i> <i>Raquel Timbang</i> <i>Teresita Timbang</i> <i>Francis Jecson</i> <i>Gaspar</i> <i>Marie Cris G.</i> <i>Mapalo</i></p> <p><i>ER nurse</i></p>
<p><b>D. REFUSE ADMISSION</b></p>	<p>1. The doctor explains the possible</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Jose Carlex C.</i> <i>Lazaga, MD</i></p>



<b>OR TRANSFER TO OTHER HOSPITAL</b> 1. Listen and understand all instructions given by the physician regarding the patient.  2. Proceed to the Cashier and pay for the medicines/ medical supplies / services used.	consequences of refusing to be hospitalized or transferred 2. The Nurse prepares the charge slip of medicines / medical supplies/ services used by the patient and ask the relative sign the Refusal	None	15 minutes	Rommel A. Decena, MD Caroline P. Domingo, MD Maricar C. Dimailig, MD  ER Nurse
	3. Form and then proceed to the Cashier. 4. Prepare the Statement of account of patient	None	30 minutes	Dominador Agustin Raquel Timbang Teresita Timbang Francis Jecson Gaspar Marie Cris G. Mapalo
	5. Issue official receipt of the payment made 6. The ER nurse shall confirm the payment made and then discharge the patient.	Applicable amount	None	8 minutes  2 minutes  ER nurse
<b>E. ER DEATH / DEAD ON ARRIVAL</b>          1. Proceed to the Cashier and pay for the medicines/ medical supplies /	1. The Doctor examines the patient.	None	5 minutes	Jose Carlex C. Lazaga, MD Rommel A. Decena, MD Caroline P. Domingo, MD Maricar C. Dimailig, MD <b>ER Nurse</b>
	2. The ER nurse administers medications needed	None	30 minutes	Jose Carlex C. Lazaga, MD Rommel A. Decena, MD Caroline P. Domingo, MD Maricar C. Dimailig, MD <b>ER nurse</b>
	3. The doctor shall re-assess/ re-examines the patient and then pronounce death of patient.	None	5 minutes	Roberto Lucas Freddie Yap Raymond Giray Michael Orpilla Jaime Lapuzan
	4. The Nurse performs post-mortem care to the patient, prepares the charge slip of medicines / medical supplies/ services used by the patient and then instructs relative to proceed to the Cashier.	None	20 minutes	Dominador Agustin Raquel Timbang Teresita Timbang Francis Jecson Gaspar
	5. The cadaver is transferred to the Morgue	None	30 minutes	Dominador Agustin Raquel Timbang Teresita Timbang Francis Jecson Gaspar
	6. Prepare the Statement of account of patient	Applicable amount	8 minutes	Dominador Agustin Raquel Timbang Teresita Timbang Francis Jecson Gaspar
	7. Issue official receipt of the payment made	None	1 minute	<b>ER nurse</b> <b>ADMIN</b>
	8. The ER nurse shall confirm the payment made	None	5 minutes	<b>AIDE/SECURITY GUARD ON DUTY</b>



services utilized/ used.	9. The corpse may be released to the relatives			
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#### 4. Service Name: FAMILY PLANNING SERVICES

**Service Information:** Family Planning Service is provided to parents or individuals to attain their desired number of children with proper spacing by offering different family planning methods suitable to their beliefs and needs.

<b>Office or Division:</b>	Medical and Nursing Service			
<b>Classification:</b>	SIMPLE TRANSACTION			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	<p><b>OPD /WALK-IN PATIENT</b></p> <ul style="list-style-type: none"> <li>➤ Parents or individuals on their right age who seeks to avail family planning services</li> <li>➤ Minors (below 18 years old) who are already sexually active or who already have children who seeks to avail family planning services must have accompanying parent or guardian.</li> </ul> <p><b>IN-PATIENT</b></p> <ul style="list-style-type: none"> <li>➤ All newborn mothers or those who had abortion who do not want to get pregnant right away.</li> </ul>			
<b>Schedule of Availability</b>	<b>Monday – Friday (Except Holidays)</b> <b>8:00 am – 5:00 pm</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Old Clients – Family Planning Client Card For Clients with Philhealth – Member Data Record, ID			Family Planning Room Philhealth Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>OPD /WALK-IN PATIENT</b> 1. Proceed to OPD for taking of BP and weight	Taking of BP and weight	None	5 minutes	<i>OPD Clerk/ OPD Nurse</i>
Proceed to Family Planning Room for interview.				
<b>2. NEW PATIENT:</b> a. Get interviewed by a nurse/ midwife with the use of FP Form 1 and sign the form on the Acknowledgement part as proof that the client fully understood the explanation given on the different FP methods offered in the hospital and is giving their consent in the inclusion of their name in the Family Planning Registry. b. Choose family planning method they want	a. Interview and fill-out FP Form 1 and record patient on the Hospital Family Planning Registry logbook. Explain the benefits and disadvantages of the different Family Planning methods b. Prepare all the supplies and forms (consent form for IUD/Subdermal Implant Insertion) to be signed by the client.	None  None	40 minutes  15 minutes	<i>Trained Family Planning Nurse/ Midwife</i>  <i>Trained Family Planning Nurse/ Midwife</i>



<p>to use and then sign pertinent forms.</p> <p>c. Wait for the family planning commodity to be issued and then sign the Daily Dispensing Record book. Listen and understand all instructions given by the doctor/nurse/midwife.</p>	<p>c. Issue the chosen family planning commodity. Update the Daily Dispensing Record book, provide Family Planning Client Card and write the follow-up schedule on the client card.</p>	<p>None</p>	<p>60 minutes</p>	<p><i>Rommel A. Decena, MD/ Trained Family Planning Nurse/ Midwife</i></p>
<p><b>OLD PATIENT:</b></p> <p>a. Present Family Planning Client Card. Inform the nurse/midwife on the desire to continue present method used.</p> <p><b>If the client wants to continue present method used:</b></p> <p>a. Wait for the family planning commodity to be issued and then sign the Daily Dispensing Record book. Listen and understand all instructions given by the doctor/nurse/midwife.</p> <p><b>If the client wants to change the present method used:</b></p> <p>a. Inform the nurse/midwife on the desire to change the present method used and sign the pertinent forms needed.</p> <p>b. Wait for the family planning commodity to be issued and then sign the Daily Dispensing</p>	<p>a. Get and update FP Client Card</p> <p>a. Issue the chosen family planning commodity. Update the Daily Dispensing Record book, provide Family Planning Client Card and write the follow-up schedule ng Follow-up on the client card.</p> <p>a. Explain the details of the chosen method and prepare all the supplies and forms (consent form for IUD/Subdermal Implant Insertion)</p> <p>b. Issue the chosen family planning commodity. Update the Daily Dispensing Record book, provide Family Planning Client Card and write</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>15 minutes</p> <p>60 minutes</p>	<p><i>Trained Family Planning Nurse/ Midwife</i></p> <p><i>Trained Family Planning Nurse/ Midwife</i></p> <p><i>Trained Family Planning Nurse/ Midwife</i></p> <p><i>Rommel A. Decena, MD/ Trained Family Planning Nurse/ Midwife: Ma. Teresa C. Flores</i></p>





Record book. Listen and understand all instructions given by the doctor/nurse/midwife.	the follow-up schedule ng Follow-up on the client card.			
<p><b>FOR IUD/SUBDERMAL IMPLANT INSERTION:</b></p> <p><b>a. PHILHEALTH MEMBERS/DEPENDENTS</b></p> <ul style="list-style-type: none"> <li>➤ Proceed to business office and bring MDR or Philhealth ID for validation of Philhealth Status and sign pertinent forms needed.</li> </ul>	validation of Phil health Status and prepare forms to be signed by the client.	None	15 minutes	<i>Allen Dale G. Sagun</i>
<p><b>b. NON-PHILHEALTH MEMBERS</b></p> <ul style="list-style-type: none"> <li>➤ Wait for the supplies needed to be requested on the Hospital Information Management System (HIMS).</li> <li>➤ Proceed to cashier</li> <li>➤ Present receipt to the ER Nurse/ OPD Nurse/Clerk</li> </ul>	<ul style="list-style-type: none"> <li>➤ Prepare charge slip for the supplies needed and then ask the client to proceed to cashier</li> <li>➤ Receive payment and issue receipt</li> <li>➤ Prepare the client and supplies needed for IUD/ Subdermal implant insertion.</li> </ul>	<p>None</p> <p>Applicable amount</p> <p>None</p>	<p>5 minutes</p> <p>8 minutes</p> <p>10 minutes</p>	<p><i>ER Nurse/ OPD Nurse/Clerk</i></p> <p><i>Marie Cris G. Mapalo</i></p> <p><i>ER Nurse/ OPD Nurse/Clerk</i></p>
<p><b>IN PATIENT</b></p> <ul style="list-style-type: none"> <li>➤ Undergo Family Planning Counselling.</li> <li>➤ Choose family planning method they want to use and then sign pertinent forms.</li> <li>➤ Wait for the family planning commodity to be issued and then sign the Daily Dispensing Record book. Listen and understand all</li> </ul>	<ul style="list-style-type: none"> <li>➤ Provide Family Planning Counselling</li> <li>➤ Prepare all the supplies and forms (consent form for IUD/Subdermal Implant Insertion) to be signed by the client.</li> <li>➤ Issue the chosen family planning commodity.</li> </ul>	<p>None</p> <p>None</p> <p>None</p>		<p><i>Trained Family Planning Nurse/ Midwife: Ma. Teresa C. Flores</i></p> <p><i>Trained Family Planning Nurse/ Midwife: Ma. Teresa C. Flores</i></p> <p><i>Dr. Rommel A. Decena/ Trained Family Planning Nurse/ Midwife</i></p>



instructions given by the doctor/nurse/mid wife.	Update the Daily Dispensing Record book, provide Family Planning Client Card and write the follow-up schedule ng Follow-up on the client card.			
	<b>Total</b>	<b>None</b>	<b>4 hours and 13 minutes</b>	
<b>DURATION:</b>	<b>NEW PATIENT OLD PATIENT IN-PATIENT</b>	<b>a. Continuing Method: 20 MIN</b> <b>b. Changing Method:</b> <b>PH Members - 1 HR &amp; 43 MIN</b> <b>Non-PH - 1 HR &amp; 35 MIN 1 HR &amp; 45 MIN</b>		

### 5. Service Name: OUT-PATIENT SERVICES

**Service Information:** OPD Clinic offers medical services to patients such as children, the elderly and pregnant patients.

<b>Office or Division:</b>	OPD Clinic
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	OPD /WALK-IN PATIENT Anyone who seeks to avail medical check-up. Minors (aged 17 years old below) must be accompanied by a parent or guardian.
<b>Schedule of Availability</b>	<b>Monday – Friday (Except Holidays)</b> <b>8:00 AM – 4:00 PM</b>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Triage area and follow procedures	Issues form and OPD number.	Consultation fee	30 minutes	Triage staff/ Cashier: Marie Cris G. Mapalo
Wait for your name to be called and then present consultation fee receipt.	Calls patient name and checks receipt presented	N/A	30 minutes	OPD Clerk/OPD Nurse
1. When your number flashes in the screen, proceed to the OPD Clerk or OPD Nurse for interview and recording of vital signs (BP, Temperature and weight for patients	<b>For NEW Patients:</b> OPD Clerk / Nurse registers Patient information in the computer then prints the OPD Form and records vital signs (BP, Temperature and weight for patients aged 17 years old and below) of patient.	N/A	20 minutes	OPD Clerk/OPD Nurse
	<b>For OLD Patients:</b>	N/A	30 minutes	OPD Clerk/OPD Nurse



aged 17 years old and below)	OPD Clerk/ Nurse retrieves Old OPD Record then registers patient information in the computer and prints the OPD Form and records vital signs (BP, Temperature and weight for patients aged 17 years old and below) of patient.			
Proceed to the Cashier and pay for the Consultation Fee.	Cashier receives payment and issues receipt	Consultation Fee- P50.00 (20% Discount Senior at PWD)	8 minutes	Marie Cris G. Mapalo
Present the receipt to the OPD Clerk/ Nurse and wait for your turn to be called by the doctor	OPD Clerk/ Nurse takes the OPD Chart to the Emergency Room.	N/A	3 hours	OPD Clerk/OPD Nurse
	<b>Total</b>	<b>None</b>	<b>4 hours 58 minutes</b>	
<b>DURATION:</b>		<b>NEW PATIENT: 3 HR &amp; 48 MIN</b>		
		<b>OLD PATIENT: 3HR &amp; 58 MIN</b>		

### 6. Service Name: **RELEASING OF NEWBORN SCREENING RESULTS**

**Service Information:** This service is provided after receiving the Newborn Screening result from the Newborn Screening Center Central Luzon. Recall of patients with positive result and providing instructions regarding the need for additional laboratory examinations is also a part of this service.

<b>Office or Division:</b>	Nursing Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All newborns aged over 24 hours old			
<b>Schedule of Availability</b>	<b>Monday – Friday (Except Holidays)</b> <b>8:00 AM – 5:00 PM</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Authorization letter from the baby's parent if they will not personally claim the Newborn Screening Result		From the parents of the baby.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>a. For Newborn/ patient with Normal results</b>  - Claim the result 14 working days from the time of collection of blood sample.	-A copy of the result will be provided to the parent or relative who has been authorized to obtain the result. Instruct the parent or	None	5 minutes	Marylou V. Calilung,



- Proceed to the designated Family Planning Room to claim the result. Sign the Newborn Screening logbook as proof of receipt	authorized relative to sign at the Newborn Screening Logbook			
<b>b. For Newborn/patient with Abnormal results</b>  -Wait for the call of the follow-up Nurse  -Proceed to the designated Family Planning Room to claim the result.  -Listen and understand all the explanations regarding the Expanded Newborn Screening Result and instructions for any additional laboratory examinations needed to be done. Sign the Newborn Screening logbook as proof of receipt	-The Follow-up Nurse shall call or text the parents based on the contact number given during collection -Explain the Expanded Newborn Screening Result and provide instructions for any additional laboratory examinations needed to be done Instruct the parent or authorized relative to sign at the Newborn Screening Logbook	None	5 minutes	Marylou V. Calilung
		None	45 minutes	Marylou V. Calilung
	<b>Total</b>	<b>None</b>	<b>55 minutes</b>	
<b>DURATION:</b>		<b>NORMAL RESULT: 5 MIN</b>		
		<b>ABNORMAL RESULT: 50 MIN</b>		

**7. Service Name: Transfer of Patients to other Institution (In-Pt)**

**Service Information:** This service is provided to patients needed to be transferred to other hospital for further evaluation and management. It is also provided for those who requests to be transferred to other hospitals.

<b>Office or Division:</b>	Medical and Nursing Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All patients needed to be transferred to other hospital for further evaluation and management and those who requests to be transferred to other hospitals.			
<b>Schedule of Availability</b>	<b>24 hours</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	After rendering the pertinent examinations, the physician shall inform the relatives the need to transfer the patient to other hospital and then	None	5 minutes	<i>Jose Carlex C. Lazaga, MD</i> <i>Rommel A. Decena, MD</i> <i>Caroline P. Domingo, MD</i> <i>Maricar C. Dimailig, MD</i>



	prepare the referral letter			
The relative shall sign the waiver for the patient's transfer and receive the referral letter.	Secure the waiver for the patient's transfer and issue the referral letter.	None	20 minutes	Ward Nurse
Get the excess IV fluids/medicines and clearance at the Nurse station and shall	The Nurse shall give all unused meds and supplies to the watcher and then ask the watcher to proceed to pharmacy.	None	5 minutes	Nurse on Duty
Proceed to the Pharmacy to return the unused items and for the signing of clearance by the pharmacist.	The pharmacist shall get all unused items and update the previously made charges at the Hospital Information Management System (HIMS).	None	5 minutes	Mary Lou C. Andres Joan Olivenza Hannamel Escosa Jhona Mae Cerezo
	The nurse shall complete all the documentations needed in the patient's chart, prepare the necessary charges and shall request clearance on the Hospital Information Management System (HIMS).	None	20 minutes	Ward Nurse
	The ER nurse calls the ambulance driver	None	5 minutes	Ward Nurse/Ambulance Driver
Talk to the admitting section of the receiving hospital if needed	The ER nurse refers the patient to the Hospital of Choice through phone call and then instruct the relative to go to Cashier	None	45 minutes	Ward Nurse
	Forward the patient's chart to the Phil health Clerk	None	2 minutes	Ward Nurse
Talk to the admitting section of the receiving hospital if needed	The ER nurse refers the patient to the Hospital of Choice through phone call and then instruct the relative to go to Cashier	None	45 minutes	Ward Nurse
	Forward the patient's chart to the Phil health Clerk	None	2 minutes	Ward Nurse
	<b>Total</b>	<b>None</b>	<b>2 hours and 34 minutes</b>	



**8. Service Name: Transfer of Patients to other Institution (ER/Out-Pt)**

**Service Information:** This service is provided to patients seen at Emergency Room or OPD Clinic needed to be transferred to other hospital for further evaluation and management. It is also provided for those who requests to be transferred to other hospitals.

<b>Office or Division:</b>	Medical and Nursing Services
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who may avail:</b>	All patients seen at Emergency Room or OPD Clinic needed to be transferred to other hospital for further evaluation and management. It is also provided for those who requests to be transferred to other hospitals.

**Schedule of Availability**      **24 hours**

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	After rendering the pertinent examinations, the physician shall inform the relatives the need to transfer the patient to other hospital and then prepare the referral letter	None	5 minutes	<i>RESIDENT ON DUTY</i>
The relative shall sign the waiver for the patient's transfer and receive the referral letter.	Carry out transfer to hospital of choice, Secure the waiver for the patient's transfer and issue the referral letter.	None	20 minutes	<i>Ward Nurse</i>
	The Nurse prepares the charge slip of medicines / medical supplies/ services used by the patient and ambulance fee (if the hospital ambulance will be used)	None	15 minutes	<i>ER Nurse</i>
	The ER nurse calls the ambulance driver	None	10 minutes	<i>ER nurse/ Arlin D. Manabat Joey R. Enriquez Wilbert J. Ramos</i>
Talk to the admitting section of the receiving hospital if needed	The ER nurse refers the patient to the Hospital of Choice through phone call and then instruct the relative to go to Cashier	None	45 minutes	<i>Ward Nurse</i>
Pay the applicable amount to the cashier	Issue official receipt of the payment made.	Applicable amount	8 minutes	<i>Dominador Agustin Raquel Timbang Teresita Timbang Francis Jecson Gaspar Marie Cris G Mapalo</i>
	The ER nurse confirms if payment	None	2 minutes	<i>Ward Nurse/Admin. Aide/ Driver:</i>



	has been made. Transfer the patient to the ambulance.			<i>Arlin D. Manabat Joey R. Enriquez Wilbert J. Ramos</i>
Give the clearance to the Security Guard.	Get and sign the clearance. Record the date and time of patient's transfer.	None	1 minute	<i>Security Guard</i>
	<b>Total</b>	<b>None</b>	<b>1 hour and 46 minutes</b>	

**9. Service Name: TRIAGE SERVICES (ER and Out-Patients)**

**Service Information:** The Triage area screens all patients seeking consultation or in urgent need of treatment, and all persons who enter the hospital premises.

<b>Office or Division:</b>		Medical and Nursing Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		All patients seeking Emergency Room/Out Patient services.		
<b>Schedule of Availability</b>		<b>24 hours</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<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 TRIAGE AREA for pre-screening. Fill-out COVID screening form given by the security guard and ask for OPD number.	Provide COVID and TB Screening Form and issue OPD number	None	5 minutes	<i>Guard on Duty</i>
2.Once OPD number is called, present screening form to TRIAGE staff for initial assessment	The triage staff encode Patient information in the computer then prints the OPD Form and records vital signs (BP, Temperature and weight for patients aged 17 years old and below) of patient. Assessed patient based on the COVID screening form given by the patient. Prepares charge slip for consultation fee through Hospital Information Management System (HIMS) and then instructs patient relatives to proceed to Cashier	None	10minutes	<i>Triage Staff</i>
3.1. For <b>OPD NON-COVID SUSPECT PATIENTS</b> , proceed to the	Cashier collects payment and issues official receipt	Applicable Amount	10 minutes	<i>Marie Cris G, Mapalo</i>



Cashier, pay the Consultation Fee. Proceed to the OPD waiting area and wait for your name to be called.				
Present the receipt to the OPD Clerk/ Nurse and proceed to waiting area for your turn to be called by the doctor	OPD Clerk/Nurse shall confirm the payment made and then instructs patient to wait for their name to be called at the consultation room.	None	30 minutes	OPD Clerk/ Nurse
3.2. For <b>EMERGENCY ROOM PATIENTS (Non-Covid suspect patients)</b> proceed to Emergency Room	Transfer patient to Emergency Room and then endorse patient to the Emergency Room Nurse	None	5 minutes	<i>Triage Staff/ Institutional Worker: Roberto Lucas Freddie Yap Raymond Giray Michael Orpilla Jaime Lapuzan</i>
3.3. For <b>COVID SUSPECT patient,</b> proceed to the ISOLATION TENT and wait for the Doctor on duty for further assessment and instruction.	Transfer patient to the Isolation tent and then refer the patient to the Resident on duty. Monitor patient and administer appropriate care	None	5 minutes	<i>Triage Staff</i>
	<b>For patient needing quarantine and swabbing:</b> Patient are coordinated to Provincial Epidemiology and Surveillance Unit (PESU) and Municipal Health unit for quarantine and swabbing.	None	20 minutes	<i>Jose Carlex C. Lazaga, MD Rommel A. Decena, MD Caroline P. Domingo, MD Maricar C. Dimailig, MD</i>
	<b>For Emergency patients:</b> Perform necessary actions for the patient (Prepare patient record and take vital signs)	None	5 minutes	<i>TRIAGE staff on duty</i>
	The Doctor examines the patient.	None	15 minutes	<i>Jose Carlex C. Lazaga, MD Rommel A. Decena, MD Caroline P. Domingo, MD</i>





				Maricar C. Dimailig, MD
	The triage staff administers medications needed (if any) or if the patient needs to be observed / monitored.	None	120 minutes or based on patient's condition	TRIAGE staff on duty
	The Doctor re-examines the patient and decides if patient is for admission, discharge or needed to be transferred.	None	15 minutes	Jose Carlex C. Lazaga, MD Rommel A. Decena, MD Caroline P. Domingo, MD Maricar C. Dimailig, MD
	• <b>Follows Admission/Transfer/ Discharge steps</b>			
	<b>Total</b>	<b>None</b>	<b>3 hours and 25 minutes</b>	
<b>DURATION:</b>		<b>ER Patients: 20 MIN</b> <b>OPD (Non-Covid): 30 MIN</b> <b>COVID SUSPECT PATIENT: 2 HR &amp; 35 MIN</b>		

### LABORATORY (Admitted In-Patients.)

This service aims to provide quality medical care through reliable and accurate diagnostic services that meet the needs of Admitted In-Patients.

Walk-in and OPD patients such as take-home medicines and supplies.

<b>Office or Division:</b>		<b>LABORATORY</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		In patients		
<b>Schedule of Availability</b>		Monday - Sunday		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>Where to Secure</b>	
Laboratory request that has complete details including name, birthdate, age, gender and address sent through HIMS			Doctor on duty	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The nurse will send a request to the laboratory through Hospital Information Management System (HIMS).	MedTech on Duty will print the laboratory request and give the patient appropriate instructions.	None	2 minutes	Joana Marie M. Manuit Jhobiegail Carreon Jonnalyn Wage Shanah Marie Hinlo Karlson Dale Eugenio
	A. Urinalysis/ Fecalalysis - Relative of the patient will go to the laboratory to get a cup/container prior specimen collection  B. Blood test - The MedTech on duty will go to the patient's room and extract blood			



	The MedTech on duty will perform the requested test of the patient.	None	20 minutes	Joana Marie M. Manuit Jhobiegail Carreon Jonnalyn Wage Shanah Marie Hinlo Karlson Dale Eugenio
	The MedTech on duty will post charge the bill of the patient prior printing the result.	The amount depends on what kind of laboratory test is performed	1 minute	Joana Marie M. Manuit Jhobiegail Carreon Jonnalyn Wage Shanah Marie Hinlo Karlson Dale Eugenio
	The MedTech on duty will print the result of the patient	None	2 minutes	Joana Marie M. Manuit Jhobiegail Carreon Jonnalyn Wage Shanah Marie Hinlo Karlson Dale Eugenio
	The MedTech on duty will release the result to the nurse and make them sign to the releasing logbook		3 minutes	Joana Marie M. Manuit Jhobiegail Carreon Jonnalyn Wage Shanah Marie Hinlo Karlson Dale Eugenio
	<b>Total</b>	<b>None</b>	<b>33 minutes</b>	

### 11.LABORATORY (Walk-in and OPD patients.)

This service aims to provide quality medical care through reliable and accurate diagnostic services that meet the needs of Walk-in and OPD patients.

<b>Office or Division:</b>	<b>LABORATORY</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	OPD patients			
<b>Schedule of Availability</b>	Monday - Sunday			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Laboratory Request that has Complete Details including Name, Birthdate, Age, Gender and Address.			Doctor	
Senior Citizen/Pwd/ Dengvaxia ID	Office of the senior citizens affairs (OSCA)/ municipal social welfare and development office (MSWD)			
Promissory Note Patient	Social Welfare and Development Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The patient goes to the laboratory and give the doctor's request to the laboratory staff on duty	MedTech on Duty will read the laboratory request and give the patient appropriate instructions.  A. Urinalysis/ Fecalalysis - The patient will be given a bottle to collect urine or stool	None	20 minutes	Joana Marie M. Manuit Jhobiegail Carreon Jonnalyn Wage Shanah Marie Hinlo Karlson Dale Eugenio



	B. Blood test MedTech on duty will perform Charge slip and the patient will be advised to go to Cashier to pay	The amount depends on what kind of laboratory test is performed	5 minutes	
	When the patient has urine or stool, the MedTech on duty will perform Charge slip and the patient will be advised to go to Cashier to pay	The amount depends on what kind of laboratory test is performed	5 minutes	<i>Joana Marie M. Manuit Jhobiegail Carreon Jonnalyn Wage Shanah Marie Hinlo Karlson Dale Eugenio</i>
2. Payments will be paid by the patient or relative to the cashier  When the patient is unable to pay for laboratory test go to the social worker for assessment	An official receipt will be given on the patient or relative  The Social worker will interview the patient and will then take another charge slip to the laboratory	The amount depends on what kind of laboratory test is performed	8 minutes  15 minutes	<i>Marie Cris G. Mapalo  Jennylyn C. Agpoon</i>
3. Go Back to the Laboratory  A. Receipt, urine / stool and other specimens will be presented  B. Will undergo blood extraction. Receipt will only be presented	Urine /stool and other specimens will be accepted  verify the receipt that was paid and then have the blood drawn	None	20 minutes	<i>Joana Marie M. Manuit Jhobiegail Carreon Jonnalyn Wage Shanah Marie Hinlo Karlson Dale Eugenio</i>
4. The patient will wait for the result outside the laboratory waiting area	Laboratory examination will be performed	None	Urinalysis 2 hours Fecalysis 2 hours Blood Chem (fasting) 5 hours Blood Chem (Non fasting) 4 hours Blood Typing 2 hours CBC/platelet Count 2 hours Preg. Test 2 hours Hbsag 2 hours	



5. The patient will return in time to obtain the laboratory results. Receipt will be presented	Check the receipt then get the OR number prior releasing of the result  Note to the Logbook if patient has promissory note.	NONE	5 minutes	Joana Marie M. Manuit Jhobiegail Carreon Jonnalyn Wage Shanah Marie Hinlo Karlson Dale Eugenio
<b>Total</b>		<b>None</b>	<b>12 hours</b>	

### 13. PHARMACY SALE OF MEDICINES & MEDICAL SUPPLIES

This service aims to provide quality assured medicines and other health products that meet the needs of Walk-in and OPD patients such as take-home medicines and supplies.

<b>Office or Division:</b>	<b>PHARMACY</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Walk-in patients and OPD patients			
<b>Schedule of Availability</b>	Monday - Sunday			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>Where to Secure</b>		
Prescription with complete Name, Address, Age and signed by the doctor		Physician		
Senior Citizen ID/ PWD ID (if applicable)		Office of the Senior Citizens Affairs (OSCA)/ Municipal Social Welfare and Development Office (MSWDO)		
Yellow Prescription for medicines classified as "Dangerous Drugs" or "Regulated Drugs" or Prohibited Drugs"		Doctor with PDEA S2 License		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will proceed to the pharmacy and will present the prescription to the pharmacist ***For Senior/ PWD – ID and booklet will be presented	a. The pharmacist will check if the prescription contains the complete information needed and checks the prescribed medicine is based on the list of DOH approved medicines included in the PNDP.	None	8 minutes	<b>Pharmacist</b> Mary Lou C. Andres Jhona Mae L. Cerezo Hannamel A. Escosa Joan C. Olivenza
	b. The pharmacist will prepare the charge slip of the medicine and/or medical supplies, states the cost of the medicine and/or medical supplies, then instructs the patient/ relative to proceed to the cashier to pay for the corresponding charges.	None	15 minutes	
2. The client will proceed to the Cashier for payment.	The cashier will accept the payment and issues receipt, then instructs patient/	Cost of medicines and/or	8 minutes	Marie Cris G. Mapalo



	relative to return to the Pharmacy to claim the purchased medicines and/or medical supplies.	medical supplies		
3. The client return to the Pharmacy to present the receipt and claim items purchased	The pharmacist will check the receipt, dispense the medicines and/or medical supplies, then will explain how to properly take / use the purchased items.	None	15 minutes	<b>Pharmacist</b> Mary Lou C. Andres Jhona Mae L. Cerezo Hannamel A. Escosa Joan C. Olivenza
	<b>Total</b>	<b>None</b>	<b>46 minutes</b>	

#### 14. PHARMACY DISPENSING OF MEDICINES & MEDICAL SUPPLIES TO ADMITTED PATIENT

This service aims to provide quality assured medicines and other health products that meet the needs of Admitted In-patients.

<b>Office or Division:</b>		<b>PHARMACY</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Walk-in patients and OPD patients		
<b>Schedule of Availability</b>		Monday - Sunday		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	The ER/ Ward Nurse will request the medicines and medical supplies to be used by the patient thru the Hospital Information Management System (HIMS)	None	5 minutes	ER/ Ward Nurse
	The pharmacist receives the request from the HIMS	None	10 minutes	ER/ Ward Nurse
	The pharmacist will prepare the medicines and medical supplies and will deliver the items to the ER/ Ward nurse.	None	25 minutes	Pharmacist Mary Lou C. Andres Jhona Mae L. Cerezo Hannamel A. Escosa Joan C. Olivenza
	<b>Total</b>	<b>None</b>	<b>40 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback: Jennylyn C. Agppoon 09102231625	IN AND OUT-PATIENTS A. Before discharge, patients shall be provided with survey form (Customer satisfaction survey for in-patients) given by the Medical Social Welfare Officer (MSWO). The accomplished survey form is submitted by the patient or relative during discharge to MSWO.
Jonnalyn W. Ramos 09078218795 Sean L. Limvongvatana 09502871699	B. When conducting patients for laboratory/radiologic procedures not available in the hospital, patients shall be provided with survey form (customer satisfaction survey for ambulance service).
Arlin Manabat 09338142705	Accomplished survey form shall be collected by the driver upon returning to the hospital.
Allen Dale G. Sagun 09127179930	C. During discharge, in-patients shall be requested to answer Client Feedback Form (provided by the Provincial Human Resource Office [PHRMO]). The PhilHealth staff shall collect the accomplished survey form and asked the patient or relative to drop the document in the suggestion box placed in conspicuous place.
How feedbacks are processed: Manuel J. Pagaduan 09513228382  Jessa May B. Ponce- 09210540448	A & B. Results of customer satisfaction survey were collated by member of the Quality Assurance Committee (QAC). The chairperson of the QAC shall inform different section heads of negative results and shall be requested to make concrete and immediate actions and submit their respective reports to the QAC. The QAC shall make a summary of actions taken and submit his report to the Chief of Hospital (COH) and if warranted, will take further action.
How to file a Complaint:  PHRMO Representative	The accomplished Client Feedback Form is collected by representative of the PHRMO monthly and shall provide the hospital of the results. It shall also be forwarded to the QAC and shall undergo the same process mentioned above
Manuel J. Pagaduan 09513228382 Marylou V. Calilung 09122053222	A. Written complaints - Complainant shall be asked to accomplished form to be provided by the Public Assistance and Complaint Desk (PACD).  B. Oral complaints - Complainant shall be asked to proceed to concerned heads of different units authorized to handle their respective quarries.
How complaints are processed: Rommel A. Decena 09154183000	A. All written complaints shall be forwarded to the Ethics/Grievance Committee for proper disposition. All involved personnel shall be asked to prepare Incident Reports and shall make personal interviews to hear their side. If needed, complainant shall be requested to testify. Recommendations of the committee shall be forwarded to the Chief of Hospital for final action and shall form part of personnel file records.
Manuel J. Pagaduan 09513228382  Marylou V. Calilung 09122053222	B. Oral complaints - Concerned section/department heads shall answer all verbal quarries of clients properly and politely in a manner they shall understand and appreciate. If they are not satisfied, they shall be requested to prepare a formal complaint which shall undergo the process as mentioned above.
Contact information of CCB, PCC, ARTA	It shall also include the following hotline: • 8888 – Presidential Complaints Center • 0908-8816565 – CSC Contact Center Ng Bayan • 478-5093 – Anti-Red Tape Authority



**CONGRESSMAN ENRIQUE 'HENRY' M.  
COJUANGCO MEMORIAL DISTRICT  
HOSPITAL (MONCADA)**  
Internal / External Service

**CITIZEN'S CHARTER**  
**2021 (1<sup>st</sup> Edition)**



## 1. Discharge of Patients (ER and Out-Patients)

This service is provided to all patients seen at the Emergency Room/Out Patient Clinic that can be managed at home

<b>Office or Division:</b>		Medical and Nursing Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizen G2G- Government to Government G2B- Government to Business		
<b>Who may avail:</b>		All patients seen Emergency Room/Out Patient Clinic that can be managed at home.		
<b>Schedule of Availability</b>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Listen and understand all instructions given by the physician regarding the patient	1. After rendering all the necessary assessment/ examination of patients, the physician shall give the necessary instructions and prescription of medicines to be taken at home	None	5 minutes	<i>Rommel Jheane Onofre Abalos M.D, Jeffrey Cardines M.D, Christia Norielle Maramba M.D.</i>
2. None	2. The nurse shall prepare charge slip for all the medical supplies used by the patient through Hospital Information Management System (HIMS).	None	15 minutes	<i>Charlotte Badar / Randel Grayson Vicente, Graynel Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy, Candy Garcia, Patrick Laurente.</i>
3. Proceed to Cashier to pay all the medicines/s upplies used at ER	3. Instruct watcher to proceed to Cashier	Applicable amount	8 minutes	<i>Estela Fallorin / Joanne Kaye Mercado, Adolfo Tumalin, Jenny Jimenez, Laurence Lastimado</i>
<b>4. For Sutured Patients:</b> <b>a. For PhilHealth members/ Dependents:</b> 1. Proceed to business office for validation of PhilHealth status and signing of pertinent forms.  <b>b. For Non-PhilHealth:</b>	<b>a. For Phil health Members/Dependents:</b> 1. Validate Phil health status and prepare all pertinent forms to be signed by the patient/relative  <b>b. For Non-Phil health:</b> 1. Prepare the Statement of account of patient	None	15 minutes	<i>Celestino V. Villanueva Jr., Rizzalyn Racraquin / Robert Prince Del Rosario</i>
		None Applicable amount	30 minutes	<i>Joanne Kaye Mercado, Adolfo Tumalin, Jenny Jimenez, Laurence Lastimado, Estella Fallorin</i>





1. Wait for the name of the patient to be called at billing section  2. Pay the applicable amount to the cashier	2. Issue official receipt of the payment made		8 minutes	
5. None	5. OPD/ER nurse shall confirm the payment made and then discharge the patient.	None	2 minutes	<i>Charlotte Badar / Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente</i>
	<b>TOTAL</b>		<b>1 hour and 23 minutes</b>	

## 2. Discharge of Patients (In-Patients)

This service is provided to all patients confined that can be discharged and may continue treatment at home

<b>Office or Division:</b>		Medical and Nursing Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B-Government to Business G2G-Government to Government		
<b>Who may avail? :</b>		All patients confined that can be discharged and may continue treatment at home.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance		Nurses Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Listen and understand all instructions given by the physician regarding the patient.	1.The physician shall give the necessary instructions and prescription of medicines to be taken at home.	None	5 minutes	<i>Ronnel Jheane Onofre Abalos M.D, Jeffrey Cardines M.D, Christia Norielle Maramba M.D,</i>
2.Listen and understand all instructions by the nurse regarding the patient	2.The nurse shall prepare and explain discharge instruction and schedule of follow- up to patient/ relatives.	None	15 minutes	<i>Junafior Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga,</i>
3.The watcher shall get the excess IV Fluids/medicines and clearance	3.The Nurse shall give all unused meds and supplies to the watcher and			<i>Junafior Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor,</i>



at the Nurse station and shall proceed at the Pharmacy to return the unused items and for the signing of clearance by the pharmacist.	then ask the watcher to proceed to pharmacy. The pharmacist shall get all unused items and update the previously made charges at the Hospital Information Management System (HIMS).	None	8 minutes	Mario Valdez, Joan Valdez, Lucky Joei Luisaga, / Marycaine Rigor, Frederick Calina, Gamela Valdez, Jonalyn Fuertes, Gratchen Yves Zuñiga
4. Wait for the name of the patient to be called at the business Office.	4. The nurse shall complete all the documentation needed in the patient's chart, prepare the necessary charges and shall request clearance on the Hospital Information Management System (HIMS). 4.1 Forward the patient's chart to the Phil health Clerk	None	20 minutes	Junaflore Flores, Kathleen Marie Jose, Ronaldyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga
		None	1 minute	Junaflore Flores, Kathleen Marie Jose, Ronaldyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga
<b>*For Phil health Members/Dependents:</b> Proceed to business office for signing of pertinent forms.	- Prepare all pertinent forms to be signed by the patient/ relative.	None	15 minutes	Celestino V. Villanueva Jr., Rizzalyn Racraquin / Robert Prince Del Rosario
<b>*For Non-Phil health:</b> - Wait for the name of patient to be called at billing section - Pay the applicable amount to the cashier	- Prepare the Statement of account of patient  - Issue official receipt of the payment made.	None	30 minutes	Joanne Kaye Mercado, Adolfo Tumalin, Jenny Jimenez, Laurence Lastimado
		Applicable amount	8 minutes	Estella Fallorin
5. Get the clearance at the billing/cashier section.	5. Sign and give the clearance form to the patient's relative	None	5 minutes	Estella Fallorin / Joanne Kaye Mercado, Adolfo Tumalin, Jenny Jimenez, Laurence Lastimado,
	<b>Total</b>		<b>1 hour and 58 minutes</b>	



### 3. Emergency Room Services

The Emergency Room offers medical services to patients in urgent need of treatment that may put their lives at risk.

<b>Office or Division:</b>		Medical / Nursing Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B-Government to Business G2G-Government to Government		
<b>Who may avail? :</b>		All patients need immediate medical services		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring the patient to the Emergency Room.	1.Perform necessary actions for the patient.	None	5 minutes	<i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente,</i>
	1.1 Make a record of the patient and take the vital signs.	None	5 minutes	<i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente,</i>
	1.2 The Doctor examines the patient 1.3 The ER nurse administers medications needed (if any) or if the patient needs to be observed / monitored	None	15 minutes	<i>Rannel Jheane Onofre Abalos M.D, Jeffrey Cardines M.D, Christia Norielle Maramba M.D,</i>  <i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente,</i>
<b>2.For Admission</b>  2.1 Proceed to the Admitting section for Interview  *The patient / relative sign necessary forms.	2.The doctor prepares the admission orde	N/A	10 minutes	<i>Rannel Jheane Onofre Abalos M.D, Jeffrey Cardines M.D, Christia Norielle Maramba M.D, Junaflor Flores,</i>
	2.1 Advise the relative to proceed to the Admitting Section for interview		15 minutes	<i>Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga, / Celestino V. Villanueva Jr., Rizzalyn Racraquin,</i>
	2.2 The nurse shall ask the patient / relative to sign necessary forms.	N/A	5 minutes	<i>Junaflor Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga,</i>
	3.1The ER Nurse carries out the admission	None	30 minutes	<i>Junaflor Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen</i>



	orders  3.2. Patient shall be transferred to assigned bed/ward	None	5 minutes	<i>Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga, Kenneth Napuran, Josere Sales, Romeo Sabatin, Jason Gabon, Dave Azcueta, Jonathan Gabriel, Mike Aeron Gasmin,</i>
<b>3.FOR TRANSFER TO OTHER HOSPITAL</b>  Talks to the admitting section of the receiving hospital if needed  Proceed to the Cashier and pay the applicable amount	3.The doctor prepares the referral letter	None	5 minutes	<i>Ronnel Jheane Onofre Abalos M.D, Jeffrey Cardines M.D, Christia Norielle Maramba M.D, Randel Grayson Vicente,</i>
	3.1The ER Nurse carries-out the THOC orders and then ask the relatives to sign the chart (Waiver for transfer).	None	20 minutes	<i>Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia,</i>
	3.2The Nurse prepares the charge slip of medicines / medical supplies/ services used by the patient and ambulance fee (if the hospital ambulance will be used)	None	15minutes	<i>Patrick Laurente,</i>
	3.3The ER nurse calls the ambulance driver	None	10 minutes	<i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia,</i>
	3.4The ER nurse refers the patient to the Hospital of Choice through phone call and then instruct the relative to go to Cashier	None	45 minutes	<i>Patrick Laurente, Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia,</i>
	3.5Prepare the Statement of account of patient	Applicable amount	30 minutes	<i>Patrick Laurente, Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia,</i>
	3.6Issue official receipt of the payment made.	None	8 minutes	<i>Joanne Kaye Mercado, Adolfo Tumalin, Jenny Jimmenez, Laurence Lastimado,</i>
	3.7The ER	None	1 minutes	<i>Estella Fallorin, / Joanne Kaye Mercado, Adolfo Tumalin, Jenny Jimmenez, Laurence Lastimado,</i>



	nurse confirms if payment has been made and gives the referral letter to the relative. 3.8 The patient is transferred to the ambulance and then conducted to the receiving hospital.	None	2 minutes	<i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente, Romeo Gamata, Melvin Pinca, Perry Quirolgico,</i>
<b>FOR DISCHARGE</b> 4. Pay attention and remember the instructions given by the doctor  *Proceed to the Cashier and pay for the medicines / medical supplies / services utilized/ used.	4. The doctor provides advise and prescribes medicines needed as take-home medications	None	5 minutes	<i>Ronnel Jheane Onofre Abalos M.D, Jeffrey Cardines M.D, Christia Norielle Maramba M.D.,</i>
	4.1 The Nurse prepares the charge slip of medicines / medical supplies/ services used by the patient and then instructs relative to proceed to the Cashier.	None	15 minutes	<i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurent</i>
	4.2 Prepare the Statement of account of patient	None	30 minutes	<i>Joanne Kaye Mercado, Adolfo Tumalin, Jenny Jimmenez, Laurence Lastimado,</i>
	4.3 Issue official receipt of the payment made	Applicable amount	8 minutes	<i>Estella Fallorin / Joanne Kaye Mercado, Adolfo Tumalin, Jenny Jimmenez, Laurence Lastimado,</i>
	4.4 The ER nurse confirms if payment has been made and then discharge the patient	None	2 minutes	<i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente,</i>
<b>REFUSE ADMISSION OR TRANSFER TO OTHER HOSPITAL</b> 5. Listen and understand all instructions given by the physician	5. The doctor explains the possible consequences of refusing to be hospitalized or transferred	None	5 minutes	<i>Ronnel Jheane Onofre Abalos M.D, Jeffrey Cardines M.D, Christia Norielle Maramba M.D,</i>
	5.1 The Nurse prepares the charge slip of medicines / medical supplies/	None	15 minutes	<i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba,</i>



<p>regarding the patient.</p> <p>*Proceed to the Cashier and pay for the medicines/ medical supplies / services used.</p>	<p>services used by the patient and ask the relative sign the Refusal Form and then proceed to the Cashier.</p> <p>5.2 Prepare the Statement of account of patient</p> <p>5.3 Issue official receipt of the payment made</p> <p>5.4 The ER nurse shall confirm the payment made and then discharge the patient.</p>	<p>None</p> <p>Applicable amount</p>	<p>30 minutes</p> <p>8 minutes</p> <p>2 minutes</p>	<p><i>Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente,</i></p> <p><i>Joanne Kaye Mercado, Adolfo Tumalin, Jenny Jimmenez, Laurence Lastimado,</i></p> <p><i>Estella Fallorin, / Joanne Kaye Mercado, Adolfo Tumalin, Jenny Jimmenez, Laurence Lastimado,</i></p> <p><i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente,</i></p>
<p><b>6 .ER DEATH / DEAD ON ARRIVAL</b></p> <p>Proceed to the Cashier and pay for the medicines/ medical supplies / services utilized/ used.</p>	<p><b>6. The Doctor examines the patient.</b></p> <p>6.1 The ER nurse administers medications needed</p> <p>6.2 The doctor shall re-assess/ re-examines the patient and then pronounce death of patient.</p> <p>6.3 The Nurse performs post-mortem care to the patient, prepares the charge slip of medicines / medical supplies/ services used by the patient and then instructs relative to proceed to the Cashier.</p> <p>6.4 The cadaver is transferred to the Morgue</p> <p>6.5 Prepare the</p>	<p>None</p>	<p>5 minutes</p> <p>30 minutes</p>	<p><i>Ronnel Jheane Onofre Abalos M.D, Jeffrey Cardines M.D, Christia Norielle Maramba M.D,</i></p>



	<p>Statement of account of patient</p> <p>6.6 Issue official receipt of the payment made</p> <p>6.7 The ER nurse shall confirm the payment made</p> <p>6.8 The corpse may be released to the relatives</p> <p><b>7.The Doctor examines the patient.</b></p> <p>7.1 The ER nurse administers medications needed</p> <p>7.2 The doctor shall re-assess/ re- examines the patient and then pronounce death of patient.</p> <p>7.3 The Nurse performs post-mortem care to the patient, prepares the charge slip of medicines / medical supplies/ services used by the patient and then instructs relative to proceed to the Cashier.</p> <p>7.4 The cadaver is transferred to the Morgue</p> <p>7.5 Prepare the Statement of account of patient</p> <p>7.6 Issue official receipt of</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>Applicable Amount</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>20 minutes</p> <p>5 minutes</p> <p>30 minutes</p> <p>8 minutes</p> <p>1 minute</p> <p>5 minutes</p>	<p><i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente,</i></p> <p><i>Ronnel Jheane Onofre Abalos M.D, Jeffrey Cardines M.D, Christia Norielle Maramba M.D,</i></p> <p><i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente,</i></p> <p><i>Joanne Kaye Mercado, Adolfo Tumalin, Jenny Jimenez, Laurence Lastimado</i></p> <p><i>Estella Fallorin, / Joanne Kaye Mercado, Adolfo Tumalin, Jenny Jimenez, Laurence Lastimado,</i></p> <p><i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente,</i></p> <p><i>Kenneth Napuran, Josere Sales, Romeo Sabatin, Jason Gabon, Dave Azcueta, Jonathan Gabriel, Mike Aeron Gasmin, / Patrick Sese, Jody Aliado, Sandy Palafox, Ryan Niegos, Jimmy Corpuz, Alfredo Dugay,</i></p>
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	the payment made 7.7 The ER nurse shall confirm the payment made 7.8 The corpse may be released to the relatives			
	<b>Total</b>	<b>None</b>	<b>9 hours and 35 minutes</b>	

#### 4. FAMILY PLANNING SERVICES

Family Planning Service is provided to parents or individuals to attain their desired number of children with proper spacing by offering different family planning methods suitable to their beliefs and needs.

<b>Office or Division:</b>	Medical and Nursing Service			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail? :</b>	<p><b>OPD /WALK-IN PATIENT</b></p> <ul style="list-style-type: none"> <li>➤ Parents or individuals on their right age who seeks to avail family planning services</li> <li>➤ Minors (below 18 years old) who are already sexually active or who already have children who seeks to avail family planning services must have accompanied parent or guardian.</li> </ul> <p><b>IN-PATIENT</b></p> <ul style="list-style-type: none"> <li>➤ All newborn mothers or those who had abortion who do not want to get pregnant right away</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Old Clients – Family Planning Client Card			Family Planning Room	
For Clients with Phil health – Member Data Record, ID			Phil health Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p><b>OPD /WALK-IN PATIENT</b></p> <p>1. Proceed to OPD for taking of BP and weight</p>	1. Taking of BP and weight	None	5 minutes	<i>Charlotte Badar,</i>
<p>2. Proceed to Family Planning Room for interview</p> <p><b>NEW CLIENT:</b></p> <p>a. Get interviewed by a nurse/ midwife with the use of FP Form 1 and sign the form on the Acknowledgement part as proof that the client fully understood the explanation given on the</p>	<p>a. Interview and fill-out FP Form 1 and record patient on the Hospital Family Planning Registry logbook. Explain the benefits and disadvantages of the different Family Planning methods</p> <p>b. Prepare all the supplies and forms (consent form for IUD/Subdermal Implant Insertion)</p>	<p>None</p> <p>None</p> <p>None</p>	<p>40 minutes</p> <p>15 minutes</p> <p>1 hour</p>	<p><i>Christian Joy Tolenada, Mhely Anne Baliola,</i></p> <p><i>Christian Joy Tolenada, Mhely Anne Baliola,</i></p>





<p>different FP methods offered in the hospital and is giving their consent in the inclusion of their name in the Family Planning Registry.</p> <p>b. Choose family planning method they want to use and then sign pertinent forms.</p> <p>c. Wait for the family planning commodity to be issued and then sign the Daily Dispensing Record book. Listen and understand all instructions given by the doctor/nurse/ midwife.</p>	<p>to be signed by the client.</p> <p>c. Issue the chosen family planning commodity. Update the Daily Dispensing Record book, provide Family Planning Client Card and write the follow-up schedule on the client card.</p>			<p><i>Ronnel Jheane Onofre Abalos M.D, Jeffrey Cardines M.D, Christia Norielle Maramba M.D, / Christian Joy Tolenada, Mhely Anne Baliola,</i></p>
<p><b>OLD CLIENT</b></p> <p>➤ resent Family Planning Client Card. Inform the nurse/midwife on the desire to continue present method used.</p> <p><b>If the client wants to continue present method used:</b></p> <p>➤ Wait for the family planning commodity to be issued and then sign the Daily Dispensing Record book. Listen and understand all instructions given by the doctor/ nurse/ midwife.</p> <p><b>If the client wants to change the present method used:</b></p>	<p>➤ Get and update FP Client Card</p> <p>➤ Issue the chosen family planning commodity. Update the Daily Dispensing Record book, provide Family Planning Client Card and write the follow-up schedule on the client card.</p> <p>➤ Explain the details of the chosen method and prepare all the supplies and forms (consent form for IUD/Subdermal</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>15 minutes</p>	<p><i>Christian Joy Tolenada, Mhely Anne Baliola,</i></p> <p><i>Christian Joy Tolenada, Mhely Anne Baliola,</i></p> <p><i>Christian Joy Tolenada, Mhely Anne Baliola,</i></p>



<p>➤ Inform the nurse/midwife on the desire to change the present method used and sign the pertinent forms needed.</p> <p>➤ Wait for the family planning commodity to be issued and then sign the Daily Dispensing Record book. Listen and understand all instructions given by the doctor/nurse/midwife.</p>	<p>Implant Insertion</p> <p>➤ Issue the chosen family planning commodity. Update the Daily Dispensing Record book, provide Family Planning Client Card and write the follow-up scheduling Follow-up on the client card.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Ronnel Jheane Onofre Abalos M.D, Jeffrey Cardines M.D, Christia Norielle Maramba M.D, / Christian Joy Tolenada, Mhely Anne Baliola,</i></p>
<p><b>FOR IUD/SUBDERMAL IMPLANT INSERTION:</b></p> <p><b>a. PHILHEALTH MEMBERS/DEPENDENTS</b></p> <p>➤ Proceed to business office and bring MDR or Philhealth ID for validation of Philhealth Status and sign pertinent forms needed.</p> <p><b>b. NON-PHILHEALTH MEMBERS</b></p> <p>➤ Wait for the supplies needed to be requested on the Hospital Information Management System (HIMS).</p> <p>➤ Proceed to cashier</p> <p>➤ Present receipt to the nurse/midwife</p>	<p>➤ Validation of Philhealth Status and prepare forms to be signed by the client.</p> <p>➤ Prepare charge slip for the supplies needed and then ask the client to proceed to cashier</p> <p>➤ Receive payment and issue receipt</p> <p>➤ Prepare the client and supplies needed for IUD/Subdermal implant insertion.</p>	<p>None</p> <p>Applicable amount</p> <p>None</p>	<p>15 minutes</p> <p>5 minutes</p> <p>8 minutes</p> <p>10 minutes</p>	<p><i>Celestino V. Villanueva Jr., Rizzalyn Racraquin,</i></p> <p><i>Christian Joy Tolenada, Mhely Anne Baliola,</i></p> <p><i>Estella Fallorin,</i></p> <p><i>Christian Joy Tolenada, Mhely Anne Baliola,</i></p>



<b>IN PATIENT</b> ➤ Undergo Family Planning Counselling. ➤ Choose family planning method they want to use and then sign pertinent forms.  ➤ Wait for the family planning commodity to be issued and then sign the Daily Dispensing Record book. Listen and understand all instructions given by the doctor/nurse/midwife	➤ Provide Family Planning Counselling	None	30 minutes	Marylou V. Calilung/Leslie Ann M. Oller/ Ma. Teresa C. Flores/ Alona M. Emocling
	➤ Prepare all the supplies and forms (consent form for IUD/Subdermal Implant Insertion) to be signed by the client.	None	1 hour	Marylou V. Calilung/Leslie Ann M. Oller/ Ma. Teresa C. Flores/ Alona M. Emocling
	➤ Issue the chosen family planning commodity. Update the Daily Dispensing Record book, provide Family Planning Client Card and write the follow-up schedule ng Follow-up on the client card.	None	1 hour	Dr. Rommel A. Decena/ Marylou V. Calilung/Leslie Ann M. Oller/ Ma. Teresa C. Flores/ Alona M. Emocling
	<b>Total</b>		<b>4 hour and 48 minutes</b>	

## 5. OUT-PATIENT SERVICES

Out Patient Department (OPD) Clinic offers medical services to patients such as children, the elderly and pregnant patients.

<b>Office or Division:</b>	Out Patient Department Clinic			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail? :</b>	Out Patient Department /WALK-IN PATIENT Anyone who seeks to avail medical check-up. Minors (aged 17 years old below) must be accompanied by a parent or guardian.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out the form given by the security guard and ask for OPD number. Sit and wait in the waiting area.  1.1 Wait for your number to flash in the screen	1.Issues form and Out Patient Department number.	None	5 minutes          15 minutes	Patrick Sese, Jody Aliado, Sandy Palafox, Ryan Niegos, Jimmy Corpuz, Alfredo Dugay          Charlotte Badar
2. When your number flashes in the screen,	<b>For NEW Patients:</b> 2. Out Patient Department Clerk / Nurse registers	None	20 minutes	Charlotte Badar



<p>proceed to the OPD Clerk or OPD Nurse for interview and recording of vital signs (BP, Temperature and weight for patients aged 17 years old and below)</p>	<p>Patient information in the computer then prints the Out Patient Department Form and records vital signs (BP, Temperature and weight for patients aged 17 years old and below) of patient.</p> <p><b>For OLD Patients:</b> 2.1 Out Patient Department Clerk/ Nurse retrieves Old Out Patient Department Record then registers patient information in the computer and prints the OPD Form and records vital signs (BP, Temperature and weight for patients aged 17 years old and below) of patient.</p>	None	30 minutes	<i>Charlotte Badar</i>
<p>3. Proceed to the Cashier and pay for the Consultation Fee.</p>	<p>3. Cashier receives payment and issues receipt</p>	<p>Consultation Fee- P50.00 (20% Discount Senior at PWD)</p>	8 minutes	<i>Estella Fallorin</i>
<p>4. Present the receipt to the Out Patient Department Clerk/ Nurse and wait for your turn to be called by the doctor</p>	<p>4. Present the receipt to the Out Patient Department Clerk/ Nurse and wait for your turn to be called by the doctor</p>	None	3 hours	<i>Charlotte Badar</i>
<p>4. Present the receipt to the Out Patient Department Clerk/ Nurse and wait for your turn to be called by the doctor</p>	<p>4. Present the receipt to the Out Patient Department Clerk/ Nurse and wait for your turn to be called by the doctor</p>	None	3 hours	Charlotte Badar

**6. RELEASING OF NEWBORN SCREENING RESULTS**

This service is provided after receiving the Newborn Screening result from the Newborn Screening Center Central Luzon. Recall of patients with positive results and providing instructions regarding the need for additional laboratory examinations is also a part of this service.

<b>Office or Division:</b>	Nursing Service
<b>Classification:</b>	Simple Transaction



<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail? :</b>	All newborns aged over 24 hours old			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Authorization letter from the baby's parent if they will not personally claim the Newborn Screening Result			From the parents of the baby.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. For Newborn/patient with Normal results</b> 1.1 Claim the result 14 working days from the time of collection of blood sample to one (1). 1.2 Proceed to the Family Planning Room to claim the result. Sign the Newborn Screening logbook as proof of receipt	1.1 A copy of the result will be provided to the parent or relative who has been authorized to obtain the result. Instruct the parent or authorized relative to sign at the Newborn Screening Logbook	None	5 minutes	<i>Alden Bergonio</i>
<b>2. For Newborn/patient with Abnormal results</b> 2.1 Wait for the call of the follow-up Nurse 2.2 Proceed to the Family Planning Room to claim the result. 2.3 Listen and understand all the explanations regarding the Expanded Newborn Screening Result and instructions for any additional laboratory examinations needed to be done. Sign the Newborn Screening logbook as proof of receipt	2.1 The Follow-up Nurse shall call or text the parents based on the contact number given during collection. 2.2 Explain the Expanded Newborn Screening Result and provide instructions for any additional laboratory examinations needed to be done. Instruct the parent or authorized relative to sign at the Newborn Screening Logbook	None  None	5 minutes  45 minutes	<i>Alden Bergonio</i>  <i>Alden Bergonio</i>

### 7. Transfer of Patients to other Institution (In-Pt)

This service is provided to patients needed to be transferred to other hospital for further evaluation and management. It is also provided for those who requests to be transferred to other hospitals.

<b>Office or Division:</b>	Medical and Nursing Services
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G- Government to Government



	G2B- Government to Business			
<b>Who may avail? :</b>	All patients needed to be transferred to other hospital for further evaluation and management and those who requests to be transferred to other hospitals.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Referral Letter			Nurse on Duty	
Clearance of payment			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Listen and understand all the explanations	1. After rendering the pertinent examinations, the physician shall inform the relatives the need to transfer the patient to other hospital and then prepare the referral letter	None	5 minutes	<i>Ronnel Jheane Onofre Abalos M.D, Jeffrey Cardines M.D, Christia Norielle Maramba M.D,</i>
2.The relative shall sign the waiver for the patient's transfer and receive the referral letter.	2.Secure the waiver for the patient's transfer and issue the referral letter.	None	20 minutes	<i>Junaflor Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga</i>
3.Get the excess IV Fluids/ medicines and clearance at the Nurse station and shall	3.The Nurse shall give all unused meds and supplies to the watcher and then ask the watcher to proceed to pharmacy.	None	5 minutes	<i>Junaflor Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga</i>
4.Proceed to the Pharmacy to return the unused items and for the signing of clearance by the pharmacist.	4.The pharmacist shall get all unused items and update the previously made charges at the Hospital Information Management System (HIMS).	None	5 minutes	<i>Marycaine Rigor, Frederick Calina, Gamela Valdez, Jonalyn Fuertes, Gratchen Yves Zuñiga,</i>
5. None	5.The nurse shall complete all the documentations needed in the patient's chart, prepare the necessary charges and shall request clearance on the Hospital Information Management System (HIMS).	None	20 minutes	<i>Junaflor Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga</i>
6. None	6. The ER nurse calls the ambulance driver	None	5 minutes	<i>Randel Grayson Vicente, Gaynell Magtangob,</i>



				<i>Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente, / Romeo Gamata, Melvin Pinca, Perry Quirolgico</i>
7. Talk to the admitting section of the receiving hospital if needed	7. The ER nurse refers the patient to the Hospital of Choice through phone call and then instruct the relative to go to Cashier	None	45 minutes	<i>Junaflor Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga</i>
8. None	8. Forward the patient's chart to the Phil health Clerk	None	2 minutes	<i>Junaflor Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga</i>
9. None	9. The nurse shall complete all the documentations needed in the patient's chart, prepare the necessary charges and shall request clearance on the Hospital Information Management System (HIMS).	None	20 minutes	<i>Junaflor Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga,</i>
10. None	10. The ER nurse calls the ambulance driver	None	5 minutes	<i>Junaflor Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga/ Romeo Gamata, Melvin Pinca, Perry Quirolgico,</i>
11. Talk to the admitting section of the receiving hospital if needed	11. The ER nurse refers the patient to the Hospital of Choice through phone call and then instruct the relative to go to Cashier	None	45 minutes	<i>Junaflor Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga</i>



12.None	12.Forward the patient's chart to the Phil health Clerk	None	2 minutes	<i>Junafior Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga,</i>
	<b>Total</b>	<b>None</b>	<b>2 hours and 48 minutes</b>	

### 8. Transfer of Patients to other Institution (Emergency Room/Out-Patient)

This service is provided to patients seen at Emergency Room or OPD Clinic needed to be transferred to other hospital for further evaluation and management. It is also provided for those who requests to be transferred to other hospitals.

<b>Office or Division:</b>	Medical and Nursing Services
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G- Government to Government G2B- Government to Business
<b>Who may avail? :</b>	All patients seen at Emergency Room or OPD Clinic needed to be transferred to other hospital for further evaluation and management. It is also provided for those who requests to be transferred to other hospitals.

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Referral			Nurse on Duty	
Clearance			Cashier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Listen and understand all the explanations	1.After rendering the pertinent examinations, the physician shall inform the relatives the need to transfer the patient to other hospital and then prepare the referral letter	None	5 minutes	<i>Ronnel Jheane Onofre Abalos M.D, Jeffrey Cardines M.D, Christia Norielle Maramba M.D</i>
2.The relative shall sign the waiver for the patient's transfer and receive the referral letter.	2.Carry out transfer to hospital of choice, Secure the waiver for the patient's transfer and issue the referral letter.	None	20 minutes	<i>Junafior Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga</i>
3.None	3.The Nurse prepares the charge slip of medicines / medical supplies/services used by the patient and ambulance fee (if the hospital ambulance will be used)	None	15 minutes	<i>Junafior Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga</i>





4. None	4. The ER nurse calls the ambulance driver	None	10 minutes	Junafior Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga/Romeo Gamata, Melvin Pinca, Perry Quirolgico
5. Talk to the admitting section of the receiving hospital if needed	5. The ER nurse refers the patient to the Hospital of Choice through phone call and then instruct the relative to go to Cashier	None	45 minutes	Junafior Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga
6. Pay the applicable amount to the cashier	6. Issue official receipt of the payment made.	Applicable amount	8 minutes	Estella Fallorin/ Joanne Kaye Mercado, Adolfo Tumalin, Jenny Jimenez, Laurence Lastimado,
7. None	7. The ER nurse confirms if payment has been made. Transfer the patient to the ambulance.	None	2 minutes	Junafior Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga/ Kenneth Napuran, Josere Sales, Romeo Sabatin, Jason Gabon, Dave Azcueta, Jonathan Gabriel, Mike Aeron Gasmin/ Romeo Gamata, Melvin Pinca, Perry Quirolgico,
8. Give the clearance to the Security Guard.	8. Get and sign the clearance. Record the date and time of patient's transfer.	None	1 minute	Patrick Sese, Jody Aliado, Sandy Palafox, Ryan Niegos, Jimmy Corpuz, Alfredo Dugay,

### 9. LABORATORY (In-patient and Out Patient)

Process laboratory services for In and Out Patient.

<b>Office or Division:</b>	Laboratory Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G- Government to Government G2B- Government to Business
<b>Who may avail? :</b>	All Patients Who Need Laboratory Service
<b>CHECKLIST OF REQUIREMENTS</b>	
Laboratory Request That Has Complete Details Including Name, Birthdate, Age, Gender and Address.	<b>WHERE TO SECURE</b> Doctor on Duty



Senior Citizen/Person with Disability/ Dengvaxia Id		Office of The Senior Citizens Affairs (Osca)/ Municipal Social Welfare and Development Office (MSWD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient goes to the laboratory and give the doctor's request to the laboratory staff on duty	1. Medical Technologist on Duty will read the laboratory request and give the patient appropriate instructions. 1.1 Urinalysis/ Fecalysis - The patient will be given a bottle to collect urine or stool 1.2 Blood test - Have the patient sit in the extraction chair	None	20 Minutes	<i>Carla Keesha Miclat, John John Ramos, Rona Sophia Ramos, Rogenaire Quia,</i>
2. None	2. When the patient has urine or stool, the Medical Technologist on duty will perform Charge slips and the patient will be advised to go to Cashier to pay	The amount depends on what kind of laboratory test is performed	20 minutes	<i>Carla Keesha Miclat, John John Ramos, Rona Sophia Ramos, Rogenaire Quia,</i>
3. Payments will be paid by the patient or relative to the cashier 3.1 When the patient is unable to pay for laboratory test go to the social worker for assessment	3. An official receipt will be given on the patient or relative  3.1 The Social worker will interview the patient and will then take another charge slip to the laboratory	The amount depends on what kind of laboratory test is performed	8 minutes  15 minutes	<i>Estella Fallorin</i>  <i>Robert Prince Del Rosario</i>
4. Go Back to the Laborator A. Receipt, urine / stool and other specimens will be presented B. Will undergo blood extraction. Receipt will only be presented	A. Urine /stool and other specimens will be accepted  B. verify the receipt that was paid and then have the blood drawn	None	20 minutes	<i>Carla Keesha Miclat, John John Ramos, Rona Sophia Ramos, Rogenaire Quia,</i>
5. The patient will wait	5. Laboratory examination will be performed Urinalysis Fecalysis Blood Chem (fasting)	None	2 hours 2 hours 2 hours 4 hours	<i>Carla Keesha Miclat, John John Ramos, Rona Sophia Ramos, Rogenaire Quia,</i>



	Blood Chem (Non fasting) Blood Typing CBC/platelet Preg. Test Hbsag		2 hours 2 hours 2 hours 2 hours	
6.The patient will return in time to obtain the laboratory results. Receipt will be presented	6. Check the receipt and give the result	None	20 minutes	<i>Carla Keesha Miclat, John John Ramos, Rona Sophia Ramos, Rogenaire Quia,</i>
	<b>Total</b>	<b>None</b>	<b>21 hours and 43 minutes</b>	

### A. LABORATORY (In and Out Patient-New Born)

Process laboratory services for In and Out Patient

<b>Office or Division:</b>	Laboratory Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail? :</b>	All New Born Babies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
New Born Screen Request		Doctor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. OUT PATIENT</b> The request will be given to Medical Technologist on duty	1.Check the request if the details are complete. ●Surname of the baby ●Gender ●Name of Mother ●Date and time of Birth ●Weight ●Type of feeding ●Place of Birth ●Complete Address ●Age of Gestation ●Cellphone Number	None	5 minutes	<i>Carla Keesha Miclat, John John Ramos, Rona Sophia Ramos, Rogenaire Quia</i>
<b>2. OUT PATIENT</b>  <b>IN PATIENT</b>	2. Medical Technologist will give the charge slip and patient will go to Cashier for payment  2.1The Medical Technologist will generate charge slip and give to billing office to be included in the patient's Statement of Account (SOA)	One Thousand Eight Hundred pesos (Php1,800.00)	8 minutes	<i>Estella Fallorin</i>
<b>3. OUT PATIENT</b> The receipt will be presented in the laboratory	3.Fill out the filter card with the necessary information and prepare the equipment needed.	None	20 minutes	<i>Carla Keesha Miclat, John John Ramos, Rona Sophia Ramos, Rogenaire Quia,</i>



and patient will wait.				
<b>4. OUT PATIENT</b> The baby will be taken to the NBS extraction area <b>IN PATIENT</b>	4.The baby's blood will be drawn  4.1The baby will be taken to Ward and the baby's blood will be drawn	None	20 minutes	<i>Carla Keesha Miclat, John John Ramos, Rona Sophia Ramos, Rogenaire Quia,</i>
<b>5. OUT PATIENT</b> Get the baby  <b>IN PATIENT</b>	5. The patient will be told that the result is 14 days to a month, but if the baby is positive to any disorders, they will call immediately 5.1Baby will be returned to Ward	None	5 minutes	<i>Carla Keesha Miclat, John John Ramos, Rona Sophia Ramos, Rogenaire Quia,</i>
	<b>Total</b>	<b>One Thousand Eight Hundred pesos (Php1,800.00)</b>	<b>58 minutes</b>	

#### 10. PHARMACY SALE OF MEDICINES & MEDICAL SUPPLIES

This service aims to provide quality assured medicines and other health products that meet the needs of Walk-in and Out Patient Department (OPD) patients.

<b>Office or Division:</b>	PHARMACY			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail? :</b>	Walk-in patients and OPD patients Monday - Sunday			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription with complete Name, Address, Age and signed by the doctor		Doctor		
Senior Citizen ID/ PWD ID (if applicable)		Office of the Senior Citizens Affairs (OSCA)/ Municipal Social Welfare and Development Office (MSWDO)		
Yellow Prescription for medicines classified as "Dangerous Drugs" or "Regulated Drugs" or "Prohibited Drugs"		Doctor with PDEA S2 License		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will go to the pharmacy and will give the prescription to the pharmacist ***For Senior/ PWD	1.The pharmacist will get the prescription and check if the prescription contains the complete information needed and checks the prescribed medicine is based on the list of DOH approved medicines included in the PNDF.	None	8 minutes	<i>Marycaine Rigor, Frederick Calina, Gamela Valdez, Jonalyn Fuertes, Gratchen Yves Zuñiga,</i>



– ID and booklet will be presented	1.1 The pharmacist will prepare the charge slip of the medicine and/or medical supplies, states the cost of the medicine and/or medical supplies, then instructs the patient/relative to go to the cashier to pay for the corresponding charges.	None	15 minutes	
2. The client will go to the Cashier	2. The cashier will accept the payments and issues receipt, then instructs patient/relative to go back to the Pharmacy to claim the purchased medicines and/or medical supplies.	Cost of medicines and/or medical supplies	8 minutes	<i>Estella Fallorin</i>
3. The client will go back to the Pharmacy to present the receipt and claim the purchased items	3. The pharmacist will check the receipt, dispense the medicines and/or medical supplies, then will explain how to properly take / use the purchased items.	None	15 minutes	<i>Marycaine Rigor, Frederick Calina, Gamela Valdez, Jonalyn Fuertes, Gratchen Yves Zuñiga,</i>
	<b>Total</b>		<b>46 minutes</b>	

#### A. PHARMACY DISPENSING OF MEDICINES & MEDICAL SUPPLIES TO ADMITTED PATIENTS

This service aims to provide quality assured medicines and other health products that meet the needs of Admitted In-patients.

<b>Office or Division:</b>	PHARMACY			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail? :</b>	Walk-in patients and Out Patient Department patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. The Emergency Room (ER)/ Ward Nurse will request the medicines and medical supplies to be used by the patient through the Hospital Information Management System (HIMS)	None	8 minutes	<i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente/Junaflor Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan</i>



				<i>Valdez, Lucky Joei Luisaga</i>
2.None	2.The pharmacist receives the request from the HIMS and prepares the requested medicines and medical supplies, charges to Patient's Account/ Bill then informs the ER/ Ward nurse that the requested items are ready for pick-up	None	20 minutes	<i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente/ Junafior Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga,</i>
3.None	3.The ER/ Ward Nurse instructs the guardian/ watcher/ relative to go the Pharmacy to pick-up the requested items	None	5 minutes	<i>Randel Grayson Vicente, Gaynell Magtangob, Arlene Bawagan, Frankie Taguba, Ruby Sabado, Emma Joy Albason, Candy Garcia, Patrick Laurente/Junafior Flores, Kathleen Marie Jose, Ronalyn Abiller, Mark Julius Calso, Aileen Doctor, Mario Valdez, Joan Valdez, Lucky Joei Luisaga,</i>
4.The patient's guardia/ watcher/ relative will go to the Pharmacy to get the medicines and medical supplies	4.The pharmacist will dispense the medicines and medical supplies, then instructs the guardian / watcher/ relative to give the items to the ER/ Ward nurse.	None	10 minutes	<i>Marycaine Rigor, Frederick Calina, Gamela Valdez, Jonalyn Fuertes, Gratchen Yves Zuñiga,</i>
	<b>Total</b>	<b>None</b>	<b>43 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback:</b>	<p><b>IN AND OUT-PATIENTS</b></p> <p>A. Before discharge, patients shall be provided with survey form (Customer satisfaction survey for in-patients) given by the Medical Social Welfare Officer (MSWO). The accomplished survey form is submitted by the patient or relative during discharge to MSWO</p> <p>B. When conducting patients for laboratory/ radiologic procedures not available in the hospital, patients shall be provided with survey form (customer satisfaction survey for ambulance service). Accomplished survey form shall be collected by the driver upon returning to the hospital.</p> <p>C. During discharge, in-patients shall be requested to answer Client Feedback Form (provided by the Provincial Human Resource Office [PHRMO]). The PhilHealth staff shall collect the accomplished survey form and asked the patient or relative to drop the document in the suggestion box placed in conspicuous place.</p>
<b>How feedbacks are processed:</b>	<p>A &amp; B. Results of customer satisfaction survey were collated by member of the Quality Assurance Committee (QAC). The chairperson of the QAC shall inform different section heads of negative results and shall be requested to make concrete and immediate actions and submit their respective reports to the QAC. The QAC shall make a summary of actions taken and submit his report to the Chief of Hospital (COH) and if warranted, will take further action.</p> <p>C. The accomplished Client Feedback Form is collected by representative of the PHRMO monthly and shall provide the hospital of the results. It shall also be forwarded to the QAC and shall undergo the same process mentioned above</p>
<b>How to file a complaint</b>	<p>A. Written complaints - Complainant shall be asked to accomplished form to be provided by the Public Assistance and Complaint Desk (PACD).</p> <p>B. Oral complaints - Complainant shall be asked to proceed to concerned heads of different units authorized to handle their respective quarries.</p>
<b>How complaints are processed</b>	<p>A. All written complaints shall be forwarded to the Ethics/ Grievance Committee for proper disposition. All involved personnel shall be asked to prepare Incident Reports and shall make personal interviews to hear their side. If needed, complainant shall be requested to testify. Recommendations of the committee shall be forwarded to the Chief of Hospital for final action and shall form part of personnel file records.</p> <p>B. Oral complaints – Concerned section/ department heads shall answer all verbal quarries of clients properly and politely in a manner they shall understand and appreciate. If they are not satisfied, they shall be requested to prepare a formal complaint which shall undergo the process as mentioned above</p>
<b>Contact information of Covid Assessment area, Administrative Office and Covid Ward</b>	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> <li>● 09457710519 – Covid Assessment Area</li> <li>● 09985934277– Adminstrative Department Office</li> <li>● 09190674619 – Covid Ward</li> </ul>



**OFFICE OF THE SANGGUNIANG  
PANLALAWIGAN**  
External / Internal Services

**CITIZEN'S CHARTER**  
2021 (1<sup>st</sup> Edition)





## 1. Review Resolutions and Ordinances of Lower Sanggunians

Determine whether resolutions or ordinances of lower sanggunians have been enacted within the provisions of law

<b>Office or Division:</b>		Office of the Sangguniang Panlalawigan		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government-to-Government		
<b>Who may avail:</b>		All Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly passed resolution or enacted ordinance by the lower sanggunian concerned submitted to the Sangguniang Panlalawigan		Lower sanggunian concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit to the Sangguniang Panlalawigan within three (3) days after approval of resolution/ordinance by lower sanggunian	Stamped received by the SP Secretariat upon completion of documents	None	Within 5 minutes upon determination of the completion of documents	<i>Lina Layug Luz Mejia Irene Lopez Jennie Villa Agustin</i>
Sangguniang Panlalawigan shall examine documents submitted within 30 days	Refer to appropriate committee for review	None	30 days	<i>Atty. Nelia E. De Guzman-Jordan Ma. Margarita David Esperanza Ines Fajardo Rodel Rivera Agnes Sarmiento</i>
Render decision whether or not the resolution/ordinance is within the power of the lower sanggunian to enact as conferred by law	Committee report during plenary Approved/disapproved the plenary through appropriate resolution	None	Upon/during Session	<i>Sangguniang Panlalawigan Members Vice Governor &amp; Presiding Officer</i>
If Sangguniang Panlalawigan does not act, resolution/ ordinance is presumed valid	Sanggunian sends communication through concerned lower sanggunian	None	Upon/during Session	<i>Sangguniang Panlalawigan Members Vice Governor</i>
	<b>TOTAL:</b>	<b>None</b>	<b>30 days and 5 Minutes</b>	

## 2. Review of Administrative Cases filed before the Sangguniang Panlalawigan

<b>Office or Division:</b>		Office of the Sangguniang Panlalawigan		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2G – Government-to-Government		
<b>Who may avail:</b>		All Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verified complaint as determined by the SP in a number of copies as required and other supporting documents		Sanggunian concerned		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit verified complaint to Sangguniang Panlalawigan Secretariat	Stamp received upon determination of the completion of the documents	None	Provided for under the Rules of Procedure on Administrative Cases before the Sangguniang Panlalawigan	<i>Lina Layug Micaela Cruzcosa</i>
Await for the schedule of hearing, if necessary	Sending of notices to the parties concerned	None	Provided for under the Rules of Procedure on Administrative Cases before the Sangguniang Panlalawigan	<i>Rodel Rivera Jeniffer Ragonton Nestor Balanditan Clemencio Manaloto Igmedio Caratiquit</i>
Await for the decision of the sanggunian	Sending of copies of decision of the Sanggunian on the administrative case to concerned parties	None	Provided for under the Rules of Procedure on Administrative Cases before the Sangguniang Panlalawigan	<i>Sangguniang Panlalawigan Members Vice Governor &amp; Presiding Officer</i>
	<b>TOTAL:</b>	<b>None</b>		

### 3. Policy Making (*formulate policies that will guide the Executive through legislations*)

Enact ordinances and resolutions, appropriate funds for the general welfare of the province and its people.

<b>Office or Division:</b>	Office of the Sangguniang Panlalawigan			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government-to-Government G2C – Government-to-Citizen			
<b>Who may avail:</b>	All Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter/endorsement from the Office of the Governor		Office of the Governor		
Request letter from individual or organization; or appropriate resolution from concerned lower sanggunian		Provided by concerned local government unit, individual and organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit endorsement/request letter	Stamped received by the Secretariat/Office of the Vice Governor	None	Within 5 minutes upon determination of the completion of documents	<i>Lina Layug Helen Macaraeg Emily Madi Nenita Garcia Jovelyn Gabriel Maria Alejandra Virginia Abuy Irma Orcasitas Aura Melegrito Dhanna Galang</i>
Submit request letter of individual or organization or appropriate resolution or	Stamped received by the Secretariat/ Office of the Vice Governor	None	Within 5 minutes upon determination of the	<i>Lina Layug Reb De Leon Jovelyn Gabriel Irma Orcasitas Maria Alejandra Virginia Abuy</i>



ordinance of lower sanggunian			completion of documents	<i>Aura Melegrito Dhanna Galang</i>
	<b>TOTAL:</b>	<b>None</b>	<b>10 Minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback form located at the entrance of the Office of the Vice Governor/Board Member's Office/Office of the SP Secretary
<b>How feedbacks are processed</b>	VGO Staff/SP Staff/BM Staff open the drop box and compile all feedback forms found in it.
<b>How to file a complaint</b>	<p>Answer the Client Complaint Form and drop it at the designated drop box located at the entrance of the Office of the Vice Governor/Board Member's Office/Office of the SP Secretary).</p> <p>Make sure to provide the following:</p> <ol style="list-style-type: none"> <li>1. Name of the client</li> <li>2. Date (include time if possible)</li> <li>3. Person/ employee Involved</li> <li>4. Compliant (Narrative)</li> </ol>
<b>How complaints are processed</b>	<ol style="list-style-type: none"> <li>4. The Office of the Vice Governor/Board Member's Office/Office of the SP Secretary opens the complaint drop box on a monthly basis and evaluates each complaint.</li> <li>5. The OVG/BM's Office/SP Sec Office shall start the investigation and forward to the relevant office for their explanation.</li> <li>6. The concerned office will give some feedback to the client about his/her complaint.</li> </ol>
<b>Contact information of Provincial CCB, PCC and ARTA</b>	<p>You may call the following offices for serious complaints:</p> <p>Office of the Vice Governor – 045-4916269  Office of the SP Secretary – 045-9822346  Board Member's Office – 045-9822346</p> <p>8888 - Presidential Complaints Center  09088816565 – Civil Service Commission Contact Center ng Bayan  478-5093 - Anti Red Tape Act Commission</p>



# **TARLAC PROVINCIAL HOSPITAL**

## **External / Internal Services**



# CITIZEN'S CHARTER

## 2021 (1<sup>st</sup> Edition)

### DEPARTMENT OF PATHOLOGY & LABORATORY MEDICINE

The Laboratory plays a vital role in the service of health, it is where the request for Blood examination falls. Whether the request is routine or special examination; it aids the Physician in their diagnosis for fast assessment of their patients.

<b>Office or Division:</b>		Laboratory		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B-Government to Business G2G-Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form with Complete Data of The Patient.			Doctors /Nurses	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Request form if OPD patient. Receiving of request	1. Check request if data Is complete. If not return to authorized personnel for completion.	None	2 minutes	<b><u>Medical Technologist</u></b>  <i>Rubenita P. Pineda</i>  <i>Cristina V. Rivera</i>
2. If INPATIENT Request will be in the Hospital Information & Management System.	2. Render request from Hospital Information & Management System (HIMS).	None	1 minute	<i>Cherry S. Valenzuela</i>  <i>Abbe Gail D. Avellanosa</i>  <i>Jane Faith A. Bustillos</i>
3. Prepare the specimen	3. Instruct patient or Relative for proper collection of Urine or stool specimen. Instruct patient or relative to prepare 8-12 hours fasting for Blood Chemistry test.	None	2 minutes	<i>Sheryl N. Corpus</i>  <i>Jo Anne A. Dayan</i>  <i>Luzviminda G. Lopez</i>
4. None	4. Assessment charging of LAB test requested depends on the service if INPATIENT, OUTPATIENT or INDIGENT. • If <b>OUTPATIENT</b> Payment of Lab As say to the cashier. • If <b>INDIGENT</b> referral to social service	None	5 minutes	<i>Carmela E. Mangaco</i>  <i>Michaela C. Millo</i>  <i>Gennine Maye C. Pagco</i>  <i>Janver Gil A. Ramos II</i>  <i>Bettina D. Tadeo</i>  <i>Ma. Celina E. Alconcel</i>



	for discount. Payment of Lab as say to the cashier.  (If full discount or no payment, return the charge slip to the Laboratory signed by the social worker).			Uli Andrew C. Tiburcio  Kisanette Jahaydee R. Isla  Arlo Vince B. Arrojo  Sarah Jane D. Saberola
5. None	5.Extraction of (BLOOD) specimen /submission of specimen.	None	5 minutes	Karla P. Adsuarra
6. None	6.After extraction patient advice to get the result after 2 hours depends on the Diagnostic test requested by the Doctor.	None	1 minute	Ruffa Mae S. Gomez
7. None	7.Processing of specimen /performing the as say	None	30 minutes (depends upon the request & the number of tests requested)	Graciela Mariel G. Cabrerros  John Paul Cabanting
8. None	8.Logging and encoding of result/s. Logging of Request to General Entry Logbook.	None	5 minutes	Maria Vivian M. Aquino  Josette Miguela R. Bondoc
9. None	9.Releasing of Result -For INPATIENT, results are filed according to their respective wards and only Authorized Personnel can get the result.	None	1 minute	<b><u>Med Lab Tech</u></b>  Abigail C. Bautista  Catherine A. Espinosa
	ABO typing AFB (Other Body Fluids) Albumin Alkaline Phosphatase APTT B1B2 Blood Culture and Sensitivity Blood Uric Acid (BUA) Blood Urea Nitrogen Calcium Cell Count Complete Blood Count (CBC) Chloride Cholesterol Creatinine Cross Matching Clotting Time/ Bleeding Time	100.00 100.00 250.00 200.00 650.00 300.00 820.00 150.00 175.00 190.00 220.00 220.00 150.00 180.00 180.00 420.00	1 hour 2 hours 6 hours 6 hours 2 hours 6 hours 5 working days 6 hours 2 hours 2 hours 1 hour 2 hours 2 hours 6 hours 2 hours 2 hours	



(CTBT)	100.00	1 hour	
Culture & Sensitivity Test (ETA, Throat SWAB, SPUTUM, Nasal Swab)	770.00	5 working days	
Dengue Duo	1,300.00	2 hours	
Exudates and Genital Discharge	900.00	5 working days	
Fasting Blood Sugar (FBS)	190.00	6 hours	
Fecalysis	95.00	2 hours	
FNAB	300.00	5 working days	
Gram Staining	100.00	4 hours	
HbA1c	750.00	2 hours	
HBsAg	300.00	2 hours	
HDL/LDL	350.00	6 hours	
Heterotrophic	200.00	5 working days	
KOH Skin Scrapping	75.00	2 hours	
Histopath Small	450.00	1 month	
Histopath Medium	900.00	1 month	
Histopath Big	1,000.00	1 month	
Histopath Extra Big	1,350.00	1 month	
Occult Blood	140.00	1 hour	
Pap Smear	100.00	5 working days	
Peripheral Blood Smear (PBS)	150.00	5 working days	
Platelet Manual	140.00	1 hour	
Potassium	150.00	2 hours	
Pregnancy Test	200.00	1 hour	
Pro-Time	450.00	2 hours	
Protein (Other Body Fluids)	250.00	2 hours	
Random Blood Sugar (RBS)	100.00	30 minutes	
Rapid Ab COVID test	1,200.00	2 hours	
RH typing	130.00	1 hour	
SGOT	250.00	6 hours	
SGPT	250.00	6 hours	
Sodium	150.00	2 hours	
Sterile Body Fluids	780.00	5 working days	
Stool Culture	800.00	5 working days	
TMG	185.00	4 hours	
Tot Protein	250.00	6 hours	
TPAG	500.00	6 hours	
Triglyceride	200.00	6 hours	
Troponin	750.00	2 hours	
Typhidot	700.00	2 hours	
Urinalysis	95.00	2 hours	
Urine Culture	680.00	5 working days	
Urine KOH	75.00	1 hour	
Water Analysis	300.00	5 working days	



## ADMITTING SERVICE

The Admitting Service ensures that patient's information gathered is recorded properly. It is also where patients and relatives establish their trust and confidence in giving personal information relevant to patient's admission. Admitting personnel on duty should at all times be aware of room vacancies.

<b>Office or Division:</b>		Admitting Service		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen G2G- Government to Business G2G- Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Out Patient form duly signed by the physician stating that patient is for admission			From Emergency Room	
2. Properly accomplished Information Sheet			From Emergency Room Guard-on-duty	
3. If the patient has health insurance, privileges are explained and supporting documents are required to be submitted within 24 hours.			From PhilHealth or Company where the member is working	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Information Sheet	1. Gathering of information of the patient; Receives and verifies as to the correctness of the Information Sheet Form from patient/watcher based from the Out Patient data form from the Emergency Room.	None	5 minutes /patient	<i>Catalina D. Abella Melencio G. Garcia, Jr. Agnes S. Ico Amanda F. Pabalan Denise Karla L. Razon Rosalinda M. Lendio Ryan M. Payabyab James Vincent S. Duque Mary Ann C. Valencia</i>
2. None	2. Classifies patient if PhilHealth, Pay ward, Service Ward.	None	1 minute/ patient	
3. None	3. Explains thoroughly hospital policy in the admission consent to be signed by patient/nearest relative.	None	10minutes/ patient	
4. None	4. Encodes patient's data for admission to the database to generate PATIENT DATA SHEET with case number and admission number.	None	2 minutes	
5. None	5. Gives the PATIENT DATA SHEET to patient/watcher after he has signed the consent and instructs	None	30 seconds	





	to give the sheet to the emergency room nurse or the Resident on Duty.			
6. None	6. Enters the patient's data in the admission logbook.	None	2 minutes	
7. None	7. Reviews and compares Member Data Record (Computer Generated) submitted by PhilHealth Helpdesk of PhilHealth patients for discharge.	None	5 minutes	<i>Raymond V. Valencia</i>
8. None	8. Submits all PhilHealth documents to the Billing office for final bill.	None	30 seconds	
	<b>Total</b>	<b>None</b>	<b>26 minutes</b>	

## BILLING

To Process the bill of patients

<b>Office or Division:</b>	Billing Front Liners			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Discharge slip from different wards			Nurse Station	
2. Clinical Charts			Nurse Station	
3. PhilHealth documents			PhilHealth Help Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Information Sheet	1. Gathering of information of the patient; Scan charts of patients/ Discharge Summary Doctors order, Nurses' notes, ICD codes, Surgical technique and RVS codes. Verify if the patient's illness is PhilHealth compensable. Advised the clients / patients to proceed to the	None	15 minutes / patient	<i>Rowena G. Pacelo Gerardo T. Lapitan Niña Vianche E. Marfori Roger P. Maliwat Dimples Nicole Razon Ed Mark C. Navarro Christine Joy B. Zamora</i>



	collector /cashier			
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## DIETARY

### A. Nutrition and Dietetics Service

<b>Office or Division:</b>		Nutrition and Dietetics Service		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen G2G- Government to Business G2G- Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Computerized diet list from different wards			Nurses Station/ Bizbox (HIS)	
Referral slip/ diet list/ phone calls			Nurses Station/ Bizbox (HIS)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.None	1. Print out a computerized diet list of different wards.	None	2 minutes	<i>Ma. Belen G. Gamurot Erlinda C. Galamay Khia Mae C. Pasco Anna Lea D. Quiambao Tecia W. Calayon Japeth F. De Guzman Elmer M. Lucas</i>
2.None	2. Reviews and summarizes the total number of patients and their prescribed diet orders.	None	20 minutes	<i>Ma. Belen G. Gamurot Erlinda C. Galamay Khia Mae C. Pasco Anna Lea D. Quiambao Tecia W. Calayon Japeth F. De Guzman</i>
3.Provide patient status	3. Coordinates with the Nursing Service regarding patient census.	None	5 minutes/ meal	
4. None	4. Add the number of staff without subsistence.	None	1 minute/meal	
5. None	5. Post census in the kitchen area.	None	1 minute/meal	<i>Ma. Belen G. Gamurot Erlinda C. Galamay Khia Mae C. Pasco Anna Lea D. Quiambao Tecia W. Calayon Japeth F. De Guzman Elmer M. Lucas</i>
6. None	6. Supervises and check cleanliness and orderliness.	None	10 minutes/ meal	<i>Ma. Belen G. Gamurot Erlinda C. Galamay Khia Mae C. Pasco Anna Lea D. Quiambao Tecia W. Calayon Japeth F. De Guzman Elmer M. Lucas</i>
7. None	7. Supervises food preparation and proper food storage.	None	2 hours/meal	<i>Ma. Belen G. Gamurot Erlinda C. Galamay Khia Mae C. Pasco Anna Lea D. Quiambao Tecia W. Calayon Japeth F. De Guzman Elmer M. Lucas</i>
8. None	8. Record inventory of food stuffs.	None	10 minutes	<i>Ma. Belen G. Gamurot Erlinda C. Galamay Khia Mae C. Pasco Anna Lea D. Quiambao Tecia W. Calayon Japeth F. De Guzman Ferdinand T. Sison Juliet R. Sibal</i>



				<i>Jeremias S. Yap Michael M. Dizon Tristan Manaloto</i>
9. None	9. Cook food stuffs.	None	3 hours/meal	<i>Ferdinand T. Sison Juliet R. Sibal</i>
10. None	10. Apportion food on trays.	None	1 hour/meal	<i>Jeremias S. Yap Michael M. Dizon Mario S. Yap</i>
11. None	11. Check presentation of food on trays.	None	1 hour/meal	<i>Randy D. Canones Alex D. Lalu Vicente P. Reyes</i>
12. None	12. Distributes food on trays in different wards.	None	1 hour/meal	<i>Don Louis T. Sison Joel M. Suelen Rene D. Ignacio</i>
Place food tray in proper place	13. Collection of used food trays.	None	1 hour/meal	<i>Elmer M. Lucas Tristan Manaloto Renel V. Lumbres Marites D. Dugan Mark Joseph S. Camus Margie D. Cruz Gaudencio B. Gagarin Jr. Merlyn V. Imperial Larry Boy A. Paller Eugene B. Pascua Armando V. Perez Jr. Ergie S. Ramos Albert M. Ulanday Augusto C. Valdoz II Rodel V. Villamayor</i>
14. None	14. Supervises proper dishwashing procedure, proper sanitation and proper waste disposal.	None	15 minutes/meal	<i>Ma. Belen G. Gamurot Erlinda C. Galamay Khia Mae C. Pasco Anna Lea D. Quiambao Tecia W. Calayon Japeth F. De Guzman</i>
	<b>Total</b>	<b>None</b>	<b>10 hours and 4 minutes</b>	

**B. Dietary Counseling:**

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Review logbook on referrals	None	3 minutes	<i>Ma. Belen G. Gamurot Erlinda C. Galamay Khia Mae C. Pasco Anna Lea D. Quiambao Tecia W. Calayon Japeth F. De Guzman</i>
2. None	2. Review patient's chart in the ward station	None	10 minutes	
3. Provide information	3. Visit patient, interview, assess nutritional status	None	35 minutes/patient	
4. Listen attentively	4. Explain prescribe diet, food pyramid	None	35 minutes/patient	
5. None	5. Established wellness goal and recommend meal plan	None	35 minutes/patient	
6. Receive take-home-food guidelines	6. Issuance of take-home food guide for review and recommend follow-up after a month	None	35 minutes/patient	
7. None	7. Record and	None	5 minutes	



	filling of documents in the logbook			
	<b>Total</b>	<b>None</b>	<b>2 hours and 38 minutes</b>	

## EMERGENCY ROOM SERVICE

EMERGENCY ROOM covers all activities in the provision of immediate care and attention to urgent and emergency cases whether for admission or for treatment regardless of sex, religion, race and financial status.

It is also in this area where patient and relatives established their trust and confidence to the care given by the health personae to certain optimum level of health care.

<b>Office or Division:</b>		TPH Emergency Room		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B-Government to Business G2G-Government to Government		
<b>Who may avail:</b>		All patients who need Emergency care		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
OPD Form			ER Encoder	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient directed to ER	1.Placed patient on the stretcher or wheel chair	None	2 minutes	ER Patient care personnel
2. Obtain patient's data	2.Encoded patient's data	None	2 minutes	ER Encoder
3. Attend to patients immediately for emergency measures	3.Check vital signs and record to patient chart	None	15 minutes or more depending on the case of the patient	ER Nurse
4. Examine patient, write orders and explain the case of patient	4.If patient is for admission, write admitting orders	None	15 mins or more depending on the case of the patient	Resident on duty
5. ER nurse will notify ward nurse about admission and Prepare and accomplish admission form.	5.Let the patient or relative sign the consent for the procedure, insert IVF and initial medication started	None	25 mins or more depending on the case of the patient	ER nurse
6. Accompany the patient and endorse to ward nurse	6.Transfer the patient per wheelchair or stretcher	None	3 minutes	ER patient care
7. If patient is for discharge, give prescription	7.Instructions regarding medication and follow up	None	5 minutes	Resident on duty



and instructions and appropriate health teaching	given			
8. If the patient is for referral to other hospital, accomplish referral letter form	8. Notify hospital was patient is referred. Notify ambulance driver	Ambulance fee is based on the place where the patient was referred	15 minutes	Resident on duty  ER nurse on duty
9. If patient died, (DOA) record time of death,	9. Post mortem care given	None	5 minutes	Resident on duty.  ER nurse on duty

### Out-Patient Department Service

The Out Patient Department is a section of the hospital with allotted physical facilities regularly scheduled hours and personnel in sufficient number assigned for established hours to provide and promote care for patients who are not registered as in patients, while receiving physician, dentist or allied services.

<b>Office or Division:</b>	Out-Patient Department Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail:</b>	All *Those in need of non-emergency cases of consultation and/or follow up checkup.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Properly accomplished Information Sheet		From Emergency Room Guard-on-duty		
OPD I.D. Card for old		From OPD Admitting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Information Sheet	1. Patient Registration <b>For new patient:</b> Registers patient name, records chart on the Logbook and issues OPD Card. <b>For old patient:</b> Retrieves patient chart and records on the old patient's logbook	None	3 minutes	<i>Records clerk</i>
2. Payment of Consultation fees	2. Collection of fees	Fifty pesos (Php)	1 minute	<i>OPD Collector</i>



		50.00)		
3.None	3. Bring the chart to the assessment area; Call patient's name Get the vital signs Classify patients based on them complaints Give/provide number to specific unit/clinic	None	5 minutes	OPD Nurse / Nursing Aide
4.None	4. Forward OPD chart to the respective OPD clinic	None	1 minute	Nurse/ Nursing Aide
5.Check-up proper	5. Examines patient, evaluates and determines the medical care needed. Assess the patient for any medical or surgical invention needed. *If the patient is for medical care, give prescription and provide instruction. *If the patient is for work-up orders ECG and CXR etc., Once result is available, evaluate document and give appropriate management and instruction. *If patient is for referral, refer accordingly.	None	15 minutes depending on the case except surgical procedures	Resident on Duty
6.None	6. Record observation impression, diagnosis and treatment rendered to OPD chart. Advised follow-up PRN Discharge patient with proper instructions.	None	15 minutes depending on the case except surgical procedures	Resident on Duty
7.None	7. Filing of charts / records	None	1 minute	Records Clerk

## EYE CENTER

### A. Outpatient Consultation

<b>Office or Division:</b>	Eye Center			
<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			None	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get their name to the Guard-on-duty if they're on the schedule (Online Appointment Policy due to Covid)	1. Give information or data slip.	None	2 minutes Guard-on-duty	Guard-on-duty



2. Fill out Health Declaration Form for Covid assessment.	2. Take temperature or oxygen saturation.	None	5 minutes	<i>Nurse and Guard-on-duty</i>
3. Wait for them name to be called.	3. When the name is called, interview patient for Medical Chart.	None	3 minutes	<i>Admitting Clerk</i>
4. Pay Documentation fee.	4. Issue Official Receipt.	Php50.00	3 minutes	<i>Collector</i>
5. Undergo Visual Acuity Test.	5. Initial assessment should be done.	None	3 minutes	<i>Nursing Attendant</i>
6. Wait for them to be called again for consultation.	4. Proper consultation, assessment and disposition	None	10-20 minutes	<i>Ophthalmologist-on-duty</i>
	<b>Total</b>	<b>None</b>	<b>36 minutes</b>	

## MEDICAL RECORDS

### A. BIRTH CERTIFICATED

A birth certificate 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 or Division:</b>	Medical Records Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Marriage Contract (1 photocopy)			Philippine Statistics Authority/Local Registrar's Office	
Residence Certificate (1 photocopy)			City/Municipal Hall	
1 Valid ID of Parents (1 photocopy)			Valid ID issued by Government Agency	
Late Registration: PSA Negative result of Birth (1 photocopy)			Philippine Statistics Authority	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit requirements; Fill-out data form.	1.Give form to client	None	5 Minutes	<i>Jasmin Thea P. Lacamento Jenna Mae Salazar Monsour G. Candelaria</i>
2.Sign Birth Certificate; Pay the required fees at the cashier - secure official receipt.	2.Give form to client for signing; Give charge slip	Sixty pesos (Php 60.00)	15 Minutes	
3.Return to Medical Records; show Official Receipt; Get claim stub indicating the	3.Verification, processing & registration Of Birth Certificate	None	20 days.	



date of release of Birth Cert.				
4.Return to Medical Rec. Claim Birth Certificate; Present claim stub; Sign in the Birth Cert Releasing Logbook.	4.Locate file; Let Client sign in the Releasing logbook; Release Birth Cert.	None	5 Minutes	
	<b>Total</b>	<b>Sixty pesos (Php 60.00)</b>	<b>20 days and 25 minutes</b>	

## B. MEDICAL CERTIFICATE

A medical certificate or doctor's certificate is a written statement from a physician which attests to the result of a medical examination of a patient.

<b>Office or Division:</b>	Medical Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B-Government to Business G2G-Government to			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Valid ID			1.Valid ID issued by Government Agency	
2. If thru authorized representative: a. Authorization letter (1 Original) b. Valid ID of Patient c. Valid ID of Authorized Representative (1 Photocopy)			2a. From patient 2b. From patient 2c. From authorized representative	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request Medical Certificate.	1. Requires requesting party to submit requirements	None	5 Minutes	Elizabeth R. Manaloto  Gerlie T. Tañedo
2.Pay required fees at the cashier get official receipt and return to medical Records section.	2. Retrieve and print medical Certificate; print and give charge Slip to client.	One Hundred pesos (Php 100.00)	10 Minutes	
3.Present the official Receipt; sign in the Releasing logbook. Receive Med. Cert.	Release Medical Certificate to client	None	5 Minutes	
	<b>Total</b>	<b>One Hundred Pesos (Php 100.00)</b>	<b>20 minutes</b>	

## C. MEDICO-LEGAL





A Medico-Legal Case can be defined as a case of sexual assault, injury or ailment etc., in which investigations by the law-enforcing agencies are essential to fix the responsibility regarding the causation of the sexual assault, injury or ailment etc.

<b>Office or Division:</b>		Medical Records		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B-Government to Business G2G-Government to		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Valid ID		1.Valid ID issued by Government Agency		
2.Police Report (1original)		2. Police report from the law enforcement agency where the incident took place.		
3. If thru authorized representative: a. Authorization letter (1original) b. Valid ID of Patient (1photocopy) c. Valid ID of authorized representative (1photocopy)		3a. From patient 3b. From patient 3c. From authorized representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request Medico- Legal Certificate	1.Requires requesting party to submit requirements	None	5 Minutes	<i>Elizabeth R. Manaloto</i>  <i>Gerlie T. Tañedo</i>
2.Pay required fees at the cashier - get official receipt and Return to medical Records section.	2.Retrieve and print medico- Legal Cert; print and give charge Slip to client.	One Hundred pesos (Php 100.00)	10 Minutes	
3.Present the official Receipt; sign in the Releasing logbook. Receive Medico- Legal Certificate	3.Release Medico- Legal Certificate To client	None	5 Minutes	
<b>Total</b>		<b>(Php 100.00)</b>	<b>20 minutes</b>	

#### D. DEATH CERTIFICATE

A death certificate is an official document issued by the government, which declares cause of death, location of death, time of death and some other personal information about the deceased.

<b>Office or Division:</b>		Medical Records		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B-Government to Business G2G-Government to		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Valid ID		1.Valid ID issued by Government Agency		
2.Hospital Clearance		2.From Billing Section		
3. If thru authorized representative: a. Authorization letter (1original) b. Valid ID of Patient (1photocopy) c. Valid ID of authorized		3a. From Immediate family 3b. From Immediate family 3c. From authorized representative		



representative (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Death certificate	Requires requesting party to submit requirements	None	5 Minutes	<i>Elizabeth R. Manaloto</i>  <i>Gerlie T. Tañed</i>
2. Sign in the releasing logbook; Receive Death Cert.	Print Death Certificate And release to Client.	None	5 Minutes	
	<b>Total</b>	<b>None</b>	<b>10 minutes</b>	

## E. REQUEST FOR COPY OF MEDICAL RECORDS

Medical records are the property of the hospital or patient's medical practitioner. It is a confidential communication of the patient and cannot be released without his permission.

<b>Office or Division:</b>	Medical Records Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Valid ID			1. Valid ID issued by Government Agency	
2. If thru authorized representative: a. Authorization letter (1 original) b. Valid ID of Patient (1 photocopy) c. Valid ID of authorized representative (1 photocopy)			2a. From patient 2b. From patient 2c. From authorized representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a Copy of Medical Records.	Requires requesting party to submit requirements	None	5 Minutes	<i>Cherry Y. Malonzo</i>  <i>Aldrin L. Quimado</i>  <i>Sean Carlo C. Villapaña</i>
2. Provide details of the patient's information and confinement period.	Take down notes Provided by the client.	None	3 Minutes	
3. Come back on the Release date.	Locate file; make Photocopy; certify copy of records.	None	7 Days	
4. Pay required fees at the cashier – get official receipt; Return to medical Records section; Sign in the releasing Logbook; Receive The copy hospital Records.	Print charge slip. Release requested copy of hospital records to Client.	Twenty Pesos (Php 20.00)	10 Minutes	



	<b>Total</b>	<b>Twenty pesos (Php 20.00)</b>	<b>7 days and 18 minutes</b>	
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## MEDICAL SOCIAL SERVICES – OPD REGISTRATION

The Medical Social Service provides discounts for patients in need for the OPD Registration.

<b>Office or Division:</b>	Medical Social Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail:</b>	All *Only patients/relatives having outpatient consultation are allowed to have transaction with the office.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Charge Slip		From Records Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient/ Relative seeks assistance and present the Charge Slip	1. Interview the patient's information	None	5 minutes	<i>Fe L. Quimado Brynn Joyce T. Collado Peejay F. Aquino Reyvie S. Yongco Fedeliz V. Adion Angelica R. Ambrocio</i>
	2. Orients patients / relative about the purpose of the classification system.	None	3 minutes	
	3. Evaluates and classifies the referred Patient using the hospital approved protocol. For: <u>Senior Citizen</u> - Ask for Senior Citizen I.D; Note as No Payment and indicate the Senior Citizen Number For: <u>4P's (Cash Conditional Transfer) Member-</u> For <u>Indigent</u> : Note for discount ranging 40%(P20), 60% (30%) and/or No Pay	None	3 minutes	
	4. Log the patients information needed accordingly	None	1 minute	
	5. Informs patients and/or relative regarding the approved action advice to bring the	None	3 minutes	



	charge slip to cashier.			
2.Brings charge slip to the Cashier for payment of noted approval from Medical Social Service Department	6.Receives charge slip and collects payment if there is any, and issues an official receipt to the patient and/or relative.	None	2 minutes	<i>Billing /Cashier</i>
	<b>Total</b>	<b>None</b>	<b>17 minutes</b>	

## 1. MEDICAL SOCIAL SERVICES

### A. Emergency Trauma Services

Availment of Medical Social Worker Service in the Emergency Trauma Room.

<b>Office or Division:</b>		Medical Social Service		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2B-Government to Business G2G-Government to Government		
<b>Who may avail:</b>		All *Only patients/relatives having outpatient consultation are allowed to have transaction with the office.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Form		ER Nurse on duty /Attending Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient/ Relative seeks assistance	1.Receives referral, provides crisis intervention, and if necessary performs advocacy role for the patient.	None	5 minutes	<i>Fe L. Quimado Brynn Joyce T. Collado Peejay F. Aquino Reyvie S. Yongco Fedeliz V. Adion Angelica R. Ambrocio</i>
2.Provide necessary information	2.1 Interviews patient or relative/family and accomplishes Assessment	None	10 minutes	
3.None	3. Orients patient/relative about the purpose of the classification system. 3.1 Classifies patient based on hospital approved protocol or another issuance. <u>PATIENT'S CLASSIFICATION</u> <u>CLASS C-3D-</u> The patient shall not pay for hospital charges incurred <u>CLASS C-3-</u> The Patient shall share 25%ofthe charges for ancillary services rendered <u>CLASS C-2-</u> The	None	2 minutes  3 minutes	



	Patient shall pay 50% of the charges for ancillary services rendered <b>CLASS C-1-The</b> Patient shall pay 75% of the charges for ancillary services rendered			
4.None	4.Informs the patient/family and ER Staff of the approved action.	None	5 minutes	
5.None	5.Makes proper Endorsement to the different services/units concerned using the Assessment and Referral.	None	10 minutes	
6.Assumes responsibility for treatment/hospitalization in accordance with the action under taken.	6.Taps other Necessary resources if needed.	None	10 minutes	
	<b>Total</b>	<b>None</b>	<b>45 minutes</b>	

### B. Out-Patient Department (OPD) Services

Availment of Medical Social Worker Service assistance for OPD Services.

<b>Office or Division:</b>	Medical Social Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail:</b>	All *Only patients/relatives having outpatient consultation are allowed to have transaction with the office.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Charge Slip		From the Ancillary Office concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.The Patient directly seeks assistance for the	1.Interview; gather patient's significant information.	None	5 minutes	<i>Fe L. Quimado Brynn Joyce T. Collado Peejay F. Aquino Reyvie S. Yongco Fedeliz V. Adion Angelica R. Ambrocio</i>
Laboratory, X-RAY, Ultrasound, ECG fees				
2.None	2.Orients patients / relative about the purpose of the classification system.	None	3 minutes	
3.None	3.Evaluates and classifies the referred Patient using the hospital approved	None	5 minutes	



	protocol.			
4.None	4.Log the patients information needed accordingly	None	4 minutes	
5.None	5.Informs patients and/or relative of the action undertaken and advise them to bring the charges slip to cashier.	None	5 minutes	
6.Brings charge slip to the Cashier for payment of Noted approval from Medical Social Service Department.	6.Receives charge slip and collects payment if there is any, and issues an official receipt to the patient and/or relative.	None	3 minutes	<i>Billing /Cashier</i>
	<b>Total</b>	<b>None</b>	<b>25 minutes</b>	

### C. Discharged In-Patient

Availment of Medical Social Worker Service assistance for admitted patients being discharged.

<b>Office or Division:</b>	Medical Social Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail:</b>	All *Only patients/relatives having outpatient consultation are allowed to have transaction with the office.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing Statement		Billing Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.The relative seeks assistance	1.Receives the Evaluation Bill and Summary Bill	None	minutes	<i>Fe L. Quimado Brynn Joyce T. Collado Peejay F. Aquino Reyvie S. Yongco Fedeliz V. Adion Angelica R. Ambrocio</i>
2.Provide information	2.Interviewthe patient's necessary information	None	minutes	
3.None	3.Orients patients / relative about the purpose of the classification system.	None	minutes	
4.None	4.Informs patient's relative/s about the bill & Coverage of the Medical Social Worker Department assistance For Medical Assistance for Indigent People (MAIP) if needed.  4.1 Requires the patient to provide the necessary requirements needed	None	5 minutes  15 minutes	



	to avail MAIP.  4.2 Review the requirements provide by patient's relatives and refer them to available MAIP Funds accordingly.	None	5 minutes	
5. None	5. Evaluates and review the Medical Assistance given to the patient. 5.1 Record the given amount of MAIP Fund accordingly and make some necessary notations in the evaluation bill. Hospital approved protocol.	None	2 minutes	
		None	5 minutes	
6. None	6. Log the patients information needed accordingly,	None	minutes	
7. None	7. Informs patients and/or relative of the action undertaken advise them to proceed at the cashier.	None	minutes	
8. Brings the Original Copy and one set of Photocopies of MHCAP Requirements to the Cashier of noted approval from Medical Social Service Department	8. Receives MAIP Requirements and collects payment if There is any, and issues the discharge slip of the patient.	None	minutes	
	<b>Total</b>	<b>None</b>	<b>30 minutes</b>	

#### D. Medicolegal Patient

Availment of Medical Social Worker Service assistance for Medicolegal Patients.

<b>Office or Division:</b>	Medical Social Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail:</b>	All *Only patients/relatives having outpatient consultation are allowed to have transaction with the office.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing Statement		Billing Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The relative	1. Interview the patient's information	None	5 minutes	<i>Fe L. Quimado</i>



seeks assistance	1.1 Orients patients / relative about the purpose of the classification system.	None	2 minutes	<i>Brynn Joyce T. Collado Peejay F. Aquino Reyvie S. Yongco Fedeliz V. Adion Angelica R. Ambrocio</i>
2.None	2.Evaluates and classifies the referred patient using the hospital approved protocol.	None	3 minutes	
3.None	3.Log the patients information needed accordingly	None	2 minutes	
4.None	4.Informs patients and/or relative of the approved action.	None	3 minutes	
5.Brings charge slip with noted approval from Medical Social Service Department to the Laboratory Office.	5.Receives charge slip and issues the medical examination result conducted.	None	3 minutes	<i>Billing /Cashier</i>
	<b>Total</b>	<b>None</b>	<b>18 minutes</b>	

## MOLECULAR PATHOLOGY AND MOLECULAR LABORATORY

The Laboratory plays a vital role in the service of health, it is where the request for PLATE BASED RT- PCR AND CARTRIDGE- BASED RT- PCR examination falls. These aids the Physician in their diagnosis for fast assessment of their patients and also aids the surveillance for COVID-19

<b>Office or Division:</b>	Molecular Laboratory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B-Governmentto Business G2G-Governmentto Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Case Investigation Form (CIF)			Receptionist/ Med Tech/ Encoders	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay testing fee	1. Check ID presented, Receive payment and issue official receipt		2 minutes	<i>Elizabeth B. Moris</i>
	Plate- based RT-PCR Testing	2800.00	32 hours	<i>Verchel G. Alumisin Ethel Mae Avellanosa Rayson S. Garcia Christian J. Lictaoa Jinky D. Domingo Camille Ann G. Cariaga Aliza Mae R. Aquino Julie D. Guillermo Belinda G. Ammanathu Sheena Marie M. Marzan Lea B. Dancel</i>
	Plate- based RT-PCR Testing (with 20% Discount)	2240.00		
	Plate- Based RT-PCR	2450.00	4 hours	





				<i>Stephanie Lei G. Gambito Mark Raphael Turaray Danielle Franczesca T. Santillan</i>
2. Secure and fill- out CIF if WALK- IN PATIENT.	2. Ensure data written are accurate and complete, otherwise, complete the CIF. Give Accession number	None	2 minutes	<i>Verchel G. Alumisin Ethel Mae Avellanosa Rayson S. Garcia Christian J. Lictaoa Jinky D. Domingo Camille Ann G. Cariaga Aliza Mae R. Aquino Julie D. Guillermo Belinda G. Ammanathu Sheena Marie M. Marzan Lea B. Dancel Stephanie Lei G. Gambito Mark Raphael Turaray Danielle Franczesca T. Santillan Kimm Aaron S. Solinap</i>
3. None	3. Collection of NPS- OPS sample	None	2 minutes	
4. None	4. After sample collection advise the patient that the results will be released 6PM the same day. or within 32 Hours	None	1 minute 1 minute	
5. If patient is from other facility, collected specimen is submitted in triple packaging system together with completely filled- out CIF and line list	5. Ensure specimen is transported properly and the line list matches with the sample and CIF submitted. Ensure completeness of data written on CIF. If not ask the person who delivered the samples to complete the CIF	None	10 minutes (Depends upon the volume of sample submitted for testing)	
6. None	6. Receiving of Specimen	None	30 minutes (Depends upon the volume of sample submitted for testing)	
7. None	7. Setting of accession number and extraction of patient's data/ encoding of patient master list and uploading on Molecular Lab Information System for generation of charge slip.	None	2 hours (Depends upon the volume of sample submitted for testing)	
8. None	8. Processing of specimen /DNA Extraction from samples	None	3 hours (depends upon the volume of sample for testing)	



9. None	9. Reagent Preparation	None	30mins (Depends upon the volume of sample for testing)	
10. None	10. Template Addition/ Mixing the Reagent with the extracted DNA	None	30mins (Depends upon the volume of sample for testing)	
11. None	11. Thermo cycling and Amplification	None	2 hours (Depends upon the brand of Detection kit Used)	
12. None	12. Interpretation and Validation of Results	None	1 hour (depends upon the volume of sample)	<i>Dr. Michelle T. Miranda</i>
13. None	13. Creation of template and generation of results using Molecular Lab Information System. Uploading and keeping the files indefinitely on the DRIVE.	None	30 minutes	<i>Verchel G. Alumisin Ethel Mae Avellanosa Rayson S. Garcia Christian J. Lictaoa Jinky D. Domingo Camille Ann G. Cariaga Aliza Mae R. Aquino Julie D. Guillermo Belinda G. Ammanathu</i>
14. None	14. Proof reading of generated results	None	1 hour (Depends upon the volume of sample)	<i>Sheena Marie M. Marzan Lea B. Dancel Stephanie Lei G. Gambito</i>
15. None	15. Releasing of results for walk- in patients, results are sent thru email or hard copy is printed for pick up. 15.1 For patients from other facility, results are shared thru drive and the drive link is sent thru email.	None	1 minute	<i>Mark Raphael Turaray Danielle Franczesca T. Santillan Kimm Aaron S. Solinap</i>
16. None	16. Uploading of CDRS line list, CIF and Individual Laboratory result  Printing of line CDRS line list for	None	5 minutes	
	<b>Total</b>	<b>None</b>	<b>47 hours and 4 minutes</b>	

## PHARMACY SERVICE



The pharmacy department provides at all times, an adequate supply of safe, effective and good quality drugs in appropriate dosage forms consistent with the needs of the patients and to rationalize drug utilization in collaboration with the medical staff. Filling and dispensing of prescription for in and out patients, to ensure that patients needing drugs and medicines are issued correctly.

<b>Office or Division:</b>	Pharmacy			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Request from ward (e-prescription)-1 copy			Nurse on duty	
2.Prescription (1copy)			Physician	
3. Special Prescription Form for Dangerous Drugs (issued in triplicate copies) Original Copy - Drugstore/ Pharmacy Duplicate Copy –Patient/ Purchaser Representative Triplicate Copy – Prescribing Practitioner			Physician	
4. Ordinary Prescription for controlled substances. FDA- registered oral forms of drug preparation in Schedule 4 and 5(triplicate copies) with S2-License			Physician	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request medicines and medical supplies thru HIS. based on the doctor's order  For ER-OBS/OPD patient Presents Prescription	1.Requested medicines and medical supplies  Received and Assessed ER-OB S/O PD Prescription  *If indigent, refer to MSW	Charged to Philhealth  Charge slip and pay to collecting clerk and issue official receipt  Charge slip	3 minutes  2 minutes  2 minutes	<i>Nurse on duty</i>  <i>Admin.Aide III-encoder</i> <i>Emerson P. Manio</i> <i>Jonathan G. Manzano</i> <i>Philip Joseph D. Limpin</i> <i>Camil Christopher V. Sun</i> <i>Marvin C. De Leon</i> <i>John Christopher M. Santos</i> <i>Cristy S. Yu</i> <i>Elba Grace G. Dumayas</i> <i>Medical Social worker</i>
2. Receives requested items	2.Renders requested items	Charged to Philhealth	4 minutes	<b>Pharmacist</b> <i>Camilo F. Espinosa Jr.</i> <i>Jem S. Lagonilla</i> <i>Ellen Marie S. Tamayo</i> <i>Maila B. Nano</i> <i>Mary Rose C. Eisma</i> <i>Karen Mae S. Estavillo</i> <i>Gilda Thina M. Lozano</i> <i>Stephanie Norina</i> <i>Marie D. Fider</i> <i>Maria Kishja A. Ibarra</i>



				<i>Shaina Cruzelle D. Sampang          Lucine Angeline C. Aquino          Alyssa Mae P. Escalona  <b>Encoder</b>          Emerson P. Manio          Jonathan G. Manzano          Philip Joseph D. Limpin          Camil Christopher V. Sun          Marvin C. De Leon          John Christopher M. Santos          Cristy S. Yu          Elba Grace G. Dumayas</i>
3. Fills and prepares medications	3. Dispenses medications	Charged to Philhealth	2 minutes	
4. Checked the medications	4. Receives the medications	Charged to Philhealth	1 minute	<i>Nurse on duty</i>
5. Returned unused Items to pharmacy for adjustment	5. Receives unused items	Deduct to hospital bill	1 minute	<i>Nurse on duty /Pharmacist /Administrative Aide III-encoder</i>
	<b>Total</b>		<b>15 minutes</b>	

## RADIOLOGY SERVICES

Receiving request for radiologic (X-ray) examination, preparation and processing of pertinent documents and performing the requested radiologic (X-ray) examination.

<b>Office or Division:</b>	Radiology Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B-Government to Business G2G-Government to Government			
<b>Who may avail:</b>	All Patients for radiologic examination			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished request form for Radiologic Examination			Physicians	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient approaches the reception area and present the accomplished COVID – 19 clearances	1. Receives properly accomplished COVID – 19 clearances and request form for radiologic (x-ray) examination and verify if the request is already encoded	None	2 minutes / patient	<b>Rad Tech / Admin Clerk on duty</b> <i>Marlo Navato Marissa Tomas          Aljon Bautista          Maria Veronica Junio Rey Nool          Richard Tipay          Ranje Obligado          Ariel Gil Jerico Toledo          Judith Gamoso</i>



<p>and request form for radiologic (x-ray)</p>	<p>in the system.</p>			<p>Allaysa Valdez Lorenz Leon Lozano Floradema Meneses Judy Pineda Ligaya Felipe Al Francis Aguas (Nurse) Annelira Miclat Abigail Capitulo Nelía Nulud Reynaldo Nulud</p>
<p>2. Patient waits and listens to the instructions. *Patient (outpatient) / Nurse on duty (in-patient) listens to the instruction</p>	<p>2. Review the COVID- 19 clearance and requested examination and instructions them accordingly; A. For X-ray Special Procedure to be scheduled: Instruct the patient (out-patient) or Nurse on duty (in-patient) with the necessary preparation needed and state the date or schedule of the examination.  B. For routine and scheduled examination (proceed to the next step)  C. For patient with Covid-19 confirmed, suspect or probable patients (proceed to the next step) Informs the patient's relative that the x-ray / ultrasound procedure will be done at the Triage area.  <b>For CT scan:</b> Requested procedure will not be rendered until COVID-19 Rapid Diagnostic Tests (RDT) or Polymerase Chain Reaction (PCR) test result is negative. If requested</p>	<p>None</p>		<p>Rad Tech on duty Marlo Navato Marissa Tomas Aljon Bautista Maria Veronica Junio Rey Nool Richard Tipay Ranje Obligado Ariel Gil Jerico Toledo Judith Gamoso Allaysa Valdez Lorenz Leon Lozano Floradema Meneses Judy Pineda Ligaya Felipe Al Francis Aguas (Nurse)</p>



	procedure is urgent, it will be scheduled after routine procedures.			
3. Patient's watcher / companion / relative waits for the charge slip and listen to the instructions;	<b>3. B and C</b> Prepares charge slips and instructs the patient's watcher /companion / relative to proceed to the cashier / social worker.		2 minutes / patient	<i>Admin Clerk Annelira Miclal Abigail Capitulo Nelía Nulud Reynaldo Nulud</i>
<b>GENERAL RADIOLOGY EXAMINATIONS</b>				
	ABDOMEN AP	270.00		
	ABDOMEN APL	496.00		
	ANKLE	270.00		
	ARM	270.00		
	BARIUM ENEMA	1367.00		
	CALDWELL	315.00		
	CERVICAL	315.00		
	CERVICO-	496.00		
	THORACO APL			
	CHEST APL/AP/PA	270.00		
	CHEST LATERAL			
	DECUBITUS	270.00		
	CLAVICLE	270.00		
	COCCYX	496.00		
	COLONOGRAM	683.00		
	CYSTOGRAM	683.00		
	ELBOW	270.00		
	ESOPHAGRAM	683.00		
	FEMUR	270.00		
	FETOGRAPHY	270.00		
	FOOT	270.00		
	FOREARM	270.00		
	HAND	270.00		
	HIP JOINT	270.00		
	IOC	683.00		
	IVP	1367.00		
	JUDET VIEW	496.00		
	KNEE	270.00		
	KUB	270.00		
	LEG	270.00		
	LUMBO-SACRAL	496.00		
	MANDIBLE	315.00		
	MASTOID	315.00		
	NASAL	270.00		
	OSCALSIS	270.00		
	PATELLA	270.00		
	PELVIMETRY	496.00		
	PELVIS	270.00		
	PELVIS IN AND OUT	496.00		
	RETROGRADE	683.00		
	PYELOGRAPHY	270.00		
	RIBS			
	SCAPULA	270.00		
	SCOLIOSIS			
	SERIES	500.00		
	SHOULDER	270.00		



	SIS	683.00		
	SKULL	315.00		
	T-TUBE	683.00		
	THORACO- LUMBAR	496.00		
	TMJ	315.00		
	TOWNE'S	315.00		
	UGIS	683.00		
	WANGESTINE			
	RISE	270.00		
	WATER'S	315.00		
	WRIST	270.00		
<b>ULTRASOUND PRICE LIST</b>				
	ABDOMINAL ULTRASOUND (UPPER Abd)	450.00		
	ABDOMINOPELVI C (WHOLE ABDOMEN)	810.00		
	BREAST ULTRASOUND	450.00		
	CHEST ULTRASOUND	450.00		
	INGUINAL ULTRASOUND	600.00		
	IGUINO-SCROTAL	800.00		
	THYROID	600.00		
	PELVIC ULTRASOUND	360.00		
	SCROTAL	600.00		
	ULTRASOUND PELVIC WITH BIOPHYSICAL SCORING (BPS)	450.00		
	RENAL ULTRASOUND	450.00		
	KUB WITH PROSTATE	810.00		
	PROSTATE ULTRASOUND	360.00		
	SINGLE ORGAN			
	SOFT TISSUE- SMALL PART	300.00 415.00		
	TRANSCRANIAL ULTRASOUND	1000.00		
	TRANSVAGINAL ULTRASOUND	415.00		
	ULTRASOUND GUIDED	810.00		
<b>CT SCAN PROCEDURES</b>				
	HEAD PLAIN	2,800.00		
	HEAD CONTRAST	5,000.00		
	HEAD PLAIN BONE SETTING	3,000.00		
	HEAD CONTRAST w/ BONE SETTING	5,400.00		
	WHOLE ABDOMEN PLAIN	6,500.00		
	WHOLE ADBOMEN CONTRAST	9,000.00		



WHOLE ABDOMEN TRIPHASIC	13,500.00		
UPPER ABDOMEN PLAIN	5,000.00		
UPPER ABDOMEN PLAIN	8,500.00		
UPPER ABDOMEN PLAIN TRIPHYSIC	11,000.00		
LOWER ABDOMEN PLAIN	5,000.00		
LOWER ABDOMEN CONTRAST	7,500.00		
CHEST PLAIN	4,000.00		
CHEST CONTRAST	7,800.00		
PARANASAL SINUSES PLAIN	4,000.00		
PARANASAL SINUSES CONTRAST	6,000.00		
NASOPHARYNX PLAIN	4,000.00		
NASOPHARYNX CONTRAST	5,500.00		
NECK PLAIN	3,800.00		
NECK CONTRAST	6,000.00		
MAXILLO-FACIAL PLAIN	4,000.00		
MAXILLO-FACIAL CONTRAST	7,000.00		
PELVIS PLAIN	4,500.00		
PELVIS TRAUMA	5,500.00		
PELVIS CONTRAST	6,800.00		
ORBIT PLAIN	3,800.00		
ORBIT CONTRAST	5,500.00		
PALATE /ORAL CAVITY PLAIN	4,000.00		
PALATE/ORAL CAVITY CONTRAST	5,800.00		
MASTOID-TEMPORAL BONE PLAIN	4,200.00		
MASTOID-TEMPORAL BONE CONTRAST	6,000.00		
MAXILLA PLAIN	3,800.00		
MAXILLA CONTRAST	6,000.00		
MANDIBLE PLAIN	4,000.00		
MANDIBLE CONTRAST	6,400.00		
PAROTID GLANDS PLAIN	3,800.00		
PAROTID CONTRAST	5,800.00		
CT STONOGRAM	5,800.00		
CYSTOGRAM/UR			





	OGRAM CERVICAL SPINE THORACIC SPINE LUMBOSACRAL SPINE JOINT BRAIN ANGIOGRAM WITH CONTRAST LIVER ANIOGRAM WITH CONTRAST THORACIC AGIOGRAM THORACO ABDOMINAL ABDOMINAL ANGIOGRAM PERIPHERAL ANGIOGRAM MAMMOGRAPHY	11,000.00 3,800.00 4,200.00 4,200.00 4,200.00 12,800.00 20,000.00 20,000.00 30,000.00 20,000.00 20,000.00 1,200.00		
4. Process Payment: *For paying patient: Payment of charges at the cashier section; **For indigent patient: proceeds to the Social Worker;	4. Log-in the patient's information in the x-ray / ultrasound / CT scan logbook and prepare flasher and other necessary document.	None		<i>Admin Clerk Annelira Miclat Abigail Capitulo Nelja Nulud Reynaldo Nulud</i>
5. Proceed to the Radiology area *For paying patient: Patient presents the charge slip and official receipt **For indigent patient: Patient presents charge slip with the Hospital Social Worker's Notation and Signature as approval	5. Receives and checks proof of payment *For paying patient: Receives paid charge slips and checks the official receipt (OR) **For indigent patient: Receives charge slip and checks the Hospital Social Worker's Notation and Signature.	None		<i>Admin Clerk Annelira Miclat Abigail Capitulo Nelja Nulud Reynaldo Nulud</i>
6. Patient and companion	6. Instructs the patient to proceed to the:	None		<b>Rad Tech on duty</b> <i>Marlo Navato Marissa Tomas Aljon Bautista Maria Veronica Junio</i>



listens to the instruction	<b>B. X-ray /Ultrasound/ CT Scan Patients:</b> X-Ray / CT Scan Exposure Room and Ultrasound Room. <b>C. X-Ray and Ultrasound Patients:</b> Triage Area			<i>Rey Nool          Richard Tipay Ranje          Obligado Ariel Gil          Jerico Toledo Judith          Gamoso Allaysa Valdez          Lorenz Leon Lozano          Floradema Meneses          Judy Pineda          Ligaya Felipe          Al Francis Aguas</i>
7. Patients proceed to the B. exposure room and listens to the instructions. C. Triage Area and listens to the instructions.	<b>7. B. X-ray /Ultrasound/ CT Scan Patients:</b> Prepares the x-ray / ultrasound / CT scan machine and position the patient for examination and perform the requested examinations.  <b>C. X-Ray and Ultrasound Patients</b> Prepares the portable x-ray / ultrasound machine and wears proper PPE and proceed to the triage area position the patient for examination and performs the requested examinations.  <b>CT Scan Patients:</b> Prepares the CT Scan room and wears proper PPE.	None		<b>Rad Tech on duty</b> <i>Marlo Navato Marissa          Tomas Aljon Bautista          Maria Veronica Junio          Rey Nool          Richard Tipay Ranje          Obligado Ariel Gil          Jerico Toledo Judith          Gamoso Allaysa          Valdez Lorenz Leon          Lozano Floradema          Meneses          Judy Pineda          Ligaya Felipe          Al Francis Aguas</i>
<b>GENERAL RADIOLOGY EXAMINATIONS</b>				
<b>ROUTINE EXAMINATION</b>				
	Upper & Lower Extremities Pelvis Abdomen Ribs Chest Cervical Skull Mandible Mastoid Waters Shullers Pelvimetry Fetography ThoracoLum bar Lumbo Sacral Shoulder		1 hour / patient	



	Apico Lordotic Invertogram			
<b>SPECIAL PROCEDURE WITH PREPARATION</b>				
	IVP Barium Enema UGIS SIS Cystogram		1 hour / patient with waiting time	
<b>SPECIAL PROCEDURE WITHOUT PREPARATION</b>				
	T Tube IOC Esophagram Retrograde Pyelography Uretrogram Fistulogram Colonogram		1 hour / patient with waiting time	
<b>ULTRASOUND EXAMINATIONS</b>				
	ABDOMINAL ULTRASOUND (UPPER Abd) ABDOMINOPELVI C (WHOLE ABDOMEN) BREAST ULTRASOUND CHEST ULTRASOUND INGUINAL ULTRASOUND IGUINO-SCROTAL THYROID PELVIC ULTRASOUND SCROTAL ULTRASOUND PELVIC WITH BIOPHYSICAL SCORING (BPS) RENAL ULTRASOUND KUB WITH PROSTATE PROSTATE ULTRASOUND SINGLE ORGAN SOFT TISSUE- SMALL PART TRANSCRANIAL ULTRASOUND TRANSVAGINAL ULTRASOUND ULTRASOUND GUIDED			
<b>COMPUTED TOMOGRAPHY SCAN EXAMINATIONS</b>				
	HEAD PLAIN HEAD CONTRAST HEAD PLAIN BONE SETTING HEAD CONTRAST w/ BONE SETTING		1 hour / patient with waiting time	



WHOLE ABDOMEN PLAIN WHOLE ADBOMEN CONTRAST WHOLE ABDOMEN TRIPHASIC UPPER ABDOMEN PLAIN UPPER ABDOMEN PLAIN UPPER ABDOMEN PLAIN TRIPHYSIC LOWER ABDOMEN PLAIN LOWER ABDOMEN CONTRAST CHEST PLAIN CHEST CONTRAST PARANASAL SINUSES PLAIN PARANASAL SINUSES CONTRAST NASOPHARYNX PLAIN NASOPHARYNX CONTRAST NECK PLAIN NECK CONTRAST MAXILLO-FACIAL PLAIN MAXILLO-FACIAL CONTRAST PELVIS PLAIN PELVIS TRAUMA PELVIS CONTRAST ORBIT PLAIN ORBIT CONTACT PALATE /ORAL CAVITY PLAIN PALATE/ORAL CAVITY CONTRAST MASTOID- TEMPORAL BONE PLAIN MASTOID- TEMPORAL BONE CONTRAST MAXILLA PLAIN MAXILLA CONTRAST MANDIBLE PLAIN MANDIBLE CONTRAST PAROTID GLANDS			
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	PLAIN PAROTID CONTRAST CT STONOGRAPH CYSTOGRAPH/UR OGRAM CERVICAL SPINE THORACIC SPINE LUMBOSACRAL SPINE JOINT BRAIN ANGIOGRAM WITH CONTRAST LIVER ANIOGRAM WITH CONTRAST THORACIC AGIOGRAM THORACO ABDOMINAL ABDOMINAL ANGIOGRAM PERIPHERAL ANGIOGRAM MAMMOGRAPHY			
8. Patient and companion waits for further instruction	8. Process the exposed film (radiograph) – refer to darkroom procedure;	None	2 minutes / patient	<i>Rad Tech on duty</i> <i>Marlo Navato Marissa</i> <i>Tomas Aljon Bautista</i> <i>Maria Veronica Junio</i> <i>Rey Nool Richard</i> <i>Tipay</i> <i>Ranje Obligado Ariel</i> <i>Gil Jerico Toledo</i> <i>Judith Gamoso</i> <i>Allaysa Valdez Lorenz</i> <i>Leon Lozano</i> <i>Floradema Meneses</i> <i>Judy Pineda Ligaya</i> <i>Felipe Al Francis</i> <i>Aguas</i> <i>Annelira Miclat</i> <i>Abigail Capitulo</i> <i>Nelia Nulud</i> <i>Reynaldo Nulud</i>
9. Patient and companion leaves the Radiology area.	9. Patient is advised to return for the release of the official reading / result after 24 hours.  Prepare the radiograph, envelope and attached blank result forms and forward them to the Radiologist for reading.	None	2 minutes / patient	<i>Radiologist</i> <i>Dr. Francisco Loreto</i> <i>Matienzo</i> <i>Dr. Dean Ashley</i> <i>Kayanan</i> <i>Dr. Arvin Dale Basco</i> <i>Admin clerk / Rad</i> <i>Tech on duty Marlo</i> <i>Navato Marissa Tomas</i> <i>Aljon Bautista Maria</i> <i>Veronica Junio Rey</i> <i>Nool Richard Tipay</i> <i>Ranje Obligado Ariel</i> <i>Gil Jerico Toledo</i> <i>Judith Gamoso Allaysa</i> <i>Valdez Lorenz Leon</i> <i>Lozano Floradema</i>
10. Patient returns and presents the official receipt to claim the result.	10. Reading of the Radiologist Official result of the examination is released with Radiograph / film			<i>Radiologist</i> <i>Dr. Francisco Loreto</i> <i>Matienzo</i> <i>Dr. Dean Ashley</i> <i>Kayanan</i> <i>Dr. Arvin Dale Basco</i> <i>Admin clerk / Rad</i> <i>Tech on duty Marlo</i> <i>Navato Marissa Tomas</i> <i>Aljon Bautista Maria</i> <i>Veronica Junio Rey</i> <i>Nool Richard Tipay</i> <i>Ranje Obligado Ariel</i> <i>Gil Jerico Toledo</i> <i>Judith Gamoso Allaysa</i> <i>Valdez Lorenz Leon</i> <i>Lozano Floradema</i>



				<i>Meneses Judy  Pineda Ligaya Felipe Al  Francis Aguas Annelira  Miclat  Abigail Capitulo  Nelia Nulud  Reynaldo Nulud</i>
	<b>Total</b>	<b>None</b>	<b>1 day, 2  hours, 28  minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Department Evaluation form are given to patients upon. Availing any service and are requested to fill-up the form after the service was rendered and drop the accomplished form in the suggestion box.
<b>How feedbacks are processed</b>	Every 4pm, the suggestion box is opened and the accomplished forms are retrieved from the box. The said forms are then read and segregated based on the feedback. Reports are then prepared and acted upon when necessary.
<b>How to file a complaint</b>	Complaints can be filed at the front desk of the hospital or at the Supervisor's Office.
<b>How complaints are processed</b>	If the complaint is written: The complaint shall be reviewed and investigated by the department head or his representative and a report of the investigation shall be prepared and submitted to the proper authority.
<b>Contact Information of CCB, PCC, ARTA</b>	It shall also include the following hotline: <ul style="list-style-type: none"> <li>• 0908-8816585– CSC Contact Center ng Bayan</li> <li>8888– Presidential Complaints Center</li> <li>478-5093 – Anti-Red Tape Authority</li> </ul>



**PROVINCIAL ASSESSOR'S OFFICE**  
**External / Internal Services**



## CITIZEN'S CHARTER 2021 (1<sup>st</sup> Edition)

The Office of the Provincial Assessor shall take charge of the discovery, classification, appraisal, assessment and valuation of all real properties within his territorial jurisdiction which shall be used as the basis for taxation. His duties include the preparation, installation and maintenance of a system of tax mapping and records management and the preparation of a Schedule of Fair Market Values of the different classes of real property within his territory.

### 1. Issuance of Certified True Copy of Tax Declaration (Simple)

This certification is issued to individual needing this document indicated the property declared under the name of person or group of persons, company or agencies; the area, kind and classification of the property and the assessment of the property to include the market value, its actual use and assessed value purposely for taxation purposes used for validation of information.

<b>Office or Division:</b>	Assessment Records and Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2C – Government to Government
<b>Who may avail:</b>	1.) Property Owner; 2.) Heirs with proof of being heirs; 3.) Administrator of Property Owner with authorization; 4.) Representative of Property Owner with authorization; 5.) Bank representative with authorization with Bank Officials; 6.) Lending representative with authorization from Lending Officials; 7.) Legal Staff with authorization from Legal Officers; 8.) Real Estate Practitioners (Licensed Brokers & Licensed Appraisers, Authorized/Accredited Sales Agent) with authorization from Property Owner 9.) Government Agencies (LGUs & National Agencies) with authorization from Head of Office
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area
2. If Representative: Letter of authorization/Special Power of Attorney from the Owner;	Owner of the Property





Authorization from Head of Office/Institutions - One copy				
3. Government Issued Identification Card of the Owner and representative – present the original copy		BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD		
4. Title of the Property (present original owner's copy) – certified copy/photo copy – one copy		Owner, Register of Deeds		
5. Official Receipt: 5.1 Real Property Tax or Certificate of no Delinquency/Certificate of Tax Clearance (current year)		Municipal Treasurer's Office, Real Property Tax Collection Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Letter Request Form	1. Give letter request form	None	1 minute	Mary Rose M. Nucup Alternate: Jony A. Cordoba
1. Fill-up the form and attached required documents	2. Received the filled-up letter request and required documents and check for completeness 2.1 Issue Order of Payment if the required documents were complete 2.2 returned the documents to the requesting party the document if not complete and informed to comply the lacking document and their request will not process 2.3 Start processing the request 2.3.1 Preparation and Printing 2.3.2 Review and Signature of the document	None	3 minutes	Mary Rose M. Nucup/Jony Cordoba
			15 minutes	Verifier / Encoder: Michael R. Tañedo Marissa N. Carreon Iris Genivieve Mangila/Jony Cordoba/Mary Rose Nucup
			2 minutes	Mary Rose M. Nucup/Jony Cordoba Mary Rose M. Nucup/Jony Cordoba
			2 minutes	Michael Tañedo Edilberto A. Felix/Anthony G. Buenaventura/ Marissa C. Carreon/Marnella Cano/Marinelly Fae Dela Cruz Zenaida P. Pulmano/Elsie C. Gamueta/Maxima E. Alfonso Charles B. Pagatpatan
			5 minutes	
2. Proceed to the Cashier at the Provincial Treasury Office and pay the required fees showing the	3. Accept the payment based on the Order of Payment. 3.1 Issue the Official Receipt	Certified True Copy Fee – PHP 50.00 PER Real Property Unit		Cashier – Provincial Treasury Office



Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment		Automation Fee- PHP 50.00		
3. Return to the Provincial Assessor's Office for the processing and release of Certified True Copy of Tax Declaration.	4. Check the Official Receipt 4.1 Issue the Certified True Copy of Tax Declaration	None	2 minutes	Mary Rose M. Nucup / Jony A. Cordoba
<b>Total</b>		<b>None</b>	<b>32 minutes</b>	

## 2. Issuance of Certified True Copy of Tax Declaration (Complex)

This certification is issued to individual needing this document indicated the property declared under the name of person or group of persons, company or agencies; the area, kind and classification of the property and the assessment of the property to include the market value, its actual use and assessed value purposely for taxation purposes used for validation of information.

<b>Office or Division:</b>	Assessment Records and Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2C – Government to Government
<b>Who may avail:</b>	1.) Property Owner; 2.) Heirs with proof of being heirs; 3.) Administrator of Property Owner with authorization; 4.) Representative of Property Owner with authorization; 5.) Bank representative with authorization with Bank Officials; 6.) Lending representative with authorization from Lending Officials; 7.) Legal Staff with authorization from Legal Officers; 8.) Real Estate Practitioners (Licensed Brokers & Licensed Appraisers, Authorized/Accredited Sales Agent) with authorization from Property Owner 9.) Government Agencies (LGUs & National Agencies) with authorization from Head of Office
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions - One copy	Owner of the Property, Head of Office
3.) Government Issued Identification Card of the Owner and representative – present only the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD
4.) Title of the Property (present original owner's copy) – certified copy/photo copy – one copy	Owner, Register of Deeds



5.) Official Receipt: 5.1 Real Property Tax or Certificate of no-Delinquency/Certificate of Tax Clearance (current year)		Municipal Treasurer's Office, Real Property Tax Collection Division  Cashier, Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Secure Letter Request Form	1. Give letter request form	None	1 minute	Mary Rose M. Nucup Alternate: Jony A. Cordoba
2.) Fill-up the form and attached required documents	2. Received the filled-up letter request and required documents and check for completeness 2.1 Issue Order of Payment if the required documents were complete 2.2 returned the documents to the requesting party the document if not complete and informed to comply the lacking document and their request will not process 2.3 Start processing the request (with traced back of records from archives) 2.3.1 Preparation and Printing 2.3.2 Review and Signature of documents	None	3 minutes	Mary Rose M. Nucup/Jony Cordoba
			15 minutes	Verifier / Encoder: Michael R. Tañedo Marissa N. Carreon Iris Genivieve Mangila/Jony Cordoba/Mary Rose Nucup
			2 minutes	Mary Rose M. Nucup/Jony Cordoba
			2 minutes	Mary Rose M. Nucup/Jony Cordoba Michael Tañedo Edilberto A. Felix/Anthony G. Buenaventura/ Marissa C. Carreon/Marnella Cano/Marinelly Fae Dela Cruz Zenaida P. Pulmano/Elsie C. Gamueta/Maxima E. Alfonso Charles B. Pagatpatan
			10 minutes	
5 minutes				
3.) Proceed to the Cashier at the Provincial Treasury Office and pay the required fees showing the Order of Payment.	3. Accept the payment based on the Order of Payment. 3.1 Issue the Official Receipt	Certified True Copy Fee – PHP 50.00 PER Real Property Unit		Cashier – Provincial Treasury Office



*Make sure to secure the Official Receipt that will be issued upon payment		Automation Fee- PHP 50.00		
4.) Return to the Provincial Assessor's Office for the processing and release of Certified True Copy of Tax Declaration.	4.Check the Official Receipt 4.1 Issue the Certified True Copy of Tax Declaration	None	2 minutes	Mary Rose M. Nucup/Jony A. Cordoba
	<b>Total</b>	<b>PHP 100.00</b>	<b>40 minutes</b>	

### 3. Issuance of Certificate of Property Holdings or Certificate of None-Property Holdings

This certification is issued to individual needing this document listed all the properties declared under the name of person or group of persons, company or agencies located in the province, the area, kind and classification of the property, lot number and Title Number and the assessment of the property to include assessed value for taxation purposes used for validation of information.

<b>Office or Division:</b>	Assessment Records and Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2C – Government to Government
<b>Who may avail:</b>	1.) Property Owner; 2.) Heirs with proof of being heirs; 3.) Administrator of Property Owner with authorization; 4.) Representative of Property Owner with authorization; 5.) Bank representative with authorization with Bank Officials; 6.) Lending representative with authorization from Lending Officials; 7.) Legal Staff with authorization from Legal Officers; 8.) Real Estate Practitioners (Licensed Brokers & Licensed Appraisers, Authorized/Accredited Sales Agent) with authorization from Property Owner 9.) Government Agencies (LGUs & National Agencies) with authorization from Head of Office
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions - One copy	Owner of the Property, Head of Office
3.) Government Issued Identification Card of the Owner and representative – present the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD
4.) Title of the Property (present original owner's copy) – certified copy/photo copy – one copy	Owner, Register of Deeds
5.) Official Receipt:	Municipal Treasurer's Office, Real Property Tax Collection Division



5.1 Real Property Tax or Certificate of no Delinquency/Certificate of Tax Clearance (current year)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Secure Letter Request Form	1.) Give letter request form	None	1 minute	Mary Rose M. Nucup <b>Alternate:</b> Jony A. Cordoba
2.) Fill-up the form and attached required documents	2.) Received the filled-up letter request and required documents and check for completeness 2.1 Issue Order of Payment if the required documents were complete 2.2 returned the documents to the requesting party the document if not complete and informed to comply the lacking document and their request will not process 2.3 Start processing the request	None	3 minutes	Mary Rose M. Nucup/Jony Cordoba
		None	25 minutes	Verifier / Encoder: Michael R. Tañedo Marissa N. Carreon Iris Genivieve Mangila/Jony Cordoba/Mary Rose Nucup
	None	2 minutes	Mary Rose M. Nucup/Jony Cordoba Mary Rose M. Nucup/Jony Cordoba	
		2 minutes	Michael Tañedo Edilberto A. Felix/Anthony G. Buenaventura/ Marissa C.	
		10 minutes If no property found	Carreon/Marnella Cano/Marinelly Fae Dela Cruz Zenaida P. Pulmano/Elsie C. Gamueta/Maxima E. Alfonso Charles B. Pagatpatan	
2.3.1 Preparation of document/Printing 2.3.2 Review & signature of documents	30 minutes if with property found	5 minutes		
3.) Proceed to the Cashier at the Provincial Treasury Office and pay the required fees showing the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment	3. Accept the payment based on the Order of Payment. 3.1 Issue the Official Receipt	Certificate on Fee – PHP 100.00 per page  Automation Fee- PHP 50.00		Cashier – Provincial Treasury Office
4.) Return to the Provincial Assessor's Office for the	4. Check the Official Receipt 4.1 Issue the Certificate of Property	None	2 minutes	Mary Rose M. Nucup/Jony A. Cordoba



processing and release of Certificate of Property Holdings /Certificate of Non-Property Holdings	Holdings/Certificate of None-Property Holdings			
	<b>Total</b>	<b>PHP 150.00</b>	<b>1 hour and 20 minutes</b>	

#### 4. Issuance of Certificate of No Improvement or with Improvement

This certification is issued to individual needing this document stating a particular property declared under the name of person or group of persons, company or agencies located in the province, with lot number and Title Number is with improvement or without improvement.

<b>Office or Division:</b>	Assessment Records and Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2C – Government to Government
<b>Who may avail:</b>	2.) Property Owner; 2.) Heirs with proof of being heirs; 3.) Administrator of Property Owner with authorization; 4.) Representative of Property Owner with authorization; 5.) Bank representative with authorization with Bank Officials; 6.) Lending representative with authorization from Lending Officials; 7.) Legal Staff with authorization from Legal Officers; 8.) Real Estate Practitioners (Licensed Brokers & Licensed Appraisers, Authorized/Accredited Sales Agent) with authorization from Property Owner 9.) Government Agencies (LGUs & National Agencies) with authorization from Head of Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) Letter request of the Owner – one copy		Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area		
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions - One copy		Owner of the Property, Head of Office		
3.) Government Issued Identification Card of the Owner and representative – present the original copy		BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD		
4.) Title of the Property (present original owner's copy) – certified copy/photo copy – one copy		Owner, Register of Deeds		
5.) Official Receipt: 5.1 Real Property Tax or Certificate of no Delinquency/Certificate of Tax Clearance (current year)		Municipal Treasurer's Office, Real Property Tax Collection Division		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Secure Letter Request Form	1.) Give letter request form	None	1 minute	Mary Rose M. Nucup <b>Alternate:</b>



				<i>Jony A. Cordoba</i>
2.) Fill-up the form and attached required documents	2.) Received the filled-up letter request and required documents and check for completeness 2.1 Issue Order of Payment if the required documents were complete 2.2 returned the documents to the requesting party the document if not complete and informed to comply the lacking document and their request will not process 2.3 Start processing the request 2.3.1 Preparation of document/Printing 2.3.2 Review & signature of documents	None	3 minutes	<i>Mary Rose M. Nucup / Jony Cordoba</i>
		None	25 minutes	<i>Verifier / Encoder: Michael R. Tañedo Marissa N. Carreon Iris Genivieve Mangila/Jony Cordoba/Mary Rose Nucup Mary Rose M. Nucup/Jony Cordoba</i>
		None	2 minutes	<i>Mary Rose M. Nucup/Jony Cordoba</i>
		None	2 minutes	<i>Mary Rose M. Nucup/Jony Cordoba</i>
		None	5 minutes	<i>Michael Tañedo Edilberto A. Felix/Anthony G. Buenaventura/ Marissa C. Carreon/Marnella Cano/Marinelly Fae Dela Cruz Zenaida P. Pulmano/Elsie C. Gamueta?Maxima E. Alfonso Charles B. Pagatpatan</i>
3.) Proceed to the Cashier at the Provincial Treasury Office and pay the required fees showing the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment	3. Accept the payment based on the Order of Payment. 3.1 Issue the Official Receipt	Certification Fee – PHP 100.00 per page		<i>Cashier – Provincial Treasury Office</i>
		Automation Fee- PHP 50.00		
4.) Return to the Provincial Assessor's Office for the processing	4. Check the Official Receipt 4.1 Issue the Certificate of Property Holdings/Certificate	None	2 minutes	<i>Mary Rose M. Nucup Jony A. Cordoba</i>



and release of Certificate of Property Holdings /Certificate of Non-Property Holdings	of None-Property Holdings			
	<b>Total</b>	<b>PHP 150.00</b>	<b>54 minutes</b>	

## 5. Issuance of Certificate of Posting

This certification is issued to individual needing this document stating that presented paper to be posted where being posted in the designated Bulletin Board of the Office for a minimum of 15-day period as required by the law.

<b>Office or Division:</b>		Assessment Records and Management Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Property Owner, Heirs of the Property Owner		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) Letter request of the Owner – one copy		Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area		
2.) Copy of Documents for Posting				
2.1 Department of Agrarian Reform Adjudication Board (DARAB) Order		Requesting Party, Department of Agrarian Reform Adjudication Board (DARAB)		
2.2 Department of Agrarian Reform Adjudication Board (DARAB) Petition				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Secure Letter Request Form	1.) Give letter request form	None	1 minute	<i>Mary Rose M. Nucup / Jony A. Cordoba</i> <b>Alternate:</b> <i>Rhodora L. Mapili</i>
2.) Fill-up the form and attached required documents	2.) Received the filled-up letter request and required documents and check for completeness 2.1 Issue Order of Payment if the required documents were complete 2.1 returned the documents to the requesting party the document if not complete and informed to	None	3 minutes	<i>Mary Rose M. Nucup / Jony A. Cordoba</i>  <b>Alternate:</b> <i>Rhodora L. Mapili</i>
			2 minutes	<i>Mary Rose M. Nucup / Jony A. Cordoba</i>  <b>Alternate:</b> <i>Rhodora L. Mapili</i>
			10 minutes	





	comply the lacking document and their request will not process 2.3 Start processing the request 2.3.1 Preparation 2.3.2 Signature of the Head of Office		15 days (Required number of days of posting)	<i>Rhodora L. Mapili</i>  <i>Rhodora L. Mapili</i>  <i>Charles B. Pagatpatan</i>
3.) Proceed to the Cashier at the Provincial Treasury Office and pay the required fees showing the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment	3. Accept the payment based on the Order of Payment. 3.1 Issue the Official Receipt	Certification Fee – PHP 50.00 per page		<i>Cashier – Provincial Treasury Office</i>
4.) Return to the Provincial Assessor's Office release of Certificate of Posting	4. Check the Official Receipt 4.1 Informed the client on the date of release of Certification (AFTER 15 DAYS)	None	2 minutes	<i>Rhodora L. Mapili</i>  <i>Mary Rose M. Nucup / Jony A. Cordoba</i>
	<b>Total</b>	<b>None</b>	<b>33 minutes</b>	

## 6. Issuance of Tax Declaration of Land for Simple Transfer

An owner's copy of Tax Declaration is issued to declared owner due to transfer of ownership.

<b>Office or Division:</b>	Assessment Standard and Examination Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2C – Government to Government
<b>Who may avail:</b>	1.) Property Owner; 2.) Heirs with proof of being heirs; 3.) Administrator of Property Owner with authorization; 4.) Representative of Property Owner with authorization; 5.) Bank representative with authorization with Bank Officials; 6.) Lending representative with authorization from Lending Officials; 7.) Legal Staff with authorization from Legal Officers; 8.) Real Estate Practitioners (Licensed Brokers & Licensed Appraisers, Authorized/Accredited Sales Agent) with authorization from Property Owner 9.) Government Agencies (LGUs & National Agencies) with authorization from Head of Office
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area			
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions - One copy	Owner of the Property, Head of Office			
3.) Government Issued Identification Card of the Owner and representative – present the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD			
4.) Title of the Property (present original owner's copy) – certified copy/photo copy – one copy	Owner, Register of Deeds			
5.) Registered Deed of Conveyance (Sale, donation, inheritance, extra-judicial succession/with Waiver of Rights duly notarized, Lien, etc. – present the original and One photocopy	Buyer and Seller, Law Firm, Notary Public			
6.) Official Receipt: 6.1) Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year) 6.2) Service fee (Tax Declaration Fee) 6.3) Capital Gains Tax/Donor's Tax/Inheritance Tax or Certificate of Payment 6.4) Transfer Tax or Certificate of Payment	Municipal Treasurer's Office, Real Property Tax Collection Division Cashier, Provincial Treasurer's Office Bureau of Internal Revenue Revenue Clerk Local Revenue Operation Division Provincial Treasurer's Office Cashier Cash Receipt Division Provincial Treasurer's Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Secure Letter Request Form	1.) Give letter request form	None	1 minute	Mary Rose M. Nucup / Jony A. Cordoba Marilyn M. Mariano
2.) Fill-up the form and attached required documents	2.) Received the filled-up letter request and required documents and check for completeness 2.1 Issue Order of Payment if the required documents were complete 2.1 returned the documents to the requesting party the document if not complete and informed to comply the lacking document and	None	3 minutes	Mary Rose M. Nucup / Jony A. Cordoba
		None	10 minutes	Marilyn M. Mariano
			2 minutes	Mary Rose M. Nucup/Marilyn Mariano



	<p>their request will not process</p> <p>2.3 Start processing the request</p> <p>2.3.1 Assignment of Property Identification Number (PIN)</p> <p>2.3.2 Assignment of Assessment of Real Property Number (ARPN)</p> <p>2.3.3 Encoding of entries in the Real Property System and printing</p> <p>2.3.4 Review and Approve Tax Declaration</p>	None	<p>10 minutes</p> <p>5 minutes</p> <p>20 minutes</p> <p>5 minutes</p>	<p><i>Roberto P. Pulmano</i> <i>Marilou F. Guarin</i></p> <p><i>Marilyn M. Mariano</i></p> <p><i>Marilyn Mariano</i> <i>Carmen R. Tañedo</i> <i>Rhodora Mapili</i></p> <p><i>Maxima E. Alfonso</i></p> <p><i>Charles B. Pagatpatan</i></p>
<p>3.) Proceed to the Cashier at the Provincial Treasury Office and pay the required fees showing the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment</p>	<p>3.Accept the payment based on the Order of Payment.</p> <p>3.1 Issue the Official Receipt</p> <p>3.2 Informed the client on the date of release of Certification</p>	<p>Tax Declaration Fee – PHP 50.00 per page</p> <p>Automation Fee- PHP 50.00</p>		<p><i>Cashier</i> <i>Cash Receipt Division</i> <i>Provincial Treasury Office</i></p>
<p>4.) Return to the Provincial Assessor's Office release of Owner's Copy of Tax Declaration</p>	<p>4.Check the Official Receipt</p> <p>4.1 Issue the Owner's Copy of Tax Declaration</p>	None	<p>2 minutes</p>	<p><i>Marilyn M. Mariano</i></p> <p><i>Maxima E. Alfonso</i></p>
	<b>Total</b>	<b>None</b>	<b>48 minutes</b>	

### 7. Issuance of Tax Declaration of Real Property (Property Segregation/Subdivision/Consolidation)

An owner's copy of Tax Declarations is issued to declared owner due to segregation/subdivision/consolidation.

<b>Office or Division:</b>	Assessment Standard and Examination Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2C – Government to Government
<b>Who may avail:</b>	1.) Property Owner; 2.) Heirs with proof of being heirs; 3.) Administrator of Property Owner with authorization; 4.) Representative of Property Owner with authorization; 5.) Bank representative with authorization with Bank Officials; 6.) Lending representative with authorization from Lending Officials; 7.) Legal Staff with authorization



	from Legal Officers; 8.) Real Estate Practitioners (Licensed Brokers & Licensed Appraisers, Authorized/Accredited Sales Agent) with authorization from Property Owner 9.) Government Agencies (LGUs & National Agencies) with authorization from Head of Office	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Property Segregation/Subdivision/Consolidation – without transfer of ownership</b>		
1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area	
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies	Owner of the Property, Head of Office	
3.) Government Issued Identification Card of the Owner and representative – present the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD	
4.) Title of the Property (present original owner's copy) – certified copy/photo copy – Two copies	Owner, Register of Deeds	
5.) Approved Survey/Subdivision/Consolidation Plan – Blueprint/Whiteprint – Two copies	Licensed Geodetic Engineer,	
6.) Agreement of Partition/subdivision/Consolidation (Duly Notarized) – Photocopy – Two copies		
7.) Official Receipt: 7.1 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year)	Municipal Treasurer's Office, Real Property Tax Collection Division	
7.2 Service fee (Tax Declaration Fee)	Cashier, Provincial Treasurer's Office Bureau of Internal Revenue	
<b>B. Property Segregation/Subdivision/Consolidation – with transfer of ownership</b>		
1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area	
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies	Owner of the Property, Head of Office	
3.) Government Issued Identification Card of the Owner and representative – present the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD	
4.) Title of the Property (present original owner's copy) – certified copy/photo copy – Two copies	Owner, Register of Deeds	
5.) Approved Survey/Subdivision/Consolidation	Licensed Geodetic Engineer, Department of Agrarian Reform, Department of	



Plan – Blueprint/Whiteprint – Two copies		Environment and Natural Resources, Land Registration Authority		
6.) Agreement of Partition/subdivision/Consolidation (Duly Notarized) – Photocopy – Two copies		Parties involved, Law Firm (Notary Public)		
7.) Official Receipt: 7.1 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year) 7.2 Service fee (Tax Declaration Fee) 7.3 Capital Gains Tax/Donor's Tax/Inheritance Tax or Certificate of Payment 7.4 Transfer Tax or Certificate of Payment		Municipal Treasurer's Office, Real Property Tax Collection Division  Cashier, Provincial Treasurer's Office Bureau of Internal Revenue  Revenue Clerk Local Revenue Operation Division Provincial Treasurer's Office Cashier Cash Receipt Division Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Secure Letter Request Form	5.) Give letter request form	None	1 minute	Mary Rose M. Nucup Marilyn M. Mariano
2.) Fill-up the form and attached required documents	2.) Received the filled-up letter request and required documents and check for completeness 2.1 Issue Order of Payment is the required documents were complete 2.2 returned the documents to the requesting party the document if not complete and informed to comply the lacking document and their request will not process 2.3 Start processing the request 2.3.1 Assignment of Property Identification Number (PIN) 2.3.2 Assignment of Assessment of	None	3 minutes	Mary Rose M. Nucup
		None	10 minutes	Marilyn M. Mariano
			2 minutes	Mary Rose M. Nucup Marilyn M. Mariano
		None	10 minutes per lot	Roberto P. Pulmano Marilou F. Guarin
			5 minutes Per lot	Marilyn Mariano Carmen Tañedo Rhodora Mapili
		20 minutes Per lot	Maxima Alfonso	



	Real Property Number (ARPN) 2.3.3 Encoding of entries in the Real Property System and printing 2.3.4 Review and Approve Tax Declaration		5 minutes Per tax declaration	<i>Charles B. Pagatpatan</i>
3.) Proceed to the Cashier at the Provincial Treasury Office and pay the required fees showing the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment	3.Accept the payment based on the Order of Payment. 3.1 Issue the Official Receipt	Tax Declaration Fee – PHP 50.00 tax declaration  Automation Fee- PHP 50.00		<i>Cashier Cash Receipt Division Provincial Treasury Office</i>
4.) Return to the Provincial Assessor's Office release of Owner's Copy of Tax Declaration	4.Check the Official Receipt 4.1 Informed the client on the date of release of Owner's Copy of Tax Declaration; or 4.2 Issue the Owner's Copy of Tax Declaration	None	2 minutes	<i>Marilyn M. Mariano  Maxima E. Alfonso</i>
	<b>Total</b>	<b>PHP 100.00</b>	<b>58 minutes</b>	

## 8. Issuance of Tax Declaration of Real Property (New Discovery)

An owner's copy of Tax Declarations is issued to declared owner due to discovery.

<b>Office or Division:</b>	Assessment Standard and Examination Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2C – Government to Government
<b>Who may avail:</b>	1.) Property Owner; 2.) Heirs with proof of being heirs; 3.) Administrator of Property Owner with authorization; 4.) Representative of Property Owner with authorization; 5.) Bank representative with authorization with Bank Officials; 6.) Lending representative with authorization from Lending Officials; 7.) Legal Staff with authorization from Legal Officers; 8.) Real Estate Practitioners (Licensed Brokers &



	Licensed Appraisers, Authorized/Accredited Sales Agent) with authorization from Property Owner 9.) Government Agencies (LGUs & National Agencies) with authorization from Head of Office
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. LAND (UNTITLED)</b>	
1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies	Owner of the Property, Head of Office
3.) Government Issued Identification Card of the Owner and representative – present the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD
4.) Approved Survey/Subdivision/Consolidation Plan – Blueprint/Whiteprint – Two copies	Licensed Geodetic Engineer, Department of Agrarian Reform, Department of Environment and Natural Resources
5.) Department of Environment and Natural Resources Certification (within alienable and disposal area) – Photocopy – One copy	Department of Environment and Natural Resources
6.) Barangay Certification (Possession/Occupancy/Demolished) – Two Copies	Office of the Barangay Chairman, Barangay Hall
7.) Inspection Report and Picture of the Subject Property – photocopy – Two copies	Municipal / Provincial Assessor's Office
8.) Affidavit of Ownership/Sworn Statement – Two Copies	Property Owner
9.) Official Receipt: 9.1 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year)	Municipal Treasurer's Office, Real Property Tax Collection Division
9.2 Service fee (Tax Declaration Fee)	Cashier, Provincial Treasurer's Office Bureau of Internal Revenue
<b>B. LAND (TITLED)</b>	
1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies	Owner of the Property, Head of Office
3.) Government Issued Identification Card of the Owner and representative – present the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD



4.) Title of the Property (present original owner's copy) – certified copy/photo copy – Two copies	Owner, Register of Deeds
5.) Official Receipt: 5.1 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year)	Municipal Treasurer's Office, Real Property Tax Collection Division
5.2 Service fee (Tax Declaration Fee)	Cashier, Provincial Treasurer's Office Bureau of Internal Revenue
<b>C. BUILDING AND OTHER IMPROVEMENT</b>	
1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies	Owner of the Property, Head of Office
3.) Government Issued Identification Card of the Owner and representative – present the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD
4.) Barangay Certification (Possession/Occupancy/Demolished) – Two Copies	Office of the Barangay Chairman, Barangay Hall
5.) Approved Building Permit, floor plan, and Certification of Completion/Occupancy	Municipal Building Official, Office of the Mayor/Municipal Engineering Office
6.) Inspection Report and Picture of the Subject Property	Municipal/Provincial Assessor
7.) Affidavit of Ownership/Sworn Statement – Two Copies	Property Owner
8.) Official Receipt: 8.1 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year)	Municipal Treasurer's Office, Real Property Tax Collection Division
8.2 Service fee (Tax Declaration Fee)	Cashier, Provincial Treasurer's Office Bureau of Internal Revenue
<b>D. MACHINERY</b>	
1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies	Owner of the Property, Head of Office
3.) Government Issued Identification Card of the Owner and representative – present the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD
4.) Sales Invoice, Official Receipt, Certification of Company Accountant (Value of Machinery)	Company Accountant





5.) Inspection Report and Picture of the Subject Property				
6.) Affidavit of Ownership/Sworn Statement		Owner of Property		
7.) Official Receipt: 7.1 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year)		Municipal Treasurer's Office, Real Property Tax Collection Division		
8.2 Service fee (Tax Declaration Fee)		Cashier, Provincial Treasurer's Office Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Secure Letter Request Form	1.) Give letter request form	None	1 minute	<i>Mary Rose M. Nucup / Jony A. Cordoba</i>  <i>Marilyn M. Mariano</i>
2.) Fill-up the form and attached required documents	2.) Received the filled-up letter request and required documents and check for completeness 2.1 Issue Order of Payment if the required documents were complete 2.2 returned the documents to the requesting party the document if not complete and informed to comply the lacking document and their request will not process 2.3 Start processing the request 2.3.1 Schedule the inspection of property (if the property will subject for field verification) 2.3.2 Assignment of Property Identification Number (PIN) 2.3.3 Assignment of Assessment of Real Property	None	3 minutes	<i>Mary Rose M. Nucup / Jony A. Cordoba</i>
		None	10 minutes	<i>Marilyn M. Mariano</i>
			2 minutes	<i>Mary Rose M. Nucup / Jony A. Cordoba</i>  <i>Marilyn M. Mariano</i>
		None	1 day	<i>Maxima Alfonso</i> <i>Roberto Pulmano</i> <i>Marilou Guarin</i>
			10 minutes per lot	<i>Roberto Pulmano</i> <i>Marilou Guarin</i>
			5 minutes Per lot	
20 minutes Per lot	<i>Marilyn Mariano</i>			
5 minutes Per tax declaration	<i>Marilyn Mariano</i> <i>Carmen Tañedo</i>			



	Number (ARPN) 2.3.3 Encoding of entries in the Real Property System and printing 2.3.4 Review and Approve Tax Declaration			<i>Rhodora Mapili</i>  <i>Maxima Alfonso</i>  <i>Charles B. Pagatpatan</i>
3.) Proceed to the Cashier at the Provincial Treasury Office and pay the required fees showing the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment	3. Accept the payment based on the Order of Payment. 3.1 Issue the Official Receipt	Tax Declaration Fee – PHP 50.00 tax declaration Automation Fee- PHP 50.00  Inspection Fee – PHP 300.00		<i>Cashier</i> <i>Cash Receipt Division</i> <i>Provincial Treasury Office</i>
4.) Return to the Provincial Assessor's Office release of Owner's Copy of Tax Declaration	4. Check the Official Receipt 4.1 Informed the client on the time or date of release of Owner's Copy of Tax Declaration; or 4.2 Issue the Owner's Copy of Tax Declaration	None	2 minutes	<i>Marilyn M. Mariano</i>  <i>Maxima E. Alfonso</i>
	<b>Total</b>	<b>PHP 400.00</b>	<b>1 day and 58 minutes</b>	

### 9. Issuance of Tax Declaration of Real Property (Reassessment /Change of Classification)

An owner's copy of Tax Declarations is issued to declared owner due to reassessment/change of classification.

<b>Office or Division:</b>	Assessment Standard and Examination Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2C – Government to Government
<b>Who may avail:</b>	1.) Property Owner; 2.) Heirs with proof of being heirs; 3.) Administrator of Property Owner with authorization; 4.) Representative of Property Owner with authorization; 5.) Bank representative with authorization with Bank Officials; 6.) Lending representative with authorization from Lending Officials; 7.) Legal Staff with authorization from Legal Officers; 8.) Real Estate Practitioners (Licensed Brokers & Licensed Appraisers, Authorized/Accredited Sales Agent) with authorization from Property Owner 9.) Government Agencies (LGUs & National Agencies) with authorization from Head of Office
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. LAND</b>	



1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies	Owner of the Property, Head of Office
3.) Government Issued Identification Card of the Owner and representative – present the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD
4.) Title of Property – Certified copy/Photocopy (present original owner's copy) – Two copies	Property owner, Register of Deeds
5.) Inspection Report and Picture of the Subject Property – photocopy – Two copies	Municipal / Provincial Assessor's Office
6.) Official Receipt: 6.2 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year)  6.3 Service fee (Tax Declaration Fee)	Municipal Treasurer's Office, Real Property Tax Collection Division  Cashier, Provincial Treasurer's Office Bureau of Internal Revenue
<b>B. BUILDING AND OTHER IMPROVEMENT</b>	
1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies	Owner of the Property, Head of Office
3.) Government Issued Identification Card of the Owner and representative – present the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD
4.) Approved Building Permit, floor plan, and Certification of Completion/Occupancy	Municipal Building Official, Office of the Mayor/Municipal Engineering Office
5.) Inspection Report and Picture of the Subject Property	Municipal/Provincial Assessor
6.) Official Receipt: 6.1 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year)  6.2 Service fee (Tax Declaration Fee)	Municipal Treasurer's Office, Real Property Tax Collection Division  Cashier, Provincial Treasurer's Office Bureau of Internal Revenue
<b>C. MACHINERY</b>	
1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area



2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies		Owner of the Property, Head of Office		
3.) Government Issued Identification Card of the Owner and representative – present the original copy		BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD		
4.) Sales Invoice, Official Receipt, Certification of Company Accountant (Value of Machinery)		Company Accountant		
5.) Inspection Report and Picture of the Subject Property				
6.) Official Receipt: 6.1) Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year) 6.2) Service fee (Tax Declaration Fee)		Municipal Treasurer's Office, Real Property Tax Collection Division Cashier, Provincial Treasurer's Office Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Secure Letter Request Form	1.) Give letter request form	None	1 minute	Mary Rose M. Nucup / Jony A. Cordoba  Marilyn M. Mariano
2.) Fill-up the form and attached required documents	2.) Received the filled-up letter request and required documents and check for completeness 2.1 Issue Order of Payment is the required documents were complete 2.2 returned the documents to the requesting party the document if not complete and informed to comply the lacking document and their request will not process 2.3 Start processing the request 2.3.1 Schedule the inspection of property (if the property will subject for	None	3 minutes	Mary Rose M. Nucup / Jony A. Cordoba
			10 minutes	Marilyn M. Mariano
	None	2 minutes	Mary Rose M. Nucup ? Jony A. Cordoba  Marilyn M. Mariano	
	None	1 day	Maxima Alfonso Roberto Pulmano Marilou Guarin	
		10 minutes per lot	Roberto Pulmano Marilou Guarin	
			5 minutes Per lot	Marilyn Mariano



	field verification) 2.3.2 Assignment of Property Identification Number (PIN) 2.3.3 Assignment of Assessment of Real Property Number (ARPN) 2.3.3 Encoding of entries in the Real Property System and printing 2.3.4 Review and Approve Tax Declaration		20 minutes Per lot  5 minutes Per tax declaration	<i>Marilyn Mariano Carmen Tañedo Rhodora Mapili  Maxima Alfonso  Charles Pagatpatan</i>
3.) Proceed to the Cashier at the Provincial Treasury Office and pay the required fees showing the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment	3. Accept the payment based on the Order of Payment. 3.1 Issue the Official Receipt	Tax Declaration Fee – PHP 50.00 tax declaration  Automation Fee- PHP 50.00  Inspection Fee – PHP 300.00		<i>Cashier Cash Receipt Division Provincial Treasury Office</i>
4.) Return to the Provincial Assessor's Office release of Owner's Copy of Tax Declaration	4. Check the Official Receipt 4.1 Informed the client on the time or date of release of Owner's Copy of Tax Declaration; or 4.2 Issue the Owner's Copy of Tax Declaration	None	2 minutes	<i>Marilyn M. Mariano  Maxima E. Alfonso</i>
	<b>Total</b>	<b>PHP 400.00</b>	<b>1 day and 50 minutes</b>	

## 10. Issuance of Tax Declaration of Real Property (Change of Taxability)

An owner's copy of Tax Declarations is issued to declared owner due to change of taxability.

<b>Office or Division:</b>	Assessment Standard and Examination Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



	G2B – Government to Business G2C – Government to Government			
<b>Who may avail:</b>	1.) Property Owner; 2.) Heirs with proof of being heirs; 3.) Administrator of Property Owner with authorization; 4.) Representative of Property Owner with authorization; 5.) Bank representative with authorization with Bank Officials; 6.) Lending representative with authorization from Lending Officials; 7.) Legal Staff with authorization from Legal Officers; 8.) Real Estate Practitioners (Licensed Brokers & Licensed Appraisers, Authorized/Accredited Sales Agent) with authorization from Property Owner 9.) Government Agencies (LGUs & National Agencies) with authorization from Head of Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) Letter request of the Owner – one copy		Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area		
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies		Owner of the Property, Head of Office		
3.) Government Issued Identification Card of the Owner and representative – present the original copy		BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD		
4.) Proof of Exemption/Correction				
5.) Official Receipt: 5.1 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year)  5.2 Service fee (Tax Declaration Fee)		Municipal Treasurer's Office, Real Property Tax Collection Division Cashier, Provincial Treasurer's Office Bureau of Internal Revenue		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Secure Letter Request Form	1.) Give letter request form	None	1 minute	Mary Rose M. Nucup / Jony A. Cordoba Marilyn M. Mariano
2.) Fill-up the form and attached required documents	2.) Received the filled-up letter request and required documents and check for completeness 2.1 Issue Order of Payment if the required documents were complete 2.2 returned the documents to the requesting	None	3 minutes	Mary Rose M. Nucup / Jony A. Cordoba
		None	10 minutes	Marilyn M. Mariano
		None	2 minutes	Mary Rose M. Nucup / Jony A. Cordoba  Marilyn M. Mariano



	<p>party the document if not complete and informed to comply the lacking document and their request will not process</p> <p>2.3 Start processing the request</p> <p>2.3.1 Assignment of Property Identification Number (PIN)</p> <p>2.3.2 Assignment of Assessment of Real Property Number (ARPN)</p> <p>2.3.3 Encoding of entries in the Real Property System and printing</p> <p>2.3.4 Review and Approve Tax Declaration</p>	None	<p>10 minutes per lot</p> <p>5 minutes Per lot</p> <p>20 minutes Per lot</p> <p>5 minutes Per tax declaration</p>	<p><i>Roberto Pulmano</i> <i>Marilou Guarin</i></p> <p><i>Marilyn Mariano</i></p> <p><i>Marilyn Mariano</i> <i>Carmen Tañedo</i> <i>Rhodora Mapili</i></p> <p><i>Maxima Alfonso</i> <i>Charles Pagatpatan</i></p>
3.) Proceed to the Cashier at the Provincial Treasury Office and pay the required fees showing the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment	<p>3.Accept the payment based on the Order of Payment.</p> <p>3.1 Issue the Official Receipt</p>	<p>Tax Declaration Fee – PHP 50.00 tax declaration</p> <p>Automation Fee- PHP 50.00</p>		<p><i>Cashier</i> <i>Cash Receipt Division</i> <i>Provincial Treasury Office</i></p>
4.) Return to the Provincial Assessor's Office release of Owner's Copy of Tax Declaration	<p>4.Check the Official Receipt</p> <p>4.1 Informed the client on the time or date of release of Owner's Copy of Tax Declaration; or</p> <p>4.2 Issue the Owner's Copy of Tax Declaration</p>	None	<p>2 minutes</p>	<p><i>Marilyn M. Mariano</i></p> <p><i>Maxima E. Alfonso</i></p>



	<b>Total</b>	<b>PHP 100.00</b>	<b>58 minutes</b>	
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## 11. Issuance of Tax Declaration of Real Property (Correction of Entry other than Values)

An owner's copy of Tax Declarations is issued to declared owner due to correction of entry other than values.

<b>Office or Division:</b>	Assessment Standard and Examination Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2C – Government to Government			
<b>Who may avail:</b>	1.) Property Owner; 2.) Heirs with proof of being heirs; 3.) Administrator of Property Owner with authorization; 4.) Representative of Property Owner with authorization; 5.) Bank representative with authorization with Bank Officials; 6.) Lending representative with authorization from Lending Officials; 7.) Legal Staff with authorization from Legal Officers; 8.) Real Estate Practitioners (Licensed Brokers & Licensed Appraisers, Authorized/Accredited Sales Agent) with authorization from Property Owner 9.) Government Agencies (LGUs & National Agencies) with authorization from Head of Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) Letter request of the Owner – one copy		Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area		
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies		Owner of the Property, Head of Office		
3.) Government Issued Identification Card of the Owner and representative – present the original copy		BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD		
4.) Title of the property – certified copy/Photocopy (present the original copy) – two copies		Property Owner, Register of Deeds		
5.) Proof of Correction – two copies				
6.) Official Receipt: 6.1 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year) 6.2 Service fee (Tax Declaration Fee)		Municipal Treasurer's Office, Real Property Tax Collection Division  Cashier, Provincial Treasurer's Office Bureau of Internal Revenue		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Secure Letter Request Form	1.) Give letter request form	None	1 minute	Mary Rose M. Nucup / Jony A. Cordoba Marilyn M. Mariano
2.) Fill-up the form and attached required documents	2.) Received the filled-up letter request and required documents and	None	3 minutes  10 minutes	Mary Rose Nucup Jony A. Cordoba  Marilyn Mariano







	4.2 Issue the Owner's Copy of Tax Declaration			
	<b>Total</b>	<b>PHP 100.00</b>	<b>58 minutes</b>	

## 12. Issuance of Tax Declaration of Real Property (Annotation of Encumbrances)

An owner's copy of Tax Declarations is issued to declared owner due to annotation of encumbrances.

<b>Office or Division:</b>	Assessment Standard and Examination Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Government		
<b>Who may avail:</b>	1.) Court of Law; 2.) Bank representative with authorization with Bank Officials; 3.) Lending representative with authorization from Lending Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>A. LAND</b>			
1.) Letter request of concern party – one copy	1.) Court of Law; 2.) Bank representative with authorization with Bank Officials; 3.) Lending representative with authorization from Lending Officials		
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – one copy	Head of Office		
3.) a. Title of the property with annotation – certified copy/Photocopy (present the original copy) – one copy b. Notice of Levy/Annotation of Mortgage, Lis Pendens, Adverse Claim	Register of Deeds  Court of Law		
4.) Official Receipt: 3.1 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year) 3.2 Service fee (Tax Declaration Fee)	Municipal Treasurer's Office, Real Property Tax Collection Division  Cashier, Provincial Treasurer's Office Bureau of Internal Revenue		
<b>B. BUILDING AND OTHER IMPROVEMENT and MACHINERY</b>			
1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area		
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies	Owner of the Property, Head of Office		
3.) Government Issued Identification Card of the Owner and representative – present the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD		
4.) Registered Deed of Conveyance (Sale, Donation,	Involved Parties, Registered of Deeds		



Extra-Judicial Succession, Lien, etc.)				
5.) Official Receipt: 5.1 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year)  5.2 Service fee (Tax Declaration Fee)		Municipal Treasurer's Office, Real Property Tax Collection Division  Cashier, Provincial Treasurer's Office Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Secure Letter Request Form	2.) Give letter request form	None	1 minute	<i>Mary Rose M. Nucup / Jony A. Cordoba</i>  <i>Marilyn M. Mariano</i>
2.) Fill-up the form and attached required documents	2.) Received the filled-up letter request and required documents and check for completeness 2.1 Issue Order of Payment if the required documents were complete 2.2 returned the documents to the requesting party the document if not complete and informed to comply the lacking document and their request will not process 2.3 Start processing the request 2.3.1 Review the documents 2.3.2 Record the requested annotation (manual) 2.3.3 Approval 2.3.4 Encoding of entries in the Real Property System and printing	None	3 minutes	<i>Mary Rose M. Nucup / Jony A. Cordoba</i>
		None	10 minutes	<i>Marilyn M. Mariano</i>
		None	2 minutes	<i>Mary Rose M. Nucup / Jony A. Cordoba</i>  <i>Marilyn M. Mariano</i>
		None	5 minutes	<i>Charles Pagatpatan</i>
			10 minutes	<i>Marilyn Mariano</i> <i>Maxima Alfonso</i> <i>Zenaida Pulmano</i>
			2 minutes	<i>Charles Pagatpatan</i>
			5 minutes	<i>Marilyn Mariano</i> <i>Carmen Tañedo</i> <i>Marissa Carreon</i> <i>Rhodora Mapili</i> <i>Jony Cordoba</i>
3.) Proceed to the Cashier at the Provincial Treasury Office and pay the required fees showing	3. Accept the payment based on the Order of Payment. 3.1 Issue the Official Receipt	Tax Declaration Fee – PHP 50.00 tax declaration		<i>Cashier</i> <i>Cash Receipt Division</i> <i>Provincial Treasury Office</i>



the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment		Annotation fee – PHP 50.00  Automation Fee- PHP 50.00		
4.) Return to the Provincial Assessor's Office for the release of Owner's Copy of Tax Declaration with annotation	4.Check the Official Receipt 4.1 Issue the Owner's Copy of Tax Declaration with annotation	None	2 minutes	<i>Marilyn Mariano</i>  <i>Mary Rose Nucup</i>
	<b>Total</b>	<b>PHP 100.00</b>	<b>50 minutes</b>	

### 13. Cancellation of Tax Declaration

This officially cancelled the Tax Declaration issued to declared owner due to demolition of properties and duplication of records.

<b>Office or Division:</b>	Assessment Standard and Examination Division Administrative Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	1.) Municipal Assessor of 17 municipalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>LAND, BUILDING AND OTHER IMPROVEMENT AND MACHINERY</b>				
1.) Notice of Cancellation of Assessment – quadruplicate		Municipal Assessor		
2.) Official Receipt: 2.1 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year)  2.2 Service fee (Tax Declaration Fee)		Municipal Treasurer's Office, Real Property Tax Collection Division  Cashier, Provincial Treasurer's Office Bureau of Internal Revenue		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Submit the Notice of Cancellation of Assessment	1.) Received the Notice of Cancellation of Assessment	None	1 minute	<i>MaryRose Nucup</i> <i>Rhodora Mapili</i> <i>Marilyn Mariano</i>
	2.) Review the document as to the validity of reason of cancellation 2.3.1 Cancellation of records: ** Manual: a. Assessment Roll b. Ownership Record Card c. Tax Declaration	None	5 minutes	<i>Maxima Alfonso</i>
		None	10 minutes Per record	<i>Marilyn Mariano</i>  <i>Rhodora Mapili</i>  <i>Marilyn Mariano</i>



	Thru Real Property System **Transition from manual cancellation to System 2.3.4 Approve Notice of Cancellation 2.3.4 Transmittal of Copies of Approved Cancellation to Provincial Treasurer for his action	None	5 minutes	<i>Rhodora Mapili</i>
			2 minutes	<i>Charles Pagatpatan</i>
			5 minutes	<i>Rhodora Mapili</i>
2.) Return to the Provincial Assessor's Office for the release of Approval of Cancellation	1. Issue two copies of approved cancellation order to Municipal Assessor 2. Owner's copy will be issued by Municipal Assessor	None	2 minutes	<i>Rhodora Mapili</i>
	<b>Total</b>	<b>None</b>	<b>30 minutes</b>	

#### 14. Verification of Assessment Records

This service provides particular information based on the records filed in this Office, these includes title, lot number, location and area of a particular property declared under the owner's name.

<b>Office or Division:</b>	Assessment Records and Management Division Tax Mapping Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2C – Government to Government
<b>Who may avail:</b>	1.) Property Owner; 2.) Heirs with proof of being heirs; 3.) Administrator of Property Owner with authorization; 4.) Representative of Property Owner with authorization; 5.) Bank representative with authorization with Bank Officials; 6.) Lending representative with authorization from Lending Officials; 7.) Legal Staff with authorization from Legal Officers; 8.) Real Estate Practitioners (Licensed Brokers & Licensed Appraisers, Authorized/Accredited Sales Agent) with authorization from Property Owner 9.) Government Agencies (LGUs & National Agencies) with authorization from Head of Office
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. TITLE / LOT NUMBER / AREA/ LOCATION</b>	
1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor's Office, Records Management Division, Frontline Service Area
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies	Owner of the Property, Head of Office
3.) Government Issued Identification Card of the Owner and representative – present the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD



4.) Title of the Property – certified copy/photo copy	Property Owner’s, Register of Deeds			
5.) Official Receipt: 3.3 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year)  4.2 Service fee (Tax Declaration Fee)	Municipal Treasurer’s Office, Real Property Tax Collection Division  Cashier, Provincial Treasurer’s Office Bureau of Internal Revenue			
<b>B. TRACEBACK (HISTORY OF TRANSACTION)</b>				
1.) Letter request of the Owner – one copy	Pre-format Letter Request (to be provided by the Frontline Staff) Provincial Assessor’s Office, Records Management Division, Frontline Service Area			
2.) If Representative: Letter of authorization/Special Power of Attorney from the Owner; Authorization from Head of Office/Institutions – Two copies	Owner of the Property, Head of Office			
3.) Government Issued Identification Card of the Owner and representative – present the original copy	BIR, SSS, GSIS, PHILHEALTH, DFA, PRC, POST Office, LTO, Pag-IBIG, DSWD			
4.) Official Receipt: 4.1 Real Property Tax or Certificate of No Delinquency/Certificate of Tax Clearance (current year)  4.2 Service fee (Tax Declaration Fee)	Municipal Treasurer’s Office, Real Property Tax Collection Division  Cashier, Provincial Treasurer’s Office Bureau of Internal Revenue			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Secure Letter Request Form	1.) Give letter request form	None	1 minute	Mary Rose Nucup
2.) Fill-up the form and attached required documents	2.) Received the filled-up letter request and required documents and check for completeness 2.1 Issue Order of Payment if the required documents were complete 2.2 returned the documents to the requesting party the document if not complete and informed to comply the lacking document and	None	3 minutes	Mary Rose Nucup
		None	2 minutes	Mary Rose Nucup
		None		Mary Rose Nucup



	<p>their request will not process</p> <p>2.3 Start processing the request</p> <p>2.3.1 Traceback old records (archives)**</p> <p>- Manual thru</p> <p>a. Assessment Roll</p> <p>b. Ownership Record Card</p> <p>c. Tax Declaration</p> <p>d. Base Map/TMCR Thru Real Property System</p> <p>**Transition from manual verification to System Verification</p>		<p>30 minutes per property record</p> <p>5 minutes Per property record</p>	<p>Mary Rose Nucup Jony A. Cordoba Edilberto Felix Anthony Buenaventura Eufrocino Baguisi Jr Roberto Pulmano Marilou Guarin</p> <p>Jony Cordoba/Mary Rose Nucup Marinella Cano/Marnelly Fae Dela Cruz</p>
<p>3.) Proceed to the Cashier at the Provincial Treasury Office and pay the required fees showing the Order of Payment.</p> <p>*Make sure to secure the Official Receipt that will be issued upon payment</p>	<p>3.Accept the payment based on the Order of Payment.</p> <p>3.1 Issue the Official Receipt</p>	<p>Verification Fee – PHP 50.00</p>		<p>Cashier Cash Receipt Division Provincial Treasury Office</p>
<p>4.) Return to the Provincial Assessor's Office for the release of requests record</p>	<p>4.Check the Official Receipt</p> <p>4.1 Issue the verified record</p>	<p>None</p>	<p>2 minutes</p>	<p>Mary Rose Nucup Jony A. Cordoba</p>
	<b>Total</b>	<b>PHP 50.00</b>	<b>43 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Answer the client feedback form and drop it at the designated Feedback and Suggestion Box in front of the Provincial Assessor's Office</p> <p>Contact Info: 045-6285262 / 0947-9942009</p>
How feedbacks are processed	<p>Every Monday, the Provincial Human Resource Management Office opens the drop box and compiles and records all feedback.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p>



How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box in front of the Provincial Assessor's Office.
How complaints are processed	
Contact information of CCB, PCC, ARTA	

**PROVINCIAL HEALTH OFFICE**  
**External / Internal Services**





# CITIZEN'S CHARTER

## 2021 (1<sup>st</sup> Edition)

### VISION

Health for all Tarlaquenos

### MISSION

The Provincial Health Office in cooperation with the DOH, partner agencies, non-government organizations and the people, shall promote the well-being and health of all Tarlaquenos, especially the poor by ensuring accessibility and availability of quality basic health services that will transform them into HAPPY SELF-RELIANT and SELF-MANAGING communities.

### FUNCTION

To provide technical assistance to all City and Municipal Health Offices, City/Rural Health Units and all public hospitals on the following:

#### Provincial Epidemiology and Surveillance Unit

This unit produces data which can be used for priority setting, policy decisions, planning, implementation, resource mobilization and allocation, prediction and early detection of epidemics. The information generated can also be used for monitoring, evaluation and improvement of disease prevention and control programs helpful to public health officials in understanding the existing and emerging infectious and non-infectious diseases. Without this quality data, interventions may become misguided and wasteful.

<b>Office or Division</b>	Provincial Health Office – Provincial Epidemiology and Surveillance Unit			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G –Government to Government G2C- Government to Citizen			
<b>Who may avail</b>	Researchers; Community, Local Government Units and Local Chief Executives, public and private hospitals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PIDSR report		Hospitals		
ESR report		Provincial Epidemiology and Surveillance Unit - Provincial Health Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Cases referred from city/municipal health offices and public and private health facilities	1.Receive case investigation /Report form and specimen	None	1 hour	<i>Cecille Lopez Zuasula and PHO Surveillance Team</i>
2.None	2.Labeling and proper storage of specimen	None	1 hour	<i>Cecille Lopez Zuasula and PHO Surveillance Team</i>
3.None	3.Enter data at Philippine Integrated	None	2 hours	<i>Cecille Lopez Zuasula and PHO</i>



	Surveillance and Response			Surveillance Team
4.None	4.Send specimen to Research Institute for Tropical Medicine	None	30mins	Cecille Lopez Zuasula and PHO Surveillance Team
	<b>Total</b>	<b>None</b>	<b>4 hours and 30 minutes</b>	

## 2. HEALTH PROMOTION

Information, education and communication on health and the promotion of healthy habits and lifestyle increases disease prevention and control.

<b>Office or Division</b>		Provincial Health Office – Health Promotion		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G –Government to Government G2C - Government to Citizen		
<b>Who may avail</b>		Barangay/Community, Local Government Units/ Local Chief Executive		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Sound System		Provincial Health Office/ Local Government Units or Community		
Microphone		Provincial Health Office / Local Government Units or Community		
Laptop		Provincial Health Office / Local Government Units		
Overhead Projector		Provincial Health Office / Local Government Units		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make a letter of request (written or verbal)	1.Receive letter of request (if written)	None	5 minutes	Remedios T Collado
2.None	2.Prepare necessary power point presentation/flipcharts	None	3 hours	Remedios T Collado
3.None	3.Prepare leaflets/flyers or other educational information	None	30 minutes	Remedios T Collado
4.None	4.Conduct lecture/actual demonstration	None	4 hours	Remedios T Collado
5.None	5.Conduct question and answer	None	30 minutes	Remedios T Collado
	<b>Total</b>	<b>None</b>	<b>8 hours and 5 minutes</b>	

## 3. TECHNICAL ASSISTANCE

Monitoring of health programs and regularly monitored to assess proper storage, usage and issuance to target clients.

<b>Office or Division</b>	Provincial Health Office – Technical Division
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<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G –Government to Government G2C- Government to Citizen			
<b>Who may avail</b>	Barangay Health Workers/ Rural Health Unit Staff/ Public Hospital Workers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Target Client List		Rural Health Units		
Program Reports		Rural Health Units		
Community Health Service Record		Barangay Health Workers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare necessary document for monitoring/ evaluation	1. Schedule monitoring and inform client or decide for a random spot checking	None	20 minutes	<i>PHO Technical Team</i>
2. None	2. Visit health worker at the site facility	None	2 hours	
3. None	3. Conduct review of documents or return demonstration for monitoring of skills	None	2 hours	
4. None	4. Record results of observations and findings	None	1 hour	
	<b>Total</b>	<b>None</b>	<b>5 hours and 20 minutes</b>	

#### 4. PROVINCIAL ANIMAL BITE TREATMENT CENTER

Public health out-patient service located at the Tarlac Provincial Hospital. Animal bite patients are given active and/or passive immunization. It is a PHILHEALTH Accredited Animal Bite Treatment Center

<b>Office or Division</b>	Provincial Health Office – Provincial Animal Bite Treatment Center (PABTC)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G –Government to Government G2C- Government to Citizen			
<b>Who may avail</b>	All animal bite exposure			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Letter		Barangay Health Station/ Rural Health Unit/ private or government hospital/private Doctor		
Certificate of Indigency		Municipal Social Welfare Development/ Barangay Captain		
4Ps Identification Card		Municipal Social Welfare Development/ Barangay Captain		
Phil health Membership Data Record		Phil health Office		
Medical Certificate/ Drug Prescription		Provincial Animal Bite Treatment Center		
Patients Card		Provincial Animal Bite Treatment Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Obtain referral letter	1. Write referral letter	None	30 minutes	<i>Barangay Health Worker/ RHU Nurse/ RHU Midwife/ RHU Doctor</i>



2. Obtain Certificate of Indigency	2.3 Refer to Municipal Social Welfare Development for the Certificate	None	30 minutes	Municipal Social Welfare Development/ Barangay Captain
3. Secure patient queue number	3. Give patient number	None	1 minute	Jacob Bucasas
4. Assessment of patient	4. Assess the patient and provides health education	None	5 minutes	Benjamin P. Lopez III and Zenaida Mallari
5. Administered of Tetanus Toxoid and Purified Vero Rabies Vaccine	5. Inject appropriate drugs	None	10 minutes	Benjamin P. Lopez III, Zenaida Mallari, Josefina Santos, Mary Fernandez and Arsenia Palma
6. Skin Testing; rabies immunoglobulin (RIG) infiltration	6. Perform skin testing and infiltration to Category III patients	None	45 minutes	Benjamin P. Lopez III
7. None	7. Prepare Phil health Data sheet & Claims Processing	None	5 minutes	Vilma Dela Cruz
8. None	8. Encoding of patient's data in database	None	1 hour	Benjamin P. Lopez III
	<b>Total</b>	<b>None</b>	<b>3 hours and 6 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback from located at the entrance of the Provincial Health Office
<b>How feedbacks are processed</b>	Every first week of the Month, the Provincial Human Resource Management Office opens the drop box and compiles and records all feedback.
<b>How to file a complaint</b>	<p>Answer the client Complaint Form and drop it at the designated dropbox at the entrance of Public Health Office (PHO)</p> <p>Make sure to provide the following:</p> <ol style="list-style-type: none"> <li>1. Date (include time if possible)</li> <li>2. Name of client</li> <li>3. Contact Number</li> <li>4. Person/employee involved</li> </ol> <p>Complaint (Narrative)</p>
<b>How complaints are processed</b>	<ol style="list-style-type: none"> <li>1. The Provincial Human Resource Management Office opens the complaint drop box every <b>first week of the month</b> and evaluates each complaint.</li> <li>2. Provincial Human Resource Management Office will send notices/feedback to the client about his/her complaint</li> <li>3. The Public Health Officer interview, advise and warns the concerned employee, if three consecutive months he/she receives complaint from the same client, a corresponding</li> </ol>



	sanction will be served.
<b>Contact Information: Contact information of CCB, PCC, ARTA</b>	8888 - Presidential Complaints Center 09088816565 – Civil Service Commission Contact Center ng Bayan478-5093 - Anti Red Tape Act Commission

**CIVIL SERVICE UNIT**  
**External / internal Services**



# CITIZEN'S CHARTER

## 2021 (1<sup>st</sup> Edition)

### VISION

An upgraded civil security unit conferred with the most modern equipment to provide security and safety.

### MISSION

To provide appropriate security and safety to provincial government properties, including government officials and employees and the general public thereto at hand.

### 1. SECURITY MANAGEMENT AND SUPERVISION

Security management and supervision; security and safety planning for provincial installations of properties; and VIP and employees' protection; issue orders to security personnel and monitors compliance thereto. Received orders from the Governor and the Provincial Administrator and ensures the implementation of the same.

<b>Office or Division</b>		Civil Security Unit		
<b>Classification:</b>		Simple		
<b>Types of transaction:</b>		G2C-Government to Citizen, G2G- Government to Government, G2B-Government to Business		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENTS STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b><u>VISITORS/ LOCAL GOVERNMENT UNITS, EMPLOYEES</u></b> Enters and inquiries of the facility/building/offices	1. Politely respond to inquiries of visitors and others who call for assistance and Log-In to logbook  * Prohibits vendors, beggars and any suspicious persons roaming inside the Area of Responsibilities  * Assistance for the parking lot/area provided for the Office / Department Heads, staff and visitors around Diwa ng Tarlac and perimeter of Capitol Building.  * Assistance for different offices/staff-in-	None	Eight (8) hours & Twelve (12) hours shift	<i>Benjamin A. Chico Florante M. Lacsa Benjamin D. Vergara, Jr. Jesus T. Lacamento, Jr. Venice T. Espiritu Romeo G. Dalao, Jr. Julio J. Mariano Lito M. Domingo Russel R. Europa Eduardo M. Lacsa Eric C. Ocampo Elizabeth G. Aguilar Aldwin G. Ang Eranio M. Garcia Erwin M. Mendoza Romeo S. Mercado Ronel A. Zuniga Edgar D. Lavetoria Jay-Ar V. Tungpalan Gilbert S. Camus Felipe M. Manaloto Thaddeus S. Torres Erickson S. Mamaril</i>



	<p>charge checks on the ARTA for guidance/assistance needed for the client.</p> <p>2. Provides Instructions/directions to clients</p> <p><b>ROVING INSPECTION</b></p> <p>1. Conducts roving inspection to check for: unlocked doors to offices after office hours; lights and other electrical equipment and/or appliances that are not put off and employees that are rendering overtime work</p> <p>2. Renders report to the Security Supervisor or the Security Officer in case of any untoward occurrence and of the action the unit has taken to get to the bottom of it.</p>		<p><i>Isagani B. Pating</i> <i>Gilbert V. Vidad</i> <i>Rommel M, Bermudez</i> <i>Dominador De Lima, Jr.</i> <i>Ryan Gil A. Manalo</i> <i>Jomar A. Araña</i> <i>Adrian C. Caranto</i> <i>Jaypee T. Sambile</i> <i>Michael John C. Galang</i> <i>Merlita C. Feliciano</i> <i>Randy S. Musni</i> <i>Renato B. Conde</i> <i>Floresty B. Valdez</i> <i>Albert R. Teofilo</i> <i>Alma G. Gomez</i> <i>Rodolfo Q. Santos</i> <i>Mark Anthony M. Mangune</i> <i>Starsky L. Roxas</i> <i>Dindo H. Cunanan</i> <i>Reynante P. Rivera</i> <i>Mark Louie H. Soliven</i> <i>Royal P. Cerezo</i> <i>Alabastro P. Bugayong</i> <i>Gilbert L. De Leon</i> <i>Romeo D. Turla</i> <i>Gener M. Marzan</i> <i>Justin Roy A. Landingin</i> <i>Luis G. Delos Santos</i> <i>Christopher T. Carpio</i></p>
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the client feedback from located at the entrance of the Civil Service Unit
<b>How feedbacks are processed</b>	Every first week of the Month, the Provincial Human Resource Management Office opens the drop box and compiles and records all feedback.
<b>How to file a complaint</b>	<p>Answer the client Complaint Form and drop it at the designated dropbox at the entrance of Capitol Building.</p> <p>Make sure to provide the following:</p> <ol style="list-style-type: none"> <li>1. Date (include time if possible)</li> <li>2. Name of client</li> <li>3. Contact Number</li> <li>4. Person/employee involved</li> </ol> <p>Complaint (Narrative)</p>
<b>How complaints are processed</b>	<ol style="list-style-type: none"> <li>1. The Provincial Human Resource Management Office opens the complaint drop box every <b>first week of the month</b> and evaluates each complaint.</li> <li>2. Provincial Human Resource Management Office will send notices/feedback to the client about his/her complaint</li> <li>3. The Public Health Officer interview, advise and warns the concerned employee, if three consecutive months he/she receives complaint from the same client, a corresponding</li> </ol>



	sanction will be served.
<b>Contact Information: Contact information of CCB, PCC, ARTA</b>	8888 - Presidential Complaints Center 09088816565 – Civil Service Commission Contact Center ng Bayan 478-5093 - Anti Red Tape Act Commission

**PROVINCIAL HUMAN RESOURCE  
MANAGEMENT OFFICE  
External / Internal Services**





# CITIZEN'S CHARTER 2021 (1<sup>st</sup> Edition)

## I. VISION:

A dynamic Human Resource Organization with a deep sense of professionalism towards the development, management and retention of a competent and effective workforce.

## II. MISSION

The Provincial Human Resource Management Office commits itself to continuously promote the welfare and development of the employees by fully utilizing their potentials to increase productivity and enhance the quality of public service.

## 2. Leave Administration (Vacation Leave, Sick Leave, Special Leave, Maternity/Paternity Leave, Solo Parent Leave)

A privilege granted to officials and employees to be absent for 1 or more days with their positions held for them until their return.

<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Government Employees and Elected Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vacation Leave Application (3 Copies)		Office/Department availing the leave		
Sick Leave- Original Medical Certificate (if more than 5 days)		Hospital/ Clinic		
Maternity Leave a) Birth Certificate (3 certified xerox copy) b) Marriage Contract (1 Certified xerox copy) c) Approved Application for Leave d) Approved Clearance		Municipal Civil Registry Office (MCR)		
Paternity Leave a) Birth Certificate (1 certified xerox copy) b) Marriage Contract (1 Certified xerox copy)		Municipal Civil Registry Office (MCR)		
Solo Parent Identification Card 1. a) Solo Parent Identification Card (1 Certified xerox copy)		Municipal Social Welfare Office (Where employee resides), Provincial Social Welfare and Development Office (PSWDO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Application for Leave	1. Received leave form	None	1 minute	<i>Charmaine S. Dumayas</i> Receiving Clerk
2. None	2. Give to the person in-charge	None	1 minute	<i>Joel L. Mapili</i> <i>Alpha R. David</i> <i>Jenny A. Tayag</i> <i>Helen L. Tullao</i> <i>Camille Joyce</i> <i>M. Buenaventura</i> <i>Roy G. Tabaquero</i> <i>Paulyn Kate T. Yambao</i> <i>Jherome B. Gandol</i> <i>Richelle Q. Desear</i> <i>Syra Mae N. Marcelo</i>



3.None	3.Review, Process and initial the application for leave	None	3 minutes	Joel L. Mapili Alpha R. David Jenny A. Tayag Helen L. Tullao Camille Joyce M.Buenaventura Roy G. Tabaquero Paulyn Kate T. Yambao Jherome B. Gandol Richelle Q. Desear Syra Mae N. Marcelo
4.None	4.Signs the application for leave	None	1 minute	Vilma P. Go Acting PHRMO
5.None	5.Approval: (Regular/daily application for leave) (Terminal, Retirement, and leave of Department Head)	None	8 hours and 5 minutes	Provincial Administrator/ Provincial Governor
	<b>Total:</b>	<b>None</b>	<b>8 hours and 11 minutes</b>	

### 3. Service Record Provision

Provides the chronological employment history of an employee or a former employee since his/her entrance to the government service, these are used in various government transactions.

<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government, G2C – Government to Citizen			
<b>Who may avail:</b>	Government employee, Officials and Former Government employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		Provincial Treasury Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present person-in-charge	1.Review, prepare and print Service Record	None	3 minutes	Joel L. Mapili Alpha R. David Jenny A. Tayag Helen L. Tullao Richelle Q. Desear Syra Mae N. Marcelo
2.None	2.Approval	None	1 minute	Vilma P. Go Acting PHRMO
3.None	3.Releasing of Service Record	None	1 minute	Joel L. Mapili Alpha R. David Jenny A. Tayag Helen L. Tullao Richelle Q. Desear Syra Mae N. Marcelo
	<b>Total:</b>	<b>None</b>	<b>5 minutes</b>	

### 4. Certification Issuance

Issued Certifications for various purposes ranging from Employment, Net-Take-Home-Pay, Gross Income, Accrued Leave credits and Certification of No-Pending Administrative Case.



<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government, G2C – Government to Citizen			
<b>Who may avail:</b>	Government employee, officials and former Government employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt		Provincial Treasury		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Official Receipt from Treasury Office	1. Official receipt of payment from the Treasury office	None	2 minutes	Treasury Office
2. Present Official Receipt to Provincial Human Resource Office Person-in-charge	2. Received request	None	1 minute	Paulyn Kate T. Yambao Charmaine S. Dumayas
3. None	3. Review, Prepare and print the certification	None	2 minutes	Paulyn Kate T. Yambao Charmaine S. Dumayas
4. None	4. Approval	None	1 minute	Vilma P. Go Acting PHRMO
5. None	5. Release of Certification	None	1 minute	Paulyn Kate T. Yambao Charmaine S. Dumayas
	<b>Total</b>	<b>None</b>	<b>7 minutes</b>	

### 5. Retirement/Resignation/Transfer Administration

Upon cessation of services, the PHRMO prepares all the necessary documents to ensure that the employee leaves with full benefits is accorded to him/her.

<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Government employee and Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Retirement letter (1 copy)		Office of the requesting party		
Resignation letter (1 copy)		Office of the requesting party		
Request for Transfer letter (1 copy)		Office of the requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request for Retirement, Resignation and Clearances	1. Received letter request for Retirement, Resignation and Clearances	None	1 minute	Charmaine S. Dumayas Receiving Clerk
2. None	2. Prepare Certification of Acceptance and Endorsement Letter to Government Service Insurance System (GSIS) for Governor's approval	None	5 minutes	Paulyn Kate T. Yambao
3. None	4. Release of approval	None	2 minutes	Joel L. Mapili Alpha R. David



				Jenny A. Tayag Helen L. Tullao Camille Joyce M.Buenaventura Paulyn Kate T. Yambao Jherome B. Gandol Richelle Q. Desear Syra Mae N. Marcelo
	<b>Total</b>	<b>None</b>	<b>8 minutes</b>	
1. None	2.Prepare Certification of Acceptance for Governor's approval	None	5 minutes	Paulyn Kate T. Yambao
2.None	3.Prepare Indorsement Letter to Government Service Insurance System GSIS for Provincial Human Resource Management Officer approval	None	2 minutes	Paulyn Kate T. Yambao
3.None	4.Release of approval	None	2 minutes	Provincial Governor's office
	<b>Total</b>	<b>None</b>	<b>9 minutes</b>	

## 6. Payroll Administration

### A). Regular/ Permanent Payroll

The permanent salary is processed five (5) days before the 15<sup>th</sup> and 30<sup>th</sup> of every month and salary schedule is 15<sup>th</sup> and 30<sup>th</sup> of the month.

<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Government Employees and Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Service Insurance Service Insurance premiums		Human Resource Payroll Preparer		
Pag-ibig premiums		Human Resource Payroll Preparer		
PhilHealth Premium		Human Resource Payroll Preparer		
Withholding Tax		Human Resource Payroll Preparer		
Pag-ibig loan		Human Resource Payroll Preparer		
Private Lending Institutions (Bank)		Human Resource Payroll Preparer		
Government Service Insurance Service Insurance Loan		Human Resource Payroll Preparer		
Coop Loan		Human Resource Payroll Preparer		
Accomplishment Report		Employee		
Biometric		Management Information System, Provincial Human Resource Office		
Travel Order		Copy of Employee		
Certificate of Appearance		Copy of Employee		
Application for Leave		Human Resource Payroll Preparer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit Travel Order, Certificate of	1.Received Travel Order, Certificate of	None	1 minute	Charmaine S. Dumayas Receiving Clerk Joel L. Mapil



Appearance and application for Leave	Appearance and application for Leave			<i>Alpha R. David Helen L. Tullao Jenny A. Tayag Airwind Jeff D. Manlutac</i>
2. None	2. Printing of Biometrics	None	20 minutes	<i>Airwind Jeff D. Manlutac Darren C. Vargas</i>
3. None	3. Preparation/ computation and printing of payroll and supporting documents	None	1 hour and 20 minutes	<i>Joel L. Mapil Alpha R. David Airwind Jeff D. Manlutac Darren C. Vargas Arnie D. Legaspi</i>
4. None	4. Releasing	None	1 minute	<i>Joel L. Mapil Alpha R. David Airwind Jeff D. Manlutac Joel S. De Guzman</i>
5. Submit payroll and supporting document approved by the Department Head	5. Received payroll and supporting documents approved by the Department Head	None	1 minute	<i>Charmaine S. Dumayas Joel L. Mapil Alpha R. David Airwind Jeff D. Manlutac</i>
6. None	6. Released payroll for processing	None	1 minute	<i>Charmaine S. Dumayas Joel L. Mapil Alpha R. David Airwind Jeff D. Manlutac Darren C. Vargas Arnie D. Legaspi</i>
7. None	7. Received, processed payrolls for encoding of salary in the Land Bank of the Philippines System	None	50 minutes	<i>Airwind Jeff D. Manlutac</i>
8. None	8. Printing of transmittal to Land Bank of the Philippines thru Findes System and Online approval of the Provincial Accountant & Provincial Treasurer Officer	None	15 minutes	<i>Airwind Jeff D. Manlutac</i>
9. None	9. Submits to Treasury Officer-in-charge for submission to Land Bank of the Philippines	None	5 minutes	<i>Airwind Jeff D. Manlutac Darren C. Vargas Arnie D. Legaspi</i>
10. None	10. Review completeness of payroll with supporting documents to	None	1 hour	<i>Airwind Jeff D. Manlutac Darren C. Vargas</i>



	treasury office for liquidation purposes			
11.None	11.Submit to treasury office for liquidation purposes	None	10 minutes	<i>Airwind Jeff D. Manlutac Darren C. Vargas</i>
	<b>Total:</b>	<b>None</b>	<b>4 hours and 4 minutes</b>	

## B). Casual Payroll Administration

The casual salary is processed at the beginning of every 10th & 25th of the month within 5 processing days (weekdays/working days) the salary schedule is 15th & 30th day of the month.

<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Government employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Service Insurance Service Insurance premiums		Human Resource Payroll Preparer		
Pag-ibig premiums		Human Resource Payroll Preparer		
PhilHealth Premium		Human Resource Payroll Preparer		
Withholding Tax		Human Resource Payroll Preparer		
Pag-ibig loan		Human Resource Payroll Preparer		
Private Lending Institutions (Bank)		Human Resource Payroll Preparer		
Government Service Insurance Service Insurance Loan		Human Resource Payroll Preparer		
Coop Loan		Human Resource Payroll Preparer		
Accomplishment Report		Employee		
Biometric		Management Information System, Provincial Human Resource Office		
Travel Order		Copy of Employee		
Certificate of Appearance		Copy of Employee		
Application for Leave		Human Resource Payroll Preparer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit Travel Order, Certificate of Appearance and application for Leave	1.Received Travel Order, Certificate of Appearance and application for Leave	None	1 minute	<i>Charmaine S. Dumayas Airwind Jeff D. Manlutac Darren C. Vargas Arnie D. Legaspi</i>
2.None	2.Printing of Biometrics	None	20 minutes	<i>Darren C. Vargas Arnie D. Legaspi Syra</i>
3.None	3.Preparation/ computation and printing of payroll and supporting documents	None	1 hour and 20 minutes	<i>Airwind Jeff D. Manlutac Joel S. de Guzman Jherome B. Gandol Syra Mae N. Marcelo</i>
4.None	4.Releasing	None	1 minute	<i>Richelle Q. Desear Airwind Jeff D. Manlutac Jherome B. Gandol Syra Mae N. Marcelo</i>



5.Submit payroll and supporting document approved by the Department Head	5.Received payroll and supporting documents approved by the Department Head	None	1 minute	<i>Charmaine S. Dumayas Helen L. Tullao Richelle Q. Desear Airwind Jeff D. Manlutac Jherome B. Gandol Syra Mae N. Marcelo</i>
6.None	6.Released payroll for processing	None	1 minute	<i>Helen L. Tullao Richelle Q. Desear Jherome B. Gandol Syra Mae N. Marcelo Darren C. Vargas</i>
7.None	7.Received, processed payrolls for encoding of salary in the Landbank of the Philippines	None	50 minutes	<i>Airwind Jeff D. Manlutac Joel S. De Guzman</i>
8.None	8.Printing of transmittal to Land Bank of the Philippines thru Findes System and Online approval of the Provincial Accountant & Provincial Treasurer Officer	None	10 minutes	<i>Airwind Jeff D. Manlutac Joel S. De Guzman</i>
9.None	9.Submits to Treasury Officer-in-charge for submission to Land Bank of the Philippines	None	5 minutes	<i>Airwind Jeff D. Manlutac Darren C. Vargas Arnie D. Legaspi</i>
10.None	10.Review completeness of payroll with supporting documents to treasury office for liquidation purposes	None	1 hour	<i>Airwind Jeff D. Manlutac Darren C. Vargas</i>
11.None	11.Submit to treasury office for liquidation purposes	None	10 minutes	<i>Airwind Jeff D. Manlutac Darren C. Vargas</i>
	<b>Total:</b>	<b>None</b>	<b>4 hours</b>	

### C). Job Order Payroll Administration

Released every 1st & 16th of the month, 5 processing days (weekdays/working days). Salary Schedule: 5th & 20th day of the month or 7th & 22nd of the month.

<b>Office or Division:</b>	Provincial Human Resource Management Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government



<b>Who may avail:</b>		Government employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pag-ibig premiums		Human Resource Payroll Preparer		
Pag-ibig loan		Human Resource Payroll Preparer		
Social Security System Premium		Human Resource Payroll Preparer		
Accomplishment Report (2 copies)		Employee		
Biometric		Management Information System, Provincial Human Resource Office		
Travel Order		Copy of Employee		
Certificate of Appearance		Copy of Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Travel Order, Certificate of Appearance and application for Leave	1. Received Travel Order, Certificate of Appearance and application for Leave	None	1 minute	<i>Charmaine S. Dumayas Helen L. Tullao Hilbert T. Toledo Syrmae N. Marcelo Mary Ann P. Dingli</i>
2. None	2. Printing of Biometrics	None	20 minutes	<i>Airwind Jeff D. Manlutac Darren C. Vargas Arnie D. Legaspi</i>
3. None	3. Preparation/ computation and printing of payroll and supporting documents	None	1 hour and 20 minutes	<i>Charmaine S. Dumayas Helen L. Tullao Hilbert T. Toledo Syrmae N. Marcelo Mary Ann P. Dingli</i>
4. None	4. Releasing	None	1 minute	<i>Charmaine S. Dumayas Helen L. Tullao Hilbert T. Toledo Syrmae N. Marcelo Mary Ann P. Dingli</i>
5. Submit payroll and supporting document approved by the Department Head	5. Received payroll and supporting documents approved by the Department Head	None	1 minute	<i>Charmaine S. Dumayas Helen L. Tullao Hilbert T. Toledo Syrmae N. Marcelo Mary Ann P. Dingli</i>
6. None	6. Released payroll for processing	None	1 minute	<i>Charmaine S. Dumayas Helen L. Tullao Hilbert T. Toledo Syrmae N. Marcelo Mary Ann P. Dingli</i>
7. None	7. Received, processed payrolls for encoding of salary in the Landbank of the Philippines	None	50 minutes	<i>Airwind Jeff D. Manlutac Joel S. De Guzman</i>
8. None	8. Printing of transmittal to Land Bank of the Philippines thru Findes	None	10 minutes	<i>Airwind Jeff D. Manlutac De Guzman</i>





	System and Online approval of the Provincial Accountant & Provincial Treasurer Officer			
9.None	9.Submits to Treasury Officer-in-charge for submission to Land Bank of the Philippines	None	5 minutes	<i>Airwind Jeff D. Manlutac Joel S. De Guzman</i>
10.None	10.Review completeness of payroll with supporting documents to treasury office for liquidation purposes	None	1 hour	<i>Airwind Jeff D. Manlutac Darren C. Vargas</i>
11.None	11.Submit to treasury office for liquidation purposes	None	10 minutes	<i>Airwind Jeff D. Manlutac Darren C. Vargas</i>
	<b>Total:</b>	<b>None</b>	<b>4 hours</b>	

PRIME-HRM stands for “Program to Institutionalize Meritocracy and Excellence in Human Resource Management.”

It aims to elevate public sector human resource management to a level of excellence through the assessment, assistance, and awarding processes of HRM Systems, Practices, and Competencies using HRM maturity level indicators that are at par with global HRM standards.

PRIME-HRM entails greater engagement not just of the human resource management officer (HRMO) but also of the officials and the rank-and-file employees of the agency.

### THE FOUR CORE HRM SYSTEMS OF THE PRIME HRM:

#### 1. Recruitment, Selection and Placement Services

Proper screening, recruitment and placement of qualified personnel in the different positions in the provincial government shall be selected on the basis of merit and fitness.

<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen			
<b>Who may avail:</b>	Employees and Walk-In Applicant(s)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of application		Applicant		
Form 212 duly accomplished with picture, work experience sheet, certifications and other requirements		Applicant		
Eligibility (authenticated copy)		Civil Service Eligibility, Professional Regulation Commission, other regulatory agencies		
Transcript of Records (original and photocopy)		Applicant's School where he/she graduated		
Medical Clearances (once appointed)		Any government physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of application letter and	1.Receipt of application documents	None	10 minutes	<i>Pauly Kate Yambao, Mylene Giron</i>



supporting documents				
2.None	2.Initial screening and assessment of applicants	None	10 minutes	<i>Paulyn Kate Yambao, Mylene Giron</i>
3.None	3.Feedback to all applicants on the status of their applications	None	5 minutes	<i>Paulyn Kate Yambao, Mylene Giron</i>
	<b>Total:</b>	<b>None</b>	<b>25 minutes</b>	
1.Employment Exam	1.Conduct of written examinations	None	1 hour	<i>Paulyn Kate Yambao, Mylene Giron</i>
2.None	2.Preparation of list and profile of qualified candidates for referral to the Human Resource Merit Promotion and Selection Board.	None	30 minutes per applicant	<i>Camille Joyce Buenaventura, Paulyn Kate Yambao, Mylene Giron</i>
3.None	3.Submission of selection line up and supporting documents to the Human Resource Merit Promotion and Selection Board	None	30 minutes	<i>Paulyn Kate Yambao, Mylene Giron</i>
	<b>Total:</b>	<b>None</b>	<b>2 hours</b>	
1.Panel interview by members of the Human Resource Merit Promotion and Selection Board (HRMPSB)	1.Evaluation and deliberation en banc of the qualification of candidates and recommendation by the Human Resource Merit Promotion and Selection Board	None	30 minutes per applicant	<i>Human Resource Merit Promotion and Selection Board Members:</i> <ul style="list-style-type: none"> <li>• Governor or Vice Governor</li> <li>• Department Head where the vacancy is</li> <li>• Board Members</li> <li>• 1<sup>st</sup> Level Representative or 2<sup>nd</sup> Level Representative</li> <li>• PHRMO</li> </ul> <i>Secretariat</i> <ul style="list-style-type: none"> <li>• Administrative Officer IV</li> <li>• Administrative Officer II</li> <li>• Administrative Assistant II</li> <li>• Administrative Assistant I</li> </ul>
2.None	2.Ranking of applicants and shortlisting the Top 5 Candidates	None	10 minutes	<i>Paulyn Kate Yambao, Mylene Giron</i>
3.None	3.Submission of the ranking with recommendations to the appointing authority	None	1 day	<i>Diane Kristel Gabuni, Vilma Go</i>



4.None	4.Deliberation of the appointing authority and making of appointment decision	None	1 day	Appointing Authority Governor Vice Governor
5.None	5.Notification of applicants of the decision of the appointing authority	None	1 day	Pauly Kate Yambao, Mylene Giron
6.None	6.Preparation of appointment papers	None	30 minutes	Diane Kristel Gabuni
7.None	7.Preparation of Certificate of Availability of Funds and Approval of the same	None	30 minutes	Preparation Camille Joyce Buenaventura Approval Provincial Accountant and the Provincial Treasurer
8.None	8.Approval of appointment	None	30 minutes	Appointing Authority Governor Vice Governor
	<b>Total</b>	<b>None</b>	<b>3 days 2 hours 10 minutes</b>	
1.Signing of appointment documents	1.Signing of appointment documents	None	30 minutes	Camille Joyce Buenaventura Wilma Go
2.None	2.Announcement of duly approved appointments	None	1 hour	Diane Kristel Gabuni,
3.None	3.Distribution of copies of appointment and submission of the appointment to the Civil Service Commission - Field Office	None	30 minutes	Camille Joyce Buenaventura,
	<b>Total</b>	<b>None</b>	<b>2 hours</b>	

## 2. Performance Management

The process of Employee/Office Governance, Performance Planning and Commitment, Performance Management Monitoring and Coaching, Performance Management Review and Evaluation and Performance Rewarding and Development Planning.

An ongoing process that prompts an open, honest, and productive work environment in the organization.

<b>Office or Division:</b>	Provincial Human Resource Management Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Office Manager/Employee	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
3.	Individual Performance and Commitment Review (IPCR)	Office
4.	Department Performance Commitment Review (DPCR)	Office
5.	Individual Development Plan (IDP)	Office
6.	Performance Improvement Plan	Office
7.	Performance Management Coaching Journal (PMCJ)	Office
8.	Accomplishment Report	Office /Employee
7.	Feedback Form	Client/Employee



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Department Performance Commitment Review Targets (DPCR)	Follow-up Receipt/Check/Review/Approve Targets of Department Performance Commitment Review	None	3 weeks Every 1 <sup>st</sup> week of the 1 <sup>st</sup> semester	<i>Charmaine S. Dumayas Mary Ann P. Dingli Jenny A. Tayag Planning Office &amp; Performance Management Team members</i>
2. Submission of Individual Performance Commitment Review Targets (IPCR)	Follow-up Receipt/Check/Review/Approve Targets of Individual Performance Commitment Review	None	2 weeks Every 2 <sup>nd</sup> week of the semester	<i>Charmaine S. Dumayas Mary Ann P. Dingli Jenny A. Tayag</i>
3. Submission of Individual Development Plan (IDP)	Follow-up Receipt/Check/Review & Evaluate Individual Development Plan (IDP) for Individual Performance Target/ purposes	None	1 week Every 2 <sup>nd</sup> week of the semester	<i>Charmaine S. Dumayas Mary Ann P. Dingli Jenny A. Tayag</i>
	Department Performance Commitment Review (DPCR) Assessment		(Targets vis a vis Ratings)	<i>Mary Ann P. Dingli Jenny A. Tayag Planning Office &amp; Performance Management Team members</i>
	Individual Performance Commitment Review (IPCR) Assessment		(Targets vis a vis Ratings)	<i>Charmaine S. Dumayas Mary Ann P. Dingli Jenny A. Tayag</i>
4. Submission of Performance Improvement Plan	Receipt/Check/Evaluate of Performance Improvement Plan	None	2 weeks Every 4 <sup>th</sup> quarter of the year	<i>Charmaine S. Dumayas Mary Ann P. Dingli Jenny A. Tayag</i>
5. Submission Performance Management Coaching Journal (PMCJ)	Receipt/Review/Evaluate PMCJ	None	1 week Every quarter	<i>Charmaine S. Dumayas Mary Ann P. Dingli Jenny A. Tayag</i>
6. Submission of Accomplishment Report	Receipt/Check of Accomplishment Report	None	2 days per Office (Twice a month)	<i>Charmaine S. Dumayas Mary Ann P. Dingli Jenny A. Tayag</i>
7. Submission of Performance Development Plan	Receipt/Check of Accomplishment Report	None	2 days	<i>Charmaine S. Dumayas Mary Ann P. Dingli Jenny A. Tayag</i>
8. Feedback Form	Collection/Check /Process Feedback Form	None	3 days	<i>Charmaine S. Dumayas Mary Ann P. Dingli Jenny A. Tayag Hilbert T. Toledo</i>
	<b>Total:</b>	<b>None</b>	<b>2 months, 2 weeks and 7 days</b>	

## 7. Learning and Development

Provides development opportunities that enhance knowledge, develop skills, and enrich the organization.



<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen			
<b>Who may avail:</b>	Employees and Walk-In Applicant(s)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	Review and evaluate the submitted individual Development Plan	None	4 weeks, every 3 <sup>rd</sup> quarter of the year	<i>Camille Joyce Buenaventura Paulyn Kate Yambao</i>
None	Preparation, budget review, and evaluation of Learning and Development Activities.	None	3 weeks, every 3 <sup>rd</sup> quarter of the year	<i>Camille Joyce Buenaventura Paulyn Kate Yambao II</i>
None	Implement Learning and Development Activities.	None	As scheduled	<i>Camille Joyce Buenaventura Paulyn Kate Yambao</i>
None	Release, collect, review, and evaluate the Learning and Development Impact Assessment Form	None	4 weeks, 6 months and year after L&D Activity	<i>Camille Joyce Buenaventura Paulyn Kate Yambao</i>
None	Analysis and recommendations of findings of all L&D Assessment Forms.	None	3 weeks, every 4 <sup>th</sup> quarter of the year	<i>Camille Joyce Buenaventura, Diane Kristel Gabuni, Paulyn Kate Yambao,</i>
None	Implement recommendations as to effectiveness and relevance of L&D Activities for future planning.	None	3 weeks, every 4 <sup>th</sup> quarter of the year	<i>Camille Joyce Buenaventura, Diane Kristel Gabuni, Paulyn Kate Yambao,</i>
<b>Total:</b>		<b>None</b>	<b>17 weeks</b>	

### 3. Rewards and Recognition

Establish, identify, recognize and provide incentives and interventions to motivate employees who have contributed ideas, suggestions, inventions, discoveries, superior accomplishments and other personal efforts.

<b>Office or Division:</b>	Provincial Human Resource Management Office		
<b>Classification:</b>	Simple, Complex, Highly Technical		
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen		
<b>Who may avail:</b>	Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	



Service Record, Personal Data Sheet (Salamat-Mabuhay Award, Loyalty Award)		Human Resource Management Employee in-charge		
Department Performance Commitment Review (for the last 2 semesters) – Best Organizational Award		Performance Management Division personnel		
Notice of Step Increment (Recognition)		Human Resource Management Employee in-charge		
Academic Excellence Award		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Identify employees due for retirement	None	5 minutes	Joel L. Mapili Jherome B. Gandol Syra Mae M. Mariano
None	Identify employee length of service for 10years and 5 years Loyalty pay	None	10 minutes	Joel L. Mapili Jherome B. Gandol Syra Mae M. Mariano
None	Identify Top 3 offices with highest DPCR Rating	None	15 minutes	Joel L. Mapili Jherome B. Gandol Syra Mae M. Mariano
None	Identify employee qualified for the grant of Step Increment	None	5 minutes	Joel L. Mapili
None	Identify employees for passing Career Service and Board Examination	None	15 minutes	Joel L. Mapili Jherome B. Gandol Syra Mae M. Mariano
<b>Total:</b>		<b>None</b>	<b>50 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Fill- up the feedback form and drop it at the designated drop box located in the front of each office. Contact number: 982-1234 loc. 146 or email at <a href="mailto:pqtphrmo@gmail.com">pqtphrmo@gmail.com</a>
<b>How feedbacks are processed</b>	Every end of the month, Provincial Human Resource Management Office staff ensures to collect all feedback forms from the drop box.  We sort each submitted form either commendation or complaint.
<b>How to file a complaint</b>	Complaints can be done through letters or by filling-up the feedback form and drop it through the drop box of the office concern.
<b>How complaints are processed</b>	We send notices through letters and addressed to the person concerned and Head of office. We interview, advise and warn the employee. If three consecutive months he/she still receives complaints from the clients, a corresponding sanction will be served.
<b>Contact information of Civil Security Unit (Frontline Service)</b>	+63928-399-6610



<b>Provincial Human Resource Management Office</b>	982-1234 Local 146
<b>Anti-Red Tape Authority, PCC, CSC, CCB</b>	478-5093 - Anti Red Tape Act Commission 8888 - Presidential Complaints Center 09088816565 – Civil Service Commission Contact Center ng Bayan

**PROVINCIAL INFORMATION OFFICE**  
**External / Internal Services**



# CITIZEN'S CHARTER 2021 (1<sup>st</sup> Edition)

## VISION

Provision of effective dissemination of information to promote well informed citizenry.

## MISSION

To promote fast, accurate, quality and adequate public information to help the stakeholders make better decisions and improve their quality of life.

### 1. Press Releases

The Provincial Information Office provide press releases to media entities and practitioner for print and broadcast.

<b>Office or Division:</b>		Provincial Information Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who may avail:</b>		Legitimate Media Entities/Practitioners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request Press and photo releases	Accept and electronic mail available press and photo releases	none	1 hour	<i>Arvin Ferdinand M Cabalu and Arnold B Lumibao</i>
	<b>Total</b>	<b>None</b>	<b>1 hour</b>	

### 2. Radio Broadcasting

PIO is responsible in promoting programs and projects of the provincial government thereby empowering constituents.

<b>Office or Division:</b>		Provincial Information Office		
<b>Classification:</b>		G2G – Government to Government G2B – Government to Business		
<b>Type of Transaction:</b>		complex		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Materials for broadcast		Concern department heads		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Bring materials for broadcast	Study materials for broadcast	none	30 minutes	<i>Arvin Ferdinand M. Cabalu, Arnold B. Lumibao &amp; Ruben S. Pascual Jr.</i>
	Approve request for broadcast	none	30 minutes	<i>AFMCabalu</i>
	Broadcast over the radio	none	1 hour	<i>AFMCabalu, ABLumibao,</i>





				<i>RSPascual Jr. &amp; Jay Austria</i>
	<b>Total</b>	<b>None</b>	<b>2 hours</b>	

### 3. Coverage and documentation

Documents affairs of the programs and projects of the provincial government.

<b>Office or Division:</b>		Provincial Information Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All capitol departments		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Department Head concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
Submit letter request	Study request for coverage	none	1 hour	<i>AFMCabalu, ABLumibao &amp; RSPascual Jr.</i>
	Approve request	none	30 minutes	<i>AFMCabalu</i>
	Render Documentation	none	8 hours	<i>ABLumibao/ RSPascualJr/ Eldan Pangilinan/Alvin Lopez &amp; Jay Austria</i>
	<b>Total</b>	<b>None</b>	<b>9 hours and 30 minutes</b>	

### 4. Photo Layout/Design Promotional Collaterals

Designs, layout promo materials such as tarpaulins for capitol department's announcement of programs and projects.

<b>Office or Division:</b>		Provincial Information Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All capitol departments		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Specification of the desire layouts		Requesting department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
Submit text and specifications of the needed tarpaulins/greeting cards	Study and approve request	none	30 minutes	<i>AFMCabalu</i>
	Render designs/layouts	none	16 hours	<i>Francis Louie Lopez &amp; Jay Austria</i>
	Electronically mail designed layouts	none	5 minutes	<i>Francis Louie Lopez &amp; Jay Austria</i>
	<b>Total</b>	<b>None</b>	<b>16 hours and 35 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Properly fill-out Client Feedback Form placed in front of the Provincial Information Office or you may also secure form from the Provincial Human Resource Management Office [PHRMO].
<b>How feedbacks are processed</b>	The PHRMO assigns staff who regularly checks the Feedback and Comments Box and processes all feedback place therein



	pursuant to Civil Service Rules and other applicable laws and regulations.
<b>How complaints are Processed</b>	<ol style="list-style-type: none"><li>1. The PHRMO opens the Feedback and Comments Box on a regular basis and evaluates complaints.</li><li>2. PHRMO shall initiate the investigation and notify PIO head the findings if there are any.</li><li>3. PHRMO shall send feedback to the complainant.</li></ol>
<b>Contact information of CCB, PCC, ARTA &amp; PIO</b>	8888-Presidential Complaints Center 09088816565-Civil Service Commission Contact Center ng Bayan 478-5093-Anti Red Tape Act Commission Smart # 09209402587- Provincial Information Officer Email Address – <a href="mailto:piomediaaffairs@gmail.com">piomediaaffairs@gmail.com</a>