



PROVINCIAL GOVERNMENT OF CAGAYAN

CITIZEN'S CHARTER 2024, 2nd Edition



I. MANDATE

The Provincial Government of Cagayan (PGC) is committed to provide quality and accessible basic services to its constituents such as education, healthcare, infrastructure and other social services and programs which will continuously improve and enrich the quality of their lives and be effective partners in the attainment of the goals of the Province as well as the goals of the National Agencies.

Under Section 16 of the Local Government Code (General Welfare Clause), every local government unit shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdictions, local government units shall ensure and support, among other things, the preservation and enrichment of culture, promote healthy and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

Also, under Section 17 of the Local Government Code (Basic Services and Facilities Clause), local government units shall endeavor to be self-reliant and shall continue exercising the powers and discharging the duties and functions currently vested upon them. They shall also discharge the functions and responsibilities of national agencies and offices devolved to them pursuant to this Code. Local government units shall likewise exercise such other powers and discharge such other functions and responsibilities as are necessary, appropriate, or incidental to efficient and effective provision of the basic services and facilities enumerated herein.

For the Province, basic services and facilities include, but not limited to, the following:

1. Agricultural extension and on-site research services and facilities which include the prevention and control of plant and animal pests and diseases; dairy farms, livestock markets, animal breeding stations, and artificial insemination centers; and assistance in the organization of farmers' and fishermen's cooperatives and other collective organizations, as well as the transfer of appropriate technology;
2. Industrial research and development services, as well as the transfer of appropriate technology;
3. Pursuant to national policies and subject to supervision, control and review of the DENR, enforcement of forestry laws limited to community-based forestry projects, population control law, small-scale mining law, and other laws on the protection of the environment and mini-hydroelectric projects for local purposes;
4. Subject to the provisions of Title Five, Book I of this Code, health services which include hospitals and other tertiary health services;
5. Social welfare services which include programs and projects on rebel returnees and evacuees; relief operations; and population development services;



6. Provincial buildings, provincial jails, freedom parks and other public assembly areas, and other similar facilities;
7. Infrastructure facilities intended to service the needs of the residents of the province and which are funded out of provincial funds including, but not limited to, provincial roads and bridges; inter-municipal waterworks, drainage and sewerage, flood control, and irrigation systems; reclamation projects; and similar facilities;
8. Programs and projects for low-cost housing and other mass dwellings, except those funded by the Social Security System (SSS), Government Service Insurance System (GSIS), and the Home Development Mutual Fund (HDMF): Provided, that national funds for these programs and projects shall be equitably allocated among the regions in proportion to the ratio of the homeless to the population;
9. Investment support services, including access to credit financing;
10. Upgrading and modernization of tax information and collection services through the use of computer hardware and software and other means;
11. Inter-municipal telecommunications services, subject to national policy guidelines; and
12. Tourism development and promotion programs.

II. VISION

CAGAYAN is a progressive and peaceful community of empowered Cagayanos that hosts a sustainable and globally competitive economic hub.

III. MISSION

The **PROVINCIAL GOVERNMENT OF CAGAYAN** drives progress through dynamic, people-oriented, visionary leadership committed to the highest standards of service and governance.

IV. CORE VALUES

As PGC Public Servants, we uphold:

- Integrity
- Commitment
- Leadership by Example
- People-Entered
- Excellence
- Innovation
- Loyalty to Cagayan



V. PLEDGE OF COMMITMENT

We, the PGC officials and employees,

- Pledge to provide the highest standard of competence and ethical behaviour in public service;
- Pledge to render new, responsive, and creative services geared towards continuously improving office systems and procedures;
- Pledge to toe the line in providing an investor – friendly Cagayan for its economic growth and development;
- Pledge selfless service through the PGC's 24/7 accessibility;
- Will empower Cagayanos through community-based organizing that provide opportunities for participative decision-making, fiscal management, and self- reliant endeavors;
- Are stewards of Cagayan's resources, and we will protect it and strive for its sustainable development; and
- Are loyal to Cagayan, its heritage and vision, and will strive to work to achieve the aspirations of its people.



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GOVERNOR'S OFFICE EXTERNAL SERVICES



1. SUBSIDY TO NGAs – FINANCIAL ASSISTANCE – MULTI-STAGE PROCESSING

Request for travel reimbursement

Office or Division	Governor's Office			
Classification	Highly Technical			
Type of Transaction	G2C, G2G			
Who may avail	Judges of RTC and MTC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request letter 2. Letter of Invitation 3. Itinerary of travels 4. Certificate of Appearance 		<ul style="list-style-type: none"> • Client/requesting party 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive request letter	None	5 minutes	<i>Receiving Staff</i> Governor's Office
	1.1 Chief Staff will review if the request is eligible	None	15 minutes	<i>Chief of Staff</i> Governor's Office
	1.2 Transmit to the Governor the Chief of Staff's recommendation, for his approval	None	5 minutes	<i>Staff</i> Governor's Office
	1.3 Governor will approve/disapprove the request	None	1 day	Governor
	1.4 Prepare financial documents(OBR/Voucher)	None	1 day	<i>Secretary II</i> Governor's Office
	1.5 Approval of financial documents/ Signature of Chief of Staff	None	10 minutes	<i>Chief of Staff</i> Governor's Office
	1.6 Bring signed OBRs and vouchers to the Provincial Budget Office	None	10 minutes	<i>Liaison Staff</i> Governor's Office
	1.7 Funding control and signature of the Budget officer	None	4 hours	<i>Staff</i> Provl Budget Office
	1.8 Pre-audit and control, and signature of the Provincial. Accountant	None	1 day	<i>Staff</i> Provincial Accountant's Office
	1.9 PTO for availability of funds	None	1 day	<i>Staff</i> Provl Treasurers Office
1.10 PTO to sign the	None	15 minutes	Provincial Treasurer	



	voucher			
	1.11 Transmit to PA Office	None	15 minutes	<i>Liaison Staff</i> Governor's Office
	1.12 PA to sign the voucher	None	1 day	Provincial Administrator
	1.13 Transmit back the voucher to Treasury Office	None	10 minutes	<i>Liaison Staff</i> Governor's Office
	1.14 Preparation of Cheque	None	1 day	<i>Staff</i> Provincial Treasurers Office
	1.15 PTO to sign the Cheque	None	15 minutes	<i>Provincial Treasurer</i>
	1.16 Transmit Cheque to PA's Office	None	10 minutes	<i>Liaison Staff</i> Governor's Office
	1.17 Cheque for PA's Signature	None	1 day	Provincial Administrator
	1.18 Cheque is transmitted to the Provincial Accountants Office for Accounts Advice	None	10 minutes	<i>Staff</i> Provincial Administrators Office
	1.19 Preparation of Account's Advice	None	4 hours	<i>Staff</i> Provincial Accountant
	1.20 Transmit back the Cheque to Treasury Office for release of Cheque	None	10 minutes	<i>Staff</i> Provincial Accounting Office
2. Claim the cheque after notification from the PTO	2. Call and inform concerned client that the cheque is ready for release.	None	5 minutes	<i>Cashier</i> Provincial Treasurer's Office
	2.1 Release the cheque	None	5 minutes	<i>Cashier</i> Provincial Treasurer's Office
Total: 7 days 10 hours and 20 minutes				



2. SUBSIDY TO NGAs – FINANCIAL ASSISTANCE – MULTI-STAGE PROCESSING

Request for Honorarium

Office or Division	Governor's Office			
Classification	Highly Technical			
Type of Transaction	G2C, G2G			
Who may avail	Judges and Staff of RTC and MTC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Tin Number (for Payroll) 2. Proof of Identity			<ul style="list-style-type: none"> Client/requesting party Client/requesting party 	
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive request letter	None	5 minutes	Receiving Staff Governor's Office
	1.1 Chief Staff will review if the request is eligible	None	15 minutes	Chief of Staff Governor's Office
	1.2 Transmit to the Governor the Chief of Staff's recommendation, for his approval	None	5 minutes	Staff Governor's Office
	1.3 Governor will approve/disapprove the request	None	1 day	Governor/ Governor's Office
	1.4 Prepare financial documents(OBR/Voucher/payroll)	None	1 day	Secretary II Governor's Office
	1.5 Approval of financial documents/ Signature of Chief of Staff	None	10 minutes	Chief of Staff Governor's Office
	1.6 Bring signed OBRs and vouchers / Payroll to the Provincial Budget Office	None	10 minutes	Liaison Staff Governor's Office
	1.7 Funding control and signature of the Budget officer	None	4 hours	Staff Provl Budget Office
	1.8 Pre-audit and control, and signature of the Provincial Accountant	None	1 day	Staff Provincial Accountant's Office
	1.9 PTO for availability of funds	None	1 day	Staff Provl Treasurers Office
	1.10 PTO to sign the voucher	None	15 minutes	Provincial Treasurer
	1.11 Transmit to PA Office	None	15 minutes	Liaison Staff Governor's Office
	1.12 PA to sign the voucher	None	1 day	Provincial



				Administrator
	1.13 Transmit back the voucher to Treasury Office	None	10 minutes	<i>Liaison Staff</i> Governor's Office
	1.14 Preparation of Cheque	None	1 day	<i>Staff</i> Provincial Treasurers Office
	1.15 PTO to sign the Cheque	None	15 minutes	Provincial Treasurer
	1.16 Transmit Cheque to PA's Office	None	10 minutes	<i>Liaison Staff</i> Governor's Office
	1.17 Cheque for PA's Signature	None	1 day	Provincial Administrator
	1.18 Cheque is transmitted to the Provincial Accountants Office for Accounts Advice	None	10 minutes	<i>Staff</i> Provincial Administrators Office
	1.19 Preparation of Accountant's Advice	None	4 hours	<i>Staff</i> Provincial Accountant
	1.20 Transmit back the Cheque to Treasury Office for release of Cheque	None	10 minutes	<i>Staff</i> Provincial Accounting Office
2. Claim the cheque after notification from the PTO	2. Call and inform concerned client that the cheque is ready for release.	None	5 minutes	<i>Cashier</i> Provincial Treasurer's Office
	2.1 Release the cheque	None	5 minutes	<i>Cashier</i> Provincial Treasurer's Office
Total: 7 days 10 hours and 20 minutes				



3. DONATION - Peace and Order

Request for financial assistance for seminars and other requests extended to other agencies.

Office or Division	Governor's Office			
Classification	Highly Technical			
Type of Transaction	G2C, G2G			
Who may avail	Concerned Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		<ul style="list-style-type: none"> Client/requesting party 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive request letter	None	5 minutes	<i>Receiving Staff</i> Governor's Office
	1.1 Chief of Staff will review if the request is eligible	None	15 minutes	<i>Staff</i> Governor's Office
	1.2 Transmit to the Governor the Chief of Staff's recommendation, for his approval	None	5 minutes	<i>Staff</i> Governor's Office
	1.3 Governor will approve/disapprove the request	None	1 day	<i>Staff</i> Governor's Office
	1.4 Prepare Purchase Request	None	5 minutes	<i>Staff</i> Governor's Office
	1.5 Approval of Purchase Request /Signature of Chief of Staff	None	20 minutes	<i>Chief of Staff</i> Governor's Office



	1.6 Bring signed Purchase Request to Provincial Budget Office	None	3 minutes	<i>Liaison Staff</i> Governor's Office
	1.7 Funding control and signature of the Budget officer	None	15 minutes	<i>Staff</i> Provincial Budget Office
	1.8 Approval of Purchase Request	None	1 day	<i>Governor/Provincial Administrator</i> Governor's Office/Office of the Provincial Administrator
	1.9 GSO- Procurement Division	None	2 minutes	<i>Liaison Staff</i> Governor's office
	1.10 Canvass number and Quotation No.	None	5 minutes	<i>Staff</i> Procurement Division GSO
	1.11 Bac for Posting of Philgeps	None	2 minutes	<i>Staff</i> BAC Division
	1.11 Bac for Posting of Philgeps	None	2 minutes	<i>Legal Officer</i> Prov'l Legal Office
	1.12 Request for Quotation is Signed by the Bac Chairman	None	5 minutes	<i>Staff</i> Procurement Division GSO
	1.13 Release of Canvass	None	2 minutes	<i>Liaison/ Canvasser</i> Governor's Office
	1.14 Canvass must be submitted 3-5	None	1 day	<i>Staff</i>

	days' deadline			Procurement Division GSO
	1.15 Opening of RFQ (Daily, preferably with the presence of at least 1 member of the BAC)	None	2 minutes	<i>Staff</i> Governor's Office
	1.16 Preparation of Abstract and Purchase Order	None	5 minutes	<i>Staff</i> General Service Office
	1.17 For Evaluation of Abstract	None	10 Minutes	<i>BAC Members</i>
	1.18 For signature of Abstract	None	5 days	<i>Staff</i> Procurement Division GSO
	1.19 Purchase Order number	None	5 minutes	<i>Staff</i> Provincial Treasury Office
	1.20 To Treasury for Availability of Funds and Approval of Provincial Treasurer Officer	None	15 minutes	<i>Governor/Provincial Administrator</i>
	1.21 Purchase Order for approval of Governor/Provincial Administrator	None	5 minutes	<i>Liaison/Canvasser</i> Governor's Office

	1.22 Bring signed Purchase Order to Supplier for Signature	None	30 minutes	Staff Cagayan Sports Complex
	1.23 Waiting for Delivery of Items listed in Purchase Order	None	7 working days	Governor/ Chief of Staff
	1.24 Bring delivered items to Cagayan Sports Complex for Inspection	None	10 minutes	Staff Governor's Office
	1.25 Awarding and Releasing of Items to the Donee	None	10 minutes	Staff Governor's Office
	1.26 Preparation of supporting documents (ObR, Voucher, AIR, ARE, RIS, WASTE and ICS).	None	15 minutes	Staff Governor's Office
	1.27 Bring AIR, RIS, ARE, ICS and Waste to GSO for Signature	None	15 minutes	Staff Governor's Office
	1.28 Bring signed OBRs and vouchers to the Provincial Budget Office	None	15 minutes	Staff/ Provincial Budget Officer
	1.29 Funding control and signature of	None	10 minutes	Staff/ Provincial Accountant's Officer

	the Budget officer			
	1.30 Pre-audit and control, and signature of the Provincial Accountant	None	5 minutes	Staff Provincial Treasurer's Office
	1.31 PTO for availability of funds and approval of Treasurer	None	30 minutes	Staff Provincial Administrator's Office
	1.32 To P.A for Signature of Voucher	None	15 minutes	Staff Provincial Administrator Office
	1.33 Transmit back to Treasury/ preparing of Cheque and for signature of Provincial Treasurer	None	10 minutes	Liaison/staff Provincial Administrator's Office
	1.34 To P.A for Signature of Check	None	10 minutes	Staff Provincial Accounting Office
	1.35 Check is transmitted to the Provincial Accountant's Office for AA	None	2 minutes	Staff Provincial Accounting Office
	1.36 Preparation of Accountant's advise	None	10 minutes	Staff Provincial Accounting Office
	1.37 Transmit back the check	None	1 minute	



	to Treasury for release of cheque.			
TOTAL				
14 Days and 3 Hours and 4 Minutes				

5. GAS SLIP - MULTI-STAGE PROCESSING

Request of gas slip for vehicles under the Office of the Governor and other Government Vehicles

Office or Division	Governor's Office			
Classification	Highly Technical			
Type of Transaction	G2C, G2G			
Who may avail	Vehicles under the Office of the Governor/Government Vehicles			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Drivers Booklet 2. Approved Trip Ticket		<ul style="list-style-type: none"> • Office of the Governor • Client/requesting party 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appearance of driver to the Governor's Office	1. Preparation of Gas slip	None	1 minute	Secretary II Office of the Governor
	1.1 Chief of Staff will approve / disapprove the gas slip	None	1 minute	Chief of Staff Office of the Governor
2. The driver will sign in the Gas slip Logbook	2. Once approved the driver will sign in the logbook	None	1 minute	Secretary II Office of the Governor
	2.1 Release of Gas slip	None	30 seconds	Secretary II Office of the Governor
TOTAL:				
3 minutes and 30 seconds				

6. EMPLOYMENT FACILITATION (THRU LOCAL RECRUITMENT ACTIVITY)

Private establishments may request for an assistance for the conduct of a Local Recruitment Activity within the province (LRA).

Office or Division	Governor's Office – Public Employment Service Office (PESO)
Classification	Simple



Type of Transaction	G2B			
Who May Avail	Business Establishments/Private companies within and outside Cagayan.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent to the Governor through the PESO (1 Original copy)		<ul style="list-style-type: none"> Client / Requesting Party 		
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Submit a letter of intent to the Governor's Office (GO) or to the PESO. This can be done through email or in person.	1. Refer letter to the Governor/Chief of Staff for reading/advice/ approval.	None	2 days	<i>Governor/Chief of Staff Governor's Office</i>
2. Upon approval by the Governor, submit the necessary requirements for the conduct of the LRA.	2. Review and verify completeness of requirements	None	1 day	<i>PESO staff.</i>
3. Coordination and Planning	3. Finalize terms and conditions.	None	1 day	<i>PESO staff and Requesting party.</i>
4. Agree on Terms	4. Conduct job postings and candidate sourcing.	None	From the day of agreement up to the day of the event execution.	<i>PESO staff.</i>
5. LRA Execution	5. Provide the assistance and venue to the requesting party.	P2000.00 (venue)	1 day	<i>PESO staff and Provincial Treasury Office.</i>
TOTAL 5 Days				



7. EMPLOYMENT FACILITATION (THRU FACEBOOK POSTING)

Private companies may request publishing their employment vacancies on the PESO Facebook page.

Office or Division	Governor's Office – Public Employment Service Office (PESO)			
Classification	Simple			
Type of Transaction	G2B			
Who May Avail	Business Establishments/Private Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent to the PESO Manager (1 Original copy) 2. Company Profile 3. Job Vacancy 4. Job Poster / Graphics		<ul style="list-style-type: none"> Client / Requesting Party 		
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Submit a letter of intent together with the requirements to the PESO. This can be done through email.	1.1. Review and verify completeness of requirements.	None	1 day	PESO Staff
	1.2. Check or verify the company's legitimacy.			
2. Coordination and Planning.	2.1. Finalize terms and conditions.	None	30 minutes	<i>PESO staff and Requesting party.</i>
	2.2. Send the Referral Form via email.	None	5 minutes	<i>PESO staff</i>



3. Posting on Facebook	4.1. Construct graphics for posting.	None	2 hours	<i>PESO staff.</i>
	4.2. Publish the job vacancy on PESO Facebook page.	None	5 minutes	<i>PESO staff</i>
5. Provide input to the PESO on who was hired from among the referred applicants and what positions were filled. (Use the referral form provided by the PESO)	5. Update the application pool database.	None	30 minutes	<i>PESO staff.</i>
TOTAL 1 day, 3 hours. and 5 minutes				

8. EMPLOYMENT FACILITATION (REFERRAL AND PLACEMENT)

Facilitating the referral of job seekers to available job vacancies.

Office or Division	Governor's Office – Public Employment Service Office (PESO)			
Classification	Simple			
Type of Transaction	G2C			
Who May Avail	Jobseekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Resume		• Client / Requesting Party		
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Submit resume to the PESO through email.	1.1. Encode/ record the name of the applicant on the application pool database.	None	15 minutes	<i>PESO staff.</i>
	1.2. Evaluate the resume	None	15 minutes	<i>PESO staff.</i>



	submitted thru job matching.			
	1.3. Refer the application to the business establishment that has a job opening.	None	15 minutes	<i>PESO staff.</i>
2. Wait for further communication from the business establishments regarding the interview scheduling.	2. Monitor and request updates on the client's application with the business establishment of private company.	None	1 day	<i>PESO staff and Business Establishment.</i>
3. Following the interview process, provide the PESO with feedback on the application's status.	3. Update the application pool database based on whether the referred applicant was successfully placed.	None	30 minutes	<i>PESO staff and Client.</i>
TOTAL 1 day, 1 hour and 15 minutes				



9. USE OF CAGAYAN SPORTS COMPLEX FACILITY

Request for the use of the Atty. Leonardo “Nards” N. Mamba Memorial Gymnasium

Office or Division	Governor’s Office – Cagayan Sports Complex			
Classification	Simple			
Type of Transaction	Government to client, Government to Government			
Who may avail	Residents, LGUs, National Agencies, Schools, private persons, NGOs, NGAs,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (1 Original)		<ul style="list-style-type: none"> Client/requesting party 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Governor’s Office	1.1 Receive request letter	None	5 minutes	<i>Receiving Staff</i> Governor’s Office
	1.1 Refer letter to the Governor/Chief of Staff for reading/advise/ approval	None	1 day	<i>Governor/Chief of Staff</i> Governor’s Office
	1.2 Transmit to the Office of the Sports Complex Administrator the request, with the Governor’s/ COS’ note	None	30 minutes	<i>Liaison Staff</i> Governor’s Office
	1.3 Sports Complex staff to check the availability of the requested facility	None	5 minutes	<i>Staff</i> Office of the Sports Complex Administrator



2. Wait for the call of the staff from the Cagayan Sports Complex for the confirmation of reservation/ booking	1.4 Sports Complex Staff to call the requesting party and confirm the availability of the Mamba gym	None	15 minutes	Staff Office of the Sports Complex Administrator
TOTAL 1 Day, 55 minutes				

10. USE OF CAGAYAN SPORTS COMPLEX FACILITY

Request for the use of the Cagayan Sports Coliseum

Office or Division	Governor's Office – Cagayan Sports Complex			
Classification	Simple			
Type of Transaction	Government to client, Government to Government			
Who may avail	Residents, LGUs, National Agencies, Schools, private persons, NGOs, NGAs,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (1 Original)		<ul style="list-style-type: none"> Client/requesting party 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Governor's Office	1.1 Receive request letter	None	5 minutes	Receiving Staff Governor's Office
	1.2 Refer letter to	None	1 day	Governor/Chief of Staff

	<p>the Governor /Chief of Staff for reading/advise/approval</p> <p>1.3 Transmit to the Office of the Sports Complex Administrator the request, with the Governor 's/COS' note</p> <p>1.4 Sports Complex staff to check the availability of the Cagayan Sports Coliseum</p> <p>1.5 Sports Complex Staff to call the requesting party and confirm the availability of the Cagayan Sports Coliseum</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>5 minutes</p> <p>15 minutes</p>	<p>Governor's Office</p> <p><i>Liaison Staff</i> Governor's Office</p> <p><i>Staff</i> Office of the Sports Complex Administrator</p> <p><i>Staff</i> Office of the Sports Complex Administrator</p>
<p>2. Requesting party to pay the rental fee</p>	<p>1. Receive payment and issue</p>	<p>P50,000.00</p>	<p>5 minutes</p>	<p><i>Cashier</i> Provincial Treasure's Office</p>



to the Provincial Treasurer's Office	an official receipt			
3. Present the official receipt	2. Reserve the Cagayan Sports Coliseum for the date requested		5 minutes	<i>Staff</i> Office of the Sports Complex Administrator
TOTAL 1 Day, 1 hour				



INTERNAL AUDIT UNIT (IAU)

INTERNAL SERVICES



1. Request for Management, Operations, and Compliance Audit

Management audit is a separate evaluation of the effectiveness of internal controls adapted in the operating and support services units/systems to determine whether they achieve the control objectives over a period of time or as of a specific date. This includes the determination of the degree of compliance with laws, regulations, managerial policies, accountability measures, ethical standards, and contractual obligations covering specific timeframes. It is a review and appraisal of the systems and processes, organizational and staffing structures, operations and management practices, records, reports, and performance standards of the agencies/units covered [1.9.2 Management Audit, DBM Internal Audit Manual for LGUs (2016), p. 10].

Operations audit is a separate evaluation of the outcome, output, process, and input to determine whether government operations, programs, and projects are effective, efficient, ethical and economical, including compliance with laws, regulations, managerial policies, accountability measures, and contractual obligations. Operations audit of organizations, programs, and projects involves an evaluation of whether or not performance targets and expected results were achieved [1.9.3 Operations Audit, DBM Internal Audit Manual for LGUs (2016), p. 10].

Compliance audit is the evaluation of the degree of compliance with laws, regulations, managerial policies, and operating procedures in the LGU, including compliance with accountability measures, ethical standards, and contractual obligations [1.9.1 Compliance Audit, Department of Budget and Management (DBM) Internal Audit Manual for Local Government Units (LGUs) (2016), p. 10].

Office or Division	Governor's Office - Internal Audit Unit (IAU)			
Classification	Highly Technical			
Type of Transaction	G2G – Government – to – Government			
Who may avail	Any offices and sub-offices of Provincial Government of Cagayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request from the concerned Department Head with marginal note from the Governor (1 original)		<ul style="list-style-type: none"> Office of the Governor - Chief of Staff/Front Desk 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	Person Responsible
1. Endorse the request letter with marginal note by the Governor's office to the	1.1 Receive and record the endorsement letter/written instructions.	None	1 Minute	IAU Head Internal Audit Unit



IAU Head.				
	1.2 Review the request and the related activities prior to discussion.	None	30 Minutes	<i>Internal Auditor II Internal Auditor III Internal Audit Unit</i>
	1.3 Discuss the project and assignment of IAU staff.	None	1 Hour	
	1.4 Conduct of the internal audit.	None	35 Days	
	1.5 Submit audit report to the IAU Head for review and approval.	None	4 Days	
	1.6 Approve audit report by the IAU Head.	None	30 Minutes	<i>Head Internal Audit Unit</i>
	1.7 Submit the audit report to the Governor and copy furnish the requesting department.	None	5 Minutes	<i>Internal Auditor II and Internal Auditor III Internal Audit Unit</i>
TOTAL: 39 Days, 2 Hours, 6 Minutes				



INFORMATION SYSTEMS UNIT (ISU)

INTERNAL SERVICES



1. Internal Service - Provisioning Zoom Meeting Links

Employees may request for zoom meetings with no 40-minute limit and up to maximum of 500 participants.

Office or Division	Information Systems Unit (ISU)			
Classification	Simple			
Type of Transaction	G2G			
Who May Avail	Employees of Provincial Government of Cagayan			
Checklist of Requirements		Where to Secure		
None		N / A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. View Availability of schedule in the calendar of the PGC Portal		None	15 minutes	<i>Information Systems Analyst III, Information Systems Unit Computer Maintenance Technologist I, Information Systems Unit</i>
2. If the desired date and time is available, click "RESERVATION" and fill-out the form.	The personnel in-charge will contact requester to confirm reservation.	None	8 hours	
3. Remarks at the end column of the zoom request details will be seen if approved or not. Zoom details will also be given.		None	10 minutes	
TOTAL		None	8 hours and 25 minutes	



2. Internal Service – Inspection of Purchased I.T. Equipment or Systems

Upon delivery of purchased ICT equipment or Services, ISU will confirm compliance of specifications as stated in the Purchase Request.

Office or Division	Information Systems Unit (ISU)			
Classification	Complex			
Type of Transaction	G2G			
Who May Avail	Employees of Provincial Government of Cagayan			
Checklist of Requirements		Where to Secure		
Purchase Request		General Services Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Provide copy of the Purchase Request to ISU	1. Examine Purchase Request	None	1 hour	<i>Computer Maintenance Technologist I, Information Systems Unit</i>
2. Bring equipment, or provide access to systems for inspection	2. Cross-examine product and purchase request	None	6 days	
	3. Sign on the Acknowledgement Receipt for Equipment if applicable.	None	10 minutes	
TOTAL		None	6 days, 1 hour, and 10 minutes	



3. Internal Service – Technical Support

ISU will provide installation, maintenance, repair, management, configuration and other related services to ICT equipment issued to offices or employees.

Office or Division	Information Systems Unit (ISU)			
Classification	Complex			
Type of Transaction	G2G			
Who May Avail	Employees of Provincial Government of Cagayan			
Checklist of Requirements		Where to Secure		
None		N / A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Log-in to PGC Portal for details of request.	Approve request of requestee in the portal	None	10 minutes	<i>Computer Maintenance Technologist I, Information Systems Unit</i>
2. Bring the device/s or equipment needing servicing to the ISU office upon approval of request. <i>Note: Log in to the PGC portal from time to time to view notification if request is approved</i>	For immobile / stationary device/s or equipment, ISU will go to the site. ISU will inspect and troubleshoot equipment. If equipment is still covered by warranty, ISU will advise availing the service from the provider. Otherwise, ISU will service.	None	6 working days	
3. Log in to PGC portal from time to time to check the status of the request. <i>Status of request: Pending –the device or</i>	For Pick-up (Repaired) status: Release device / equipment and update status on the portal with Returned (Repaired).	None	5 minutes	



<p><i>equipment is still in queue. The technician is still working on the previous request made.</i></p> <p><i>On-going: The device or equipment is currently being repaired</i></p> <p><i>For pick-up (Repaired): The device or equipment has been repaired and ready for pick-up.</i></p> <p><i>For pick-up (Not Repaired): The device or equipment has not been repaired and ready for pick-up.</i></p>	<p>For Pick-up (Not Repaired) status: Release device / equipment and certification from the Technician in-charge can be requested indicating the report and recommendation. The technician in-charge will update the status on the portal with Returned (Not Repaired)</p>			
TOTAL		None	6 days, and 15 minutes	



4. Internal Service – Provide Assistance with Systems Implementation and Network-related Configurations.

ISU will provide consulting services for the acquisition or development of information systems, and network-related configurations and infrastructure to be used by employees.

Office or Division	Information Systems Unit (ISU)			
Classification	Highly Technical			
Type of Transaction	G2G			
Who May Avail	Employees of Provincial Government of Cagayan			
Checklist of Requirements		Where to Secure		
None		N / A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Provide general information on the business requirement.	Determine which ISU section (Technical or Systems) will assist with the project	None	1 hour	<i>Information Technology Officer II, Information Systems Unit</i>
2. Provide more information on the relevant business processes by: a. Undergoing interview b. Providing relevant documentation c. Allowing consultant to witness actual process flow for assessment	ISU will provide consulting services as required.	None	39 working days, and 7 hours	<i>Information Systems Analyst III</i> <i>Information Systems Analyst I</i> <i>Computer Maintenance Technologist I</i>
TOTAL		None	40 days	



PROVINCIAL ADMINISTRATOR'S OFFICE

INTERNAL SERVICES



1. REVIEW / ASSESSMENT OF PAYROLL, SALARIES AND PURCHASE REQUEST

All financial documents are reviewed and assessed by the Provincial Administrator.

Purchase Request amounting to P 300,000.00 and below.

Office or Division	Office of the Provincial Administrator			
Classification	Simple			
Type of Transaction	G2G, G2C, G2B			
Who may avail	All offices and hospitals under the Provincial Government of Cagayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll / Salaries, Purchase Requests 2. Complete supporting documents.		<ul style="list-style-type: none"> • Requesting Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the document.	1.1 Receive / assess the document and issue barcode	None	5 hours	Administrative Assistant I
	1.2 Review the document and put initials under the Provincial Administrator's name	None	2 hours	Administrative Assistant II
	1.3 Final Evaluation and action of the Provincial Administrator	None	16 hours	Provincial Administrator
	1.4 Releasing of the document to the concerned office / individual. 1.5 Client signs in the logbook	None	30 minutes	Administrative Assistant I
TOTAL: 23 hours and 30 minutes				



2. REVIEW AND ASSESSMENT OF OBLIGATION REQUEST, CHECKS FOR PAYMENTS AND VOUCHERS.

All financial documents are reviewed and assessed by the Provincial Administrator.

Checks and Vouchers amounting to P 300,000.00 and below.

Office or Division	Office of the Provincial Administrator			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Requests, Checks for Payments and Vouchers 2. Complete supporting documents		<ul style="list-style-type: none"> • Requesting Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the document.	1.1 Receive / assess the document and issue barcode	None	5 hours	Administrative Assistant I
	1.2 Review the document and put initials under the Provincial Administrator's name	None	2 hours	Administrative Assistant II
	1.3 Final Evaluation and action of the Provincial Administrator	None	16 hours	Provincial Administrator
	1.4 Releasing of the document to the concerned office / individual. 1.5 Client signs in the logbook	None	30 minutes	Administrative Assistant I
TOTAL: 23 hours and 30minutes				



3. PROCESSING OF LETTER OF REQUEST FOR ACTION OF THE PROVINCIAL ADMINISTRATOR

Processing of letter of request to the Provincial Administrator for various purposes (i.e. use of gymnasium, vehicle and shuttle service provision, among others) .

Office or Division	Office of the Provincial Administrator			
Classification	Simple			
Type of Transaction	G2G, G2C, G2B			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letters of Requests		<ul style="list-style-type: none"> • Requesting Party 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the request	1.1 Receive / assess the document and issue barcode	None	5 hours	Administrative Assistant I
	1.2 Review and evaluate the document and endorse to PA	None	2 hours	Executive Assistant I
	1.3 Receive and signs / responds to the document	None	16 hours	Provincial Administrator
	1.4 Releasing of the document to the concerned office / individual. or forwarded to the Office of the Governor 1.5 Client signs in the logbook	None	30 minutes	Administrative Assistant I
TOTAL: 23 hours and 30minutes				



4. PROCESSING NON-FINANCIAL DOCUMENTS FOR ACTION OF THE PROVINCIAL ADMINISTRATOR (TRAVEL ORDER / LEAVE APPLICATION AND ACCOMPLISHMENT REPORT)

All non-financial documents are reviewed and assessed by the Provincial Administrator

Office or Division	Office of the Provincial Administrator			
Classification	Simple			
Type of Transaction	G2G, G2C, G2B			
Who may avail	All offices and hospitals under the Provincial Government of Cagayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Order 2. Leave Application 3. Accomplishment Report 4. Other Necessary Attachments		<ul style="list-style-type: none"> Requesting Party 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the document.	1.1 Receive / assess the document and issue barcode	None	5 hours	Administrative Assistant I
	1.2 Receive and signs / responds to the document	None	16 hours	Provincial Administrator
	1.3 Releasing of the document to the concerned office / individual. 1.4 Client signs in the logbook	None	30 minutes	Administrative Assistant I
TOTAL: 21 hours and 30 minutes				



**PROVINCIAL DISASTER RISK REDUCTION
MANAGEMENT OFFICE
EXTERNAL SERVICES**



1. PROVISION OF DOCUMENTS AND INFORMATION ON DRRM AND CLIMATE CHANGE ADAPTATION AND MITIGATION (CCAM)

Request for Documents and Information on Drrm and Climate Change Adaptation and Mitigation (Ccam) Which Includes;

- Climate and Risk Assessment Report
- Local DRRM – CCAM Plans
- Hazards map, risk maps
- DRRM inventories and directories
- Accomplishment and Utilization reports
- Situational and Incident Reports
- Post-Disaster Reports
- Information, Education, Communication (IEC) Campaign Materials

Office or Division	Administration and Training; Operations and Warning; and Research and Planning			
Classification	Highly Technical			
Type of Transaction	Government to Citizen, Government to Business and/or Government to Government			
Who may Avail	Government agencies, private sector, CSOs, NGOs, Uniformed Personnel, academe sector and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Letter request for technical assistance: 1.1 Address to the Governor 1.2 Attention to Provincial Disaster Risk Reduction and Management Officers 1.3 Signed by authorized officer		<ul style="list-style-type: none"> • PDRRMO – Technical Research and Planning / Admintrative and Training Division 		
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Submit original copy of letter request for Disaster Risk Reduction Management - Climate Change Adaptation and Mitigation (DRRM-CCAM) documents/information	1. Receive letter request or call from requesting agency/department/institution	None	2 minutes	LDRRMO1 Provincial Disaster Risk Reduction Management Office
	1.2 Inform the PDRRMO Head regarding the request 1.3 Endorse request to Research and Planning Section Chief for Retrieval of data/records 1.4 Processing of the request	None	2 days	LDRRMO II LDRRMO1 PDRRMO Provincial Disaster Risk Reduction Management

	1.5 Approval of the request on DRRM document/information			Office
2. Receive approved request on DRRM-CCAM documents/Information	2. Release of requested Disaster Risk Reduction Management - Climate Change Adaptation and Mitigation DRRM-CCAM documents/information	None	20 minutes	LDRRMO1 Provincial Disaster Risk Reduction Management Office
TOTAL: 2 Days and 22 Minutes				

2. RESPOND TO EMERGENCIES

Request for Emergency Response, Search, Rescue and Retrieval Service

Office or Division	Operations & Warning			
Classification	Simple			
Type of Transaction	Government to Citizen, Government to Business and/or Government to Government			
Who may Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Emergency Calls		<ul style="list-style-type: none"> Requesting party 		
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Client calls or message the Emergency 24/7 Hotline at 0966-642-2340 or 0975-434-8083 or viawalk-in information	1. Receive distress call from the client 1.1 Activate the Quick Response Team	None	5 minutes upon notification	LDRRMO1 Provincial Disaster Risk Reduction Management Office
2. Client/Informer on standby for verification calls while the Quick Response Team is on the way	2. Deployment of Quick Response Team to the Incident Area	None	10 minutes within 10 km radius	LDRRMO1 <i>Driver II Responder Trainer</i> Provincial Disaster Risk Reduction Management Office
	2.1 Transport/s victim/s to the nearest Health Facility for treatment	None	10 minutes within 10 km radius	
TOTAL: 25 Minutes				

3. CAPABILITY BUILDING/ CONDUCT OF TRAINING

PROVISION OF TECHNICAL ASSISTANCE TO CONDUCT CAPACITY BUILDING AND TRAINING PROGRAMS

- a. Skills enhancement training (Standard First Aid and Basic Life Support (BLS))
- b. Earthquake, Fire, Tsunami, Flashflood Drills, Emergency Drills, Stimulation Exercises
- c. Incident Command System Training Courses
- d. Community-Based DRRM Training Courses
- e. DRRM Training Course for Basic Society Sectors
- f. Contingency Planning Training Courses
- g. Local DRRM Planning Training Courses
- h. Other DRRM – Climate Change Adaptation – Mitigating (CCAM) capacity building activity

Office or Division	Administration and Training; Operations and Warning; and Research and Planning			
Classification	Highly Technical			
Type of Transaction	Government to Citizen, Government to Business and/or Government to Government			
Who may Avail	LGUs, Responders, Volunteers, etc			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy letter request for technical assistance: 1.1 Address to the Governor 1.2 Attention to Provincial Disaster Risk Reduction and Management Officers 1.3 Contains the type of training(s), date(s), venue and number of participants 1.4 Signed by authorized officer		<ul style="list-style-type: none"> • Requesting party – LGU's, NGO 		
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Fill out the client log book	1. Verification at PDRRMO Office	None	3 mins.	Security guards Provincial Disaster Risk Reduction Management
2. Submit request letter to the PDRRMO	2. Receive letter request in person or via official email at cagayanpccdrmc@yahoo.com and validate	None	5 mins.	LDRRMO1 / Operations & Warning In-Charge Provincial Disaster Risk Reduction Management
	2.1 Endorsement of request letter by	None	1 day	PDRRMO Provincial Disaster Risk



	PDRRMO Officer for approval of the Governor			Reduction Management
3. Receive approved request from the PDRRMO	3. Release of the approval of the requested training	None	20 mins.	<i>LDRRMO1 / Operations & Warning In- Charge</i> Provincial Disaster Risk Reduction Management
TOTAL: 1 Day and 28 Minutes				



TASK FORCE LINGKOD CAGAYAN EXTERNAL SERVICES



1. TASK FORCE LINGKOD CAGAYAN QUICK RESPONSE TEAM

I. Respond to Travel Request

Preparedness/Response/Mitigation/Recovery

Task force team who will cater emergency and medical concern within and outside the province.

Office or Division	Administrative and Operations Division	
Classification	Highly Technical	
Type of Transaction	G2C	
Who may avail	ALL	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>1. Emergency responses within the province will not require any requirements. *except in transporting a patient from one hospital to another hospital: *Referral</p> <p>2. Request to transport patient from outside the province:</p> <p> 2.1 Medical Certificate/Medical Abstract 2.2 Certification indicating the patient is fit to travel 2.3 Referral letter (hospital to hospital transfer) 2.4 Request letter addressed to the Governor (Approved) 2.5 Travel Order</p> <p>3. Request to transport cadaver from outside the province:</p> <p> 3.1 Death Certificate 3.2 Request letter addressed to the Governor (Approved) 3.3 Travel Order</p>	<p>TFLC - Operations Division / Administrative Division</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For emergency responses within the province;</p> <p>1.1 Client calls or message the Emergency Hotline/s: Amulung : 0935 841 2344 Ballesteros : 0995 084 4484 Gonzaga : 0997 892 0110 Lallo : 0915 158 9800 Sanchez Mira : 0935 555 5037 Tuao : 0953 351 1380 Tuguegarao : 0966 264 8928 Operation : 0997 073 2292</p>	<p>1. Receive distress call from the client</p> <p>1.1 Deployment of the Medical Team</p> <p>1.2 Medical team will assess the patient condition and then render first aid</p> <p>1.3 Transport the patient to the nearest hospital for further treatment</p>	<p>NONE</p>	<p>5 to 7 minutes upon notification</p>	<p>TFLC Medical Team: Medic Team Leader Medic Asst. Team Leader Driver Responder</p>
<p>2. For request to transport patient from outside the province.</p> <p>Prepare the following requirements:</p> <ul style="list-style-type: none"> ✓ Medical Certificate/Medical Abstract ✓ Certification indicating the patient is fit to travel ✓ Referral letter (hospital to hospital transfer) ✓ Request letter addressed to the Governor (Approved) ✓ Travel Order 	<p>2. Receive letter of request</p> <p>2.1 Inform the requesting party regarding the documents needed through phone call including their counterpart</p> <p>2.2 Processing of Travel Order</p> <p>2.3 Upon submission of</p>	<p>1. Gas to be consumed by the Rescue Vehicle or Ambulance to pick up the patient outside the province: Amount may vary depending on the distance traveled.</p> <p>2. When Rescue Vehicle is being used, toll fee will also be cared of by the requesting party if the pick up location of</p>	<p>1 to 2 days</p>	<p>Two (2) Drivers Two (2) Nurses</p>

<p>3. For request to transport cadaver from outside the province.</p> <p>Prepare the following requirements:</p> <ul style="list-style-type: none"> ✓ Death Certificate ✓ Request letter addressed to the Governor (Approved) ✓ Travel Order <p><u>For emergency concerns</u></p>	<p>the travel order to the Provincial Administrator Office, drivers may jump-off with the Significant Other (SO) (if any).</p> <p>3. Receive letter of request</p> <p>3.1 Inform the requesting party regarding the documents needed through phone call including their counterpart</p> <p>3.2 Processing of Travel Order</p> <p>3.3 Upon submission of the travel order to the Provincial Administrator Office, drivers may jump-off with the Significant Other (SO) (if any)</p>	<p>the patient demands.</p> <p>1. Gas to be consumed by the Rescue Vehicle or Ambulance to pick up the patient outside the province: Amount may vary depending on the distance traveled.</p> <p>2. When Rescue Vehicle is being used, toll fee will also be cared of by the requesting party if the pick up location of the patient demands</p>	<p>1 to 2 days</p>	<p>Two (2) Drivers</p>
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<p>Contact the Task Force Lingkod Cagayan hotlines:</p> <p>Amulung : 0935 841 2344 Ballesteros : 0995 084 4484 Gonzaga : 0997 892 0110 Lallo : 0915 158 9800 Sanchez Mira : 0935 555 5037 Tuao : 0953 351 1380 Tuguegarao : 0966 264 8928 Operation : 0997 073 2292</p> <p>Report the incident with complete details:</p> <p>WHAT: Type of Incident WHERE: Location of the Incident WHEN: Date and Time of the Incident WHO: Victims or person involved in the Incident</p>				
TOTAL : 5 minutes processing to maximum of 2 days				



I. Disaster Response:

Request for Emergency Response, Search, Rescue and Retrieval Service

Office or Division	TFLC Operations Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Emergency calls		1. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client calls or message the Emergency Hotlines	1. Receive distress call from the client 1.1 Activate Quick Response Team	NONE	5 minutes upon receiving the call	Station's Operation Team Leader
2. Client/Informer on standby for verification calls	2. Verification to the Incident Management Team 2.1 Deployment of the Response team	NONE	5 to 7 minutes upon verification	Operation's Response Team
<p><u>For emergency concerns</u> Contact the Task Force Lingkod Cagayan hotlines:</p> <p>Amulung : 0935 841 2344 Ballesteros : 0995 084 4484 Gonzaga : 0997 892 0110 Lallo : 0915 158 9800 Sanchez Mira : 0935 555 5037 Tuao : 0953</p>				



<p>351 1380 Tuguegarao : 0966 264 8928 Operation : 0997 073 2292</p> <p>Report the incident with complete details:</p> <p>WHAT: Type of Incident WHERE: Location of the Incident WHEN: Date and Time of the Incident WHO: Victims or person involved in the Incident</p>				
<p>TOTAL :5 to 10 minutes upon verification of the Incident</p>				



PROVINCIAL INFORMATION OFFICE

INTERNAL SERVICES



1. Documentation and Information Dissemination of Government Programs, Events and Activities

Office or Division:	CAGAYAN PROVINCIAL INFORMATION OFFICE			
Classification:	Simple - Internal			
Type of Transaction:	G2G			
Who may avail:	PGC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Written request letter(1 original and 1 photo copy for receiving) 1.1 Emailed request			<ul style="list-style-type: none"> Client 	
CLIENT STEPS	PGC ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for documentation of programs/ events/ activities from the CPIO receiving area (Observe health & safety protocols required by office - stay at the visitor's waiting area)	1. Receive, review and approve/disapprove request (Subject to resumption of normal activities) - Ensure client observes health & safety protocols - Ensure client fills out the Visitor's Logbook	None	15 Minutes	<i>PROVINCIAL INFORMATION OFFICER</i> <i>and</i> <i>ADMINISTRATIVE OFFICER</i> Cagayan Provincial Information Office
	1.1 Schedule the event, and assign personnel to document the program or activity	None	10 minutes	
	1.2 Conduct actual documentation of event, program or activity thru photo and video coverage	None	Dependent on event duration	



	1.3 Transfer and file the photos, render and file the video clips as reference for preparation of articles	None	3 working days after the event	
	1.4 Gather data and prepare draft article or photo caption about the documented program, event or activity from respective office or agency.	None	3 working days after the event	
	1.5 Review, edit and finalize the article/photo release	None	30 minutes	<p><i>PROVINCIAL INFORMATION OFFICER</i></p> <p><i>and</i></p> <p><i>ADMINISTRATIVE OFFICER</i> Cagayan Provincial Information Office</p>
	1.6 Upload press/photo/v ideo release to CPIO TELERADYO FB page.	None	20 minutes	<p><i>PROVINCIAL INFORMATION OFFICER</i></p> <p><i>and</i></p> <p><i>ADMINISTRATIVE OFFICER</i> Cagayan Provincial Information Office</p>
	TOTAL: 1 hour and 25 minutes+ actual documentation time rendered			

Note: Documentation is subject to resumption of normal operation and activities of the PGC due to pandemic.



2. Preparation of Design Layout for Print Information Materials

Office or Division:	CAGAYAN PROVINCIAL INFORMATION OFFICE			
Classification:	Simple - Internal			
Type of Transaction:	G2G			
Who may avail:	PGC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Written request letter(1 original and 1 photo copy for receiving) 1.1 Emailed request			<ul style="list-style-type: none"> Client 	
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCCESING TIME	PERSON RESPONSIBLE
1. Request for lay out of streamers, tarps, invitations, brochures and other collaterals from the CPIO receiving area. *(Observe health & safety protocols required byoffice and stay at the visitor'swaiting area)	1.1 Receive, review and approve/ disapprove request - Ensure client observes health & safety protocols - Ensure client fills out the Visitor'sLogbook	None	15minutes	PROVINCIAL INFORMATION OFFICER and ADMINISTRATIVE OFFICER Cagayan Provincial Information Office
	1.2 Prepare draftlayout of the requested collateral: • Streamers • Tarps • Invitations • Brochures • other collaterals	None	2 days	Creative and Multimedia Production Unit Cagayan Provincial Information Office
	1.3 Check draft layoutfor content andtext: • Streamers • Tarps • Invitations • Brochures other collaterals	None	1 hour	PROVINCIAL INFORMATION OFFICER ADMINISTRATIVE OFFICER COMMUNITY AFFAIRS OFFICER Cagayan Provincial Information Office
	1.4 Finalize thelayout • Streamers • Tarps • Invitations • Brochures	None	1 hour	PROVINCIAL INFORMATION OFFICER ADMINISTRATIVE OFFICER



	other collaterals			COMMUNITY AFFAIRS OFFICER CREATIVE AND MULTIMEDIA PRODUCTION UNIT HEAD Cagayan Provincial Information Office
2. Acknowledge receipt of final layout at the designated waiting area	Release approved final layout to the requesting office	None	10 minutes	PROVINCIAL INFORMATION OFFICER AO V-DESIGNATE Cagayan Provincial Information Office
TOTAL 2 hrs and 50 minutes to a day				

3. Provision of Copies of Photos/Videos of Documented Events

Office or Division:	CAGAYAN PROVINCIAL INFORMATION OFFICE			
Classification:	Simple - Internal			
Type of Transaction:	G2G			
Who may avail:	PGC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Written request letter (1 original and 1 photo copy for receiving) 1.1 Emailed request			<ul style="list-style-type: none"> Client 	
CLIENT STEPS	CPIO ACTIONS	FEES TO BE PAID	PROCESING TIME	PERSON RESPONSIBLE
1. Request for copies of photos and or videos of documented events *(Observe health & safety protocols required by office and stay at the visitor's waiting area)	1. Receive, review and approve/disapprove request - Ensure client observes health & safety protocols - Ensure client fills out the Visitor's Logbook	None	15 minutes	PROVINCIAL INFORMATION OFFICER and AO V-DESIGNATE
	1.1 Locate file of photo/video requested	None	15 minutes	



2. Receive copy of the file requested at the designated waiting area or return as advised	Save copy of photo/videofile <ul style="list-style-type: none">• Photo• Video	None	1 hour	Cagayan Provincial Information Office
TOTAL 45 minutes to 1 hour				



PROVINCIAL LEGAL OFFICE

EXTERNAL SERVICES



1. LEGAL ADVICE/COUNSELLING

Giving legal advice or counselling to external and internal clients having legal problems and recommend legal action or remedies to be taken.

Office or Division	Investigation/Research and Legal Advisory Division; Litigation and Pleadings Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	a. Transacting public; b. Other Offices of the Provincial Government of Cagayan; c. Another Government Agency; d. Government Officials or Employees;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Certificate of Title (1 Original or Certified True Copy) 2. Tax Declaration (1 Original or Certified True Copy) 3. Tax Receipts/Tax Clearance (1 Original or Certified True Copy) 4. Subdivision Plan/Survey Plan (1 Blue Print or Photocopy) 5. Demand letters (1 Original or Certified True Copy) 6. Subpoenas (1 Original or Certified True Copy) 7. Complaints, Petitions & Other Initiatory Pleadings (1 Original or Certified True Copy) 8. Pictures and Videos (1 Original or Photocopy) 		<ul style="list-style-type: none"> • Register of Deeds where the property is located. • Municipal Assessor's Office where the property is located. • Municipal Treasurer's Office or BIR Office where the tax was paid. • DENR (Records Section of DENR Regional Office II, CENRO or PENRO). • External or Internal Clients. • Courts, Provincial or City Prosecutors Office, Barangay, Police or other Quasi-Judicial Bodies. • Courts, Provincial or City Prosecutors Office, Barangay, Police or other Quasi-Judicial Bodies. • External & Internal Clients. 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Register in the Client Log Book.	1. Assist the client with the information which he/she needs to indicate in the log-book and health declaration form.	None	10 minutes	<i>Legal Assistant I Officer of the Day Provincial Legal Office</i>
2. Client will undergo interview by a lawyer and present all the pertinent documents relevant to the legal problem or concern at Prov'l Legal Office	2. Lawyer will conduct interview and check the documents presented by the client.	None	1 hour	<i>Prov'l Legal Officer Attorney IV Attorney III Attorney II Provincial Legal Office</i>



3. Client will receive the proper advice or counselling at Prov'l Legal Office	3. Lawyer will give the advice or counselling.	None	2 hours	
TOTAL 3 hours and 10 minutes				

2.LEGAL OPINIONS/ COMMENTS ON MOA AND OTHER CONTRACTS

Providing legal opinions or comments on contracts, executive orders and ordinances concerning the governance and interest of the Province.

Office or Division	Investigation/Research and Legal Advisory Division; Litigation and Pleadings Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	<ul style="list-style-type: none"> • Other Offices of the Provincial Government of Cagayan; • Another Government Agency; 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Memorandum of Agreements (1 Original or Photocopy) 2. Executive Orders (1 Original or Photocopy) 3. Contracts (1 Original or Photocopy) 4. Resolutions (1 Original or Photocopy) 5. Ordinances (1 Original or Photocopy) 		<ul style="list-style-type: none"> • Office of the Governor, other PGC Offices and other Government Agencies. • Office of the Governor. • Office of the Governor, other PGC Offices and other Government Agencies. • Sangguniang Panlalawigan or Sangguniang Bayan of the concerned Municipality. • Sangguniang Panlalawigan or Sangguniang Bayan of the concerned Municipality. 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Letter request/indorsement for legal opinion or comment with the copy of the MOA, EO, Contract, Resolutions or Ordinances at Prov'l Legal Office	1.1 The document will be recorded in the Logbook and Computer and the corresponding control number will be indicated therein.	None	20 minutes	<i>Administrative Aide VI/Officer of the Day</i> Provincial Legal Office
	1.2 The documents will be photocopied for record purposes.	None	20 minutes	<i>Administrative Aide VI/ Officer of the Day</i> Provincial Legal Office



1.3	The documents will be reviewed by the Provincial Legal Officer.	None	1 hour	Provincial Legal Officer Provincial Legal Office
1.4	The documents will be assigned to a lawyer for review and comment.	None	5 days	Attorney IV Attorney III Attorney II Provincial Legal Office
1.5	The output is returned to the Provincial Legal Officer for final review and editing.	None	1 hour	Provincial Legal Officer Provincial Legal Office
1.6	The soft copy of the comment/legal opinion will be transmitted to the concerned office thru their email.	None	5 minutes	Legal Assistant I/Officer of the Day Provincial Legal Office
1.7	The hard copy of the comment/legal opinion will be personally transmitted to the concerned office.	None	15 minutes	Administrative Aide II (Messenger) Provincial Legal Office
TOTAL: 5 days and 3 hours				

3. REPRESENTATION OF CASES IN COURT

Representation of civil cases in court in which the Province, any Municipality or any Barangay in the Province of Cagayan is a party.

Office or Division	Litigation and Pleadings Division; Investigation/Research and Legal Advisory Division	
Classification	Highly Technical	
Type of Transaction	G2G - Government to Government	
Who may avail	<ul style="list-style-type: none"> Other Offices of the Provincial Government of Cagayan including its Officials or Employees who are being sued in their official capacity; Local Government Units (Municipality or Barangay) including its Officials or Employees who are being sued in their official capacity; 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Summon or Subpoena (1 Original or		<ul style="list-style-type: none"> Courts

<p>Photocopy)</p> <ol style="list-style-type: none"> 2. Complaint, Petition & Other Initiatory Pleadings (1 Original or Photocopy) 3. Answer (1 Original or Photocopy) 4. Demand letters (1 Original or Photocopy) 5. Certificate of Title (1 Original or Photocopy) 6. Tax Declarations (1 Original or Photocopy) 7. Tax Receipts/Tax Clearance (1 Original or Photocopy) 8. Subdivision Plan or Survey Plan (1 Blue Print or Photocopy) 9. Pictures and videos (1 Original or Photocopy) 		<ul style="list-style-type: none"> • Courts or the party to the case (LGU) • Party to the case (LGU) • Party to the case (LGU) • Register of Deeds where the property is located • Municipal Assessor's Office where the property is located • Municipal Treasurer's Office where the property is located • DENR (Records Section of DENR Regional Office II, CENRO or PENRO) • Party to the case (LGU) 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
<p>The PGC Office, Municipality or Barangay will furnish a letter request to the Governor/ Provincial Legal Officer for the purpose of representing their case to the court.</p>	<p>1.1The letter request together with the pertinent documents will be recorded in the Logbook and Computer and the corresponding control number will be indicated therein.</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Administrative Aide V/Officer of the Day</i> Provincial Legal Office</p>
	<p>1.2The letter request together with the pertinent documents will be photocopied for record purposes.</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Administrative Aide VI/Officer of the Day</i> Provincial Legal Office</p>
	<p>1.3The Provincial Legal Officer will review and assign the case to a lawyer.</p>	<p>None</p>	<p>1hour</p>	<p><i>Provincial Legal Officer</i> Provincial Legal Office</p>
	<p>1.4The lawyer in-charge will review and gather the necessary documents from the concerned PGC Office, Municipality or Barangay which is needed in the representation of the</p>	<p>None</p>	<p>7 days</p>	<p><i>Attorney IVAttorney IIIAttorney II</i> Provincial Legal Office</p>



	case in court.			
	1.5The Provincial Legal Office thru the lawyer in-charge will appear in court on behalf of the PGC, Municipality or Barangay.	None	1 day	<i>Provincial Legal Officer Attorney IV Attorney III Attorney II Provincial Legal Office</i>
TOTAL: 8 days,1 hour and 40 minutes				



PROVINCIAL LEGAL OFFICE

INTERNAL SERVICES



1. ISSUANCE OF CERTIFICATE OF NO PENDING CASE

Issuance of certificate of no pending administrative case to officials or employees of the Provincial Government of Cagayan within the day of the request. The certification is sought as supporting document for the application of loan, travel abroad, maternity/paternity leave and terminal leave.

Office or Division	Administrative Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Officials or employees of the Provincial Government of Cagayan.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (1 Original Copy)		<ul style="list-style-type: none"> Office of the Provincial Treasurer 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Official or employee or his/her representative will verbally request for certification and register in the client's Logbook.	1. Ask the client for the name, position, and office.	None	5 minutes	<i>Administrative Aide VI/ Officer of the Day</i> <i>Administrative Asst. I</i> Provincial Legal Office
	1.1 Verifies the official receipt and the name of the official or employee if he/she has a pending administrative case.	None	5 minutes	<i>Administrative Aide VI/ Officer of the Day</i> Provincial Legal Office
	1.2 Prepares the Certification of no pending case if the official or employee has no pending case.	None	15 minutes	<i>Administrative Aide VI</i> Provincial Legal Office
	1.3 Prepares the Certification of pending case if the official or employee has pending case.	None	15 minutes	<i>Administrative Aide VI</i> Provincial Legal Office
	1.4 The	None	5 minutes	<i>Provincial Legal</i>



	Certification will be signed by the Provincial Legal Officer or the duly authorized personnel.			Officer or the authorized personnel Provincial Legal Office
TOTAL: 45 minutes				

2. DRAFTING OF EXECUTIVE ORDERS, MEMORANDUM OF AGREEMENTS, CONTRACTS AND PLEADINGS

Drafting of Executive Orders, Memorandum of Agreements, Contracts and Pleadings. These documents are usually requested by the Office of the Governor and other Offices of the Provincial Government of Cagayan.

Office or Division	Litigation and Pleadings Division; Investigation/Research and Legal Advisory Division			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	Other Offices of the Provincial Government of Cagayan.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement letter. (1 Original copy) 2. Pertinent or relevant documents which are needed for the drafting of the Executive Order, MOA, Contract or Pleading. (1 Original copy)		<ul style="list-style-type: none"> Office of the Governor or other Offices of the Provincial Government of Cagayan 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Register in the Client Log Book.	1.1 The Indorsement letter together with the pertinent documents will be recorded in the Logbook and Computer and the corresponding control number	None	20 minutes	Administrative Aide VI/Officer of the Day Provincial Legal Office

	will be indicated therein.			
	1.2 Indorsement letter together with the pertinent documents will be photocopied for record purposes.	None	20 minutes	<i>Administrative Aide VI</i> Provincial Legal Office
	1.3 The Provincial Legal Officer will review and assign the Indorsement letter to a lawyer.	None	1 hour	<i>Provincial Legal Officer</i> Provincial Legal Office
	1.4 The lawyer in-charge will review the Indorsement letter together with the pertinent documents and draft the needed Executive Order, MOA, Contract or Pleading.	None	7 days	<i>Attorney IV</i> <i>Attorney III</i> <i>Attorney II</i> Provincial Legal Office
	1.5 The draft Executive Order, MOA, Contract or Pleading is returned to the Provincial Legal Officer for final review and editing.	None	1 day	<i>Provincial Legal Officer</i> Provincial Legal Office
	a. The hard copy of the executive order, MOA, contract or pleading will be personally transmitted to	None	15 minutes	<i>Administrative Aide II (Messenger)</i> Provincial Legal Office



	the concerned office.			
TOTAL: 8 days, 1 hour and 55 minutes				

3. ADMINISTERING OF OATH

Administering of oath on the Statement of Assets and Liabilities (SALN) of PGC officials and employees within the day of the request.

Office or Division	Provincial Legal Officer			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Officials or employees of the Provincial Government of Cagayan.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Original copy of the Statement of Assets and Liabilities of the PGC official or employee; Indorsement/transmittal letter coming from the office of the official or employee requesting for administration of oath, indicating therein that the Statement of Assets and Liabilities has already been reviewed by the Provincial Human Resource and Management Office. 		<ul style="list-style-type: none"> Office of the PGC official or employee requesting for administration of oath. Office of the PGC official or employee requesting for administration of oath. 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Indorsement/transmittal letter requesting for the administration of oath on the SALN of the PGC official or employees.	1.1 The letter request together with the SALN of PGC officials or employees will be check.	None	20 minutes	<i>Administrative Aide VI/ Officer of the Day</i> Provincial Legal Office
	1.2 If the SALN is found to be original and duly signed, the same will be signed by the Provincial Legal Officer.	None	20 minutes	<i>Provincial Legal Officer</i> Provincial Legal Office
	1.3 If the SALN is found to be xerox copy or it is not duly signed, the same will be returned to the office of the PGC official or employee.	None	15 Minutes	<i>Administrative Aide II (messenger)</i> Provincial Legal Office



TOTAL: 55 minutes

3. NOTARIZATION OF LEGAL DOCUMENTS

Notarization of selected legal documents like contract of service, memorandum of agreements or memorandum of understandings, affidavits, or bonds within the day of the request.

Office or Division	Litigation and Pleadings Division; Investigation/Research and Legal Advisory Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Officials or employees of the Provincial Government of Cagayan.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Contracts, memorandum of agreements, memorandum of understandings, affidavits or bonds (1 Original & 1 Photocopy); 2. Valid Identification Card (ID Card & 1 Photocopy); 		<ul style="list-style-type: none"> • From the PGC official or employee requesting for notarization. • From the PGC official or employee requesting for notarization. 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Personal appearance of the Official or employee requesting for notarization.	1.1 The legal document together with the valid Identification Card of the party/parties to the legal document will be check.	None	20 minutes	<i>Legal Asst. I/ Officer of the Day Provincial Legal Office</i>
	1.2 If the party/parties to the legal document is present, the legal document will be notarized.	None- If the legal document is used in PGC official transaction P50.00 – for Contract of Service and Affidavits	20 minutes	<i>Lawyers who were given notarial commission Provincial Legal Office</i>



TOTAL: 40 minutes

4. HEARING OF ADMINISTRATIVE CASES

Hearing of administrative cases of PGC officials or employees who were formally charged by the Office of the Governor. The hearing is done through full-blown trial.

Office or Division	Investigation/Research and Legal Advisory Division
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	Officials or employees of the Provincial Government of Cagayan.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Formal Charge; (Original) 2. Investigation Report together with all the documentary evidence and Affidavits of Witnesses duly notarized; (Original) 3. Answer/counter-affidavit of the respondent official or employee duly notarized; (Original) 4. Documentary evidence and Affidavits of witnesses of the respondent official or employee duly notarized; (Original) 	<ul style="list-style-type: none"> • Office of the Governor. • Provincial Human Resource and Management Office. • Respondent official or employee • Respondent official or employee

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Receipt of the formal charge, investigation report together with all the documentary evidence, answer/counter-affidavit of the respondent, and	1.1 An order or subpoena will be sent to the respondent and prosecutor-in-charge setting the case for Pre-Hearing Conference.	None	1 day	<i>Administrative Aide II (messenger)</i> Provincial Legal Office
	1.2 Pre-Hearing Conference.	None	1 day	<i>Hearing Officer (Attorney IV)</i> Provincial Legal Office



documentary evidence and Affidavits of witnesses of the respondent.	1.3 Hearing/trial.	None	6 days (each prosecutor and respondent are given 3 different trial dates to present their case)	<i>Hearing Officer (Attorney IV) Provincial Legal Office</i>
	1.4 The hearing officer will decide on the case	None	15 days	<i>Hearing Officer (Attorney IV) Provincial Legal Office</i>
	1.5 The decision/resolution of the case is given to the Provincial Legal Officer for its review and editing.	None	1 day	<i>Provincial Legal Officer Provincial Legal Office</i>
	1.6 The hard copy of the decision/resolution is transmitted to the Office of the Governor for its approval or disapproval.	None	15 minutes	<i>Administrative Aide II (Messenger) Provincial Legal Office</i>
TOTAL: 24 days and 15 minutes				



TOURISM OFFICE EXTERNAL SERVICES



1. TOURISM INFORMATION SERVICES

A frontline service that enhances knowledge and develops tourism attractions and destinations in the Province and extension of technical assistance to all LGU's, Tourism Officers, Researchers, Media and Tourists

Office or Division	Cagayan Tourism Office- Marketing and Planning Section			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved letter request from the Governor's Office or Department Head (1 Original copy)		<ul style="list-style-type: none"> Provided by Client / Referral from Governor's Office or Department Head 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request personally or via email	1. Sanitize document	None	10 minutes	<i>Administrative Assistant// Provincial Tourism Office</i>
	1.1 Record in the incoming communication logbook.	None	3 minutes	<i>Administrative Assistant// Provincial Tourism Office</i>
2. Register in the client's logbook at Prov'l Tourism Office	2. Assist Client	None	3 minutes	<i>Administrative Assistant// Provincial Tourism Office</i>
3. Present request letter if client submits directly to the Dept. Head	3. Refer letter request to head for her approval	None	10 minutes	<i>Administrative Assistant// STOO OIC-Tourism/EEO Coord., Provincial Tourism Office</i>
	3.1 Advise client to follow –up request	None	1 day	<i>Administrative Assistant// Provincial Tourism Office</i>
4. Receive data requested at Prov'l Tourism Office	4. Prepare data and other information needed in the request	None	1 hour	<i>STOO Provincial Tourism Office</i>
	4.1 Let client sign in the logbook to acknowledge receipt of document	None	5 minutes	<i>Administrative Assistant// Provincial Tourism Office</i>
	4.3 Provision of the data	None	3 minutes	<i>Administrative Assistant// Provincial Tourism Office</i>
TOTAL 1 DAY, 1 HOUR AND 18 MINUTES				



2. TECHNICAL ASSISTANCE SERVICES

Provision of technical assistance on trainings, product trials and documentation to LGUs, Researchers, Tourism Officers, Business Sector, Private Sector, NGOs, Academe and other Government Agencies.

Office or Division	Cagayan Tourism Office- Marketing and Planning Section			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved original letter request from the Governor's Office or Department Head (1 Original copy)		<ul style="list-style-type: none"> • Provided by Client / Referral from Governor's Office or Department Head 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request personally or via email	1. Sanitize document	None	10 minutes	<i>Administrative Assistant/II</i> Provincial Tourism Office
	1.1 Record in the incoming communication logbook.	None	3 minutes	<i>Administrative Assistant/II</i> Provincial Tourism Office
2. Register in the client's logbook at Tourism Office	2 Assist Client	None	5 minutes	<i>Administrative Assistant/II</i> Provincial Tourism Office
3. Present request letter if client submits directly to the Dept. Head	3. Refer letter request to head for her approval	None	30 minutes	<i>Administrative Assistant/II, STOO, OIC-Tourism/EEO Coord.,</i> Provincial Tourism Office
	3.1 Advise client to follow –up request	None	1 day	<i>Administrative Assistant/II</i> Provincial Tourism Office
	3.2 Call/write client on the status of the request	None	10 minutes	<i>Administrative Assistant/II</i> Provincial Tourism Office
TOTAL 1 Day and 58 minutes				



3. REQUEST FOR TOUR GUIDING SERVICES

Request for visit to Provincially Managed Facilities

Office or Division	Cagayan Tourism Office- Callao Eco Niche and Conservation Park Section			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved original letter request from the Governor's Office or Department Head (1 Original copy)		<ul style="list-style-type: none"> • Provided by Client / Referral from Governor's Office or Department Head 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request personally via email or phone call	1. Sanitize document	None	10 minutes	Administrative Assistant II Provincial Tourism Office
	1.1 Record in the incoming communication logbook.	None	3 minutes	Administrative Assistant II Provincial Tourism Office
	1.2 Answer phone call	None	10 minutes	Administrative Assistant II Provincial Tourism Office
2. Register in the client's logbook at Tourism office	2. Assist Client	None	3 minutes	Administrative Assistant II Provincial Tourism Office
3. Present request letter if client submits directly to the Dept. Head	3. Refer letter / phone call request to head for her approval	None	1 day	STOO, OIC- Tourism/EEO Coord., Provincial Tourism Office
	3.1 Advise client to follow –up request	None	1 hour	Administrative Assistant II Provincial Tourism Office



	3.2. Update requestee on the the status of the request and answer questions if any, if the request has been approved. If not the transaction ends here. When approved:	None	30 minutes	STOO Provincial Provincial Tourism Office
	3.3. Refer to Callao Eco Niche and Conservation Park for tour scheduling actual touring	None	10 minutes	<i>Admin. Aide I and Callao Supervisor</i> Provincial Tourism Office
	3.4. Inform client on the scheduled tour and for tour needs such as: Appropriate Fees to be collected	None	30 minutes	<i>Administrative Assistant II</i> Provincial Tourism Office
TOTAL 1 Day,2 Hours and6 minutes				

4.TOUR GUIDING SERVICES

Guided tours for the Callao Eco Niche and Conservation Park

Office or Division	Cagayan Tourism Office- Callao Eco Niche and Conservation Park Section	
Classification	Simple	
Type of Transaction	G2C, G2G	
Who may Avail	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	

1. Approved original letter request from the Governor's Office or Department Head (1 Original copy)		<ul style="list-style-type: none"> • Provided by Client / Referral from Governor's Office or Department Head 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved text/letter for the tour (Approved booking) 2. Pay entrance fee	1. Sanitize document	None	10 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
	1.1 Verify document	None	3 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
	1.2 Request guest to logbook	None	1 minute	<i>Administrative Aide I</i> Provincial Tourism Office
	1.3 Request guest to pay entrance fee to the collection officer	P20.00-entrance fee	5 minutes	<i>Storekeeper / Collecting Officer</i> Provincial Tourism Office
	1.4 Verification of cash ticket issued; refer guest to tourguide on deck	None	2 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
	1.5 Advise guest to attend orientation in the briefing area	None	1 minute	<i>Tourguide</i>
	1.6 Orientation Proper	None	20 minutes	Tour Guide
3. Pay tourguide fee and/or boat rental fee	1.7 Assist the guest/s	P500.00 to be paid directly to the tour guide for caving activity and P700.00 to the boatman for boating activity	2 hours	Tour Guide / Boatman

	1.8 Evaluation / Feedbacking	Distribute /send evaluation /feedback form	3 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
		Retrieval of form/submission of on-line feedback form	10 minutes	
TOTAL 2 Hours and 55 minutes				

5. EVENTS

Conduct of economic enterprise events in the Province

Office or Division	Cagayan Tourism Office- Tourism Information Section			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Letter of Request indicating the specified service needed. (1 Original copy) 2. Approved letter request from the Governor's Office or Department Head (1 Original copy)		<ul style="list-style-type: none"> • Provided by Client/Referral from Governor's Office or Department head 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request personally or via email	1. Sanitize document	None	10 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
	1.1 Record in the incoming communication logbook			
2. Register in the client's logbook at Tourism Office	2. Assist client	None	10 minutes	

3. Present request letter if client submits directly to the department head or referral letter coming from the Governor's Office	3.Refer letter request/referral to the department head	None	20 minutes	<i>Administrative Aide I, EEO Coord. /OIC-Tourism, Supervising Tourism Operations Officer</i> Provincial Tourism Office
	3.1 Advise client to follow up	None	1 day	<i>Administrative Aide I</i> Provincial Tourism Office
4. Follow up of request	4. Client sign in the logbook	None	5 minutes	<i>Administrative Assistant I</i> Provincial Tourism Office
	4.1 Feedback on the action to the request	None	15 minutes	<i>STOO</i> Provincial Tourism Office
TOTAL 1 Day and 1 Hour				

6. RENTAL SERVICES

Provision of rental services to entrepreneurs and businessmen

Office or Division	Economic Enterprise Office/LEDIPO			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may Avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original request letter (1 Original copy)		<ul style="list-style-type: none"> • Provided by Client. 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent / request personally or via email	1.Sanitize document	None	10 minutes	<i>Administrative Assistant II</i> Provincial Tourism Office
	1.1 Record in the incoming communication logbook	None	3 minutes	<i>Administrative Assistant II</i> Provincial Tourism Office



2. Fills up application form and submits other necessary requirements	2. Distribution of application form	None	1 minute	<i>Administrative Assistant II</i> Provincial Tourism Office
	2.1 Retrieval of application form review of submitted documents	None	20 minutes	
	2.2 Sanitize document	None	10 minutes	
3. Filing up and Signing of Lease Agreement	3. Provision of billing statement	None	20 minutes	<i>Administrative Officer II</i> Provincial Tourism Office
	3.1 Review of document if properly and sufficiently filled up	None	20 minutes	
4. Payment of Rental Fee	4. Issuance of Official Receipt	Leonarda N. Mamba Gymnasium- P25,000.00 Cagayan Coliseum- P50,000.00 (pending approval of SP)	30 minutes	<i>Cashier</i> Provincial Tourism Office
5. Present Official Receipt and filling up of rental agreement	5. Review of Official Receipt and Provision of Rental Agreement form	None	10 minutes	<i>Administrative Assistant II</i> Provincial Tourism Office
	5.1 Record the transaction in the rental transaction logbook	None	3 minutes	
TOTAL 2 Hours and 7 minutes				

7. LEASING SERVICES

Provision of leasing services to all interested entrepreneurs, businessmen government offices, schools and private individuals.

Office or Division	Economic Enterprise Office/LEDIPO			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may Avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Request Letter (1 copy)		Provided by Client.		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request verbally or personally or via email	1.Sanitize document	None	10 minutes	<i>Administrative Assistant II</i> Provincial Tourism Office
	1.1 Record in the incoming communication logbook	None	3 minutes	<i>Administrative Assistant II</i> Provincial Tourism Office
2. Client fills up application form and submits other necessary requirements	2.Distribution of application form	None	5 minutes	<i>Administrative Assistant II,</i> <i>Administrative Officer II</i> Provincial Tourism Office
	2.1. Sanitize documents	None	10 minutes	
	2.2. Retrieval of application and review of submitted requirements	None	10 days	
3. Review and sign contract of lease	3. Prepare contract of lease	None	20 minutes	<i>Administrative Assistant II,</i> <i>Administrative Officer II</i> Provincial Tourism Office
	3.1 Facilitate signing of all signatories in the contract	None	5 days	
4. Receive billing statement	4. Prepare billing statement for security deposit and advance rental	None	15 minutes	<i>Administrative Assistant II,</i> <i>Administrative Officer II</i> Provincial Tourism Office
5. Payment of security deposit and advance rental	5.Issuance of Official Receipt	Prime Stall: Security Deposit: P10,000.00 Advance Rental: P20,000.00 Non-prime	20 minutes	<i>Cashier</i> Provincial Tourism Office

		Stall: Security Deposit: P8,000.00 Advance Rental: P16,000.00		
6. Present Official Receipt	6.Verification of OR number	None	10 minutes	<i>Administrative Assistant II, Administrative Officer II Provincial Tourism Office</i>
	6.1 Record the OR and leasing agreement form number in the logbook	None	5 minutes	<i>Administrative Assistant II, Administrative Officer II Provincial Tourism Office</i>
TOTAL: 15 days, 2 Hours and 6 minutes				

8. INVESTOR SERVICING (Service Information)

Service provided for would be investors interested to invest in the Province.

Office or Division	LEDIPO			
Classification	Complex			
Type of Transaction	G2C, G2B, G2G			
Who may Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Approved letter or email request form the Hon. Governor. (1 copy)		<ul style="list-style-type: none"> Email or personally send letter addressed to Governor through Cagayan Tourism Office. 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client's logbook at Tourism office	1. Assist the client in the signing of the logbook.	None	3 minutes	<i>Administrative Assistant II Provincial Tourism Office</i>
2. Present Request letter or Letter of Intent.	2.Check and validate approved letter or email request from the Hon. Governor	None	5 minutes	<i>Administrative Assistant II Provincial Tourism Office</i>
	2.1Prepare for	None	3 days	<i>Administrative Assistant II,</i>



	orientation on the different possible areas for investment in the Province.			STOO, EEO/LEDIPO Provincial Tourism Office
TOTAL		3 DAYS AND 8 MINUTES		



MUSEUM OFFICE EXTERNAL SERVICES



Service Name: **Request for Museum Visit on Weekdays**

Description of Service: **Scheduling of Regular Museum Tours**

Office or Division:	Cagayan Museum and Historical Research Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	ALL			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Access and accomplish the Pre-booking Form.	1.1 Retrieve and review the Request Form entries for Visit and entries	None	30 minutes	Administrative Division
2. Receive confirmation via email or phone call.	2. Inform visitor for the confirmed schedule via email or phone call.	None	15 minutes	Administrative Division
3. Tour proper.	3.1 Verify client identity and confirm booking. 3.2 Conduct Guided Tour	None	5 minutes 1 hour and 30 minutes	Education and Exhibition Division
4. Accomplish Client Satisfaction Evaluation Survey	4. Record/Collate Client Satisfaction Evaluation Results	None	5 minutes	Education and Exhibition Division
Total Response Time: 2 hours and 25 minutes				

Service Name: **Request for Museum Visit on Weekends and Holidays**

Description of Service: **Scheduling of Special Weekend Tours**

Office or Division:	Cagayan Museum and Historical Research Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	ALL			
Checklist of Requirements:		Where to secure:		
1. Request Letter 2. Client Valid ID		1. Requesting Party.		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Send request letter to tours@cagayanmuseum.com or (snail mail) to Cagayan Museum.	1.1 Confirm receipt of letter. 1.2 Check slot/volunteer availability	None	30 minutes	Administrative Division
2. Receive confirmation via email or phone call	2. Inform visitor for the schedule via email or phone call	None	15 minutes	Administrative Division



3. Tour proper.	3.1 Verify client identity and confirm booking. 3.2 Conduct Guided Tour	None	5 minutes 1 hour and 30 minutes	Education and Exhibition Division
4. Accomplish Client Satisfaction Evaluation Survey	4. Record/Collate Client Satisfaction Evaluation Results	None	5 minutes	Education and Exhibition Division
Total Response Time: 2 hours and 25 minutes				

Service Name: **Request for Museum Walk-in Visits**

Description of Service: **Walk-in Visits**

Office or Division:	Cagayan Museum and Historical Research Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	ALL			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register personal details at front desk.	1. State museum guidelines and regulations.	None	1 min	Tourist Receptionist
2. Leave foods, drinks, and bags at counter.	2. Inquire about visitors if they want a guided tour. 2.1. If they accepted, request available museum guide.	None	5 mins	Tourist Receptionist
3. Tour proper	3. Conduct Guided Tour	None	1 hour	Education and Exhibition Division
4. 4. Accomplish Client Satisfaction Evaluation Survey	4. Record/Collate Client Satisfaction Evaluation Results	None	5 minutes	Education and Exhibition Division
Total Response Time: 1 hour and 11 minutes				



Service Name: **Request for Access to Research Center**

Description of Service: **Scheduling of visits**

Office or Division:	Cagayan Museum and Historical Research Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	ALL			
Checklist of Requirements:		Where to secure:		
1. Accomplished Pre-booking Form or Request Letter 2. Client Valid ID		1. Requesting Party.		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Send request letter to research@cagayanmuseum.com or (snail mail) to Cagayan Museum.	1.1 Confirm receipt of letter, send Archives & Research Center guidelines for conforme. 1.2 Check slot availability	None	30 minutes	Research Services Division
2. Receive confirmation via email or phone call	2. Inform visitor for the schedule via email or phone call.	None	15 minutes	Research Services Division
3. Research proper. Present Proof of Identity.	3.1 Verify client identity and confirm booking.	None	5 minutes	Research Services Division
	3.2 Conduct Research Center Orientation	None	5 minutes	Research Services Division
3. Research proper.	3.4 Assist Researcher in locating materials.	None		Research Services Division
4. Accomplish Client Satisfaction Evaluation Survey	4. Record/Collate Client Satisfaction Evaluation Results	None	5 minutes	Education and Exhibition Division
Total Response Time: 1 hour				



Service Name: **Request for Access to Museum Collections for Research Purposes**

Description of Service: **Collections Access for Research**

Office or Division:	Cagayan Museum and Historical Research Center			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	ALL			
Checklist of Requirements:		Where to secure:		
1. Request Letter with Research Synopsis. 2. Endorsement Letter from Academic Institution/Institutional Affiliation. 3. Valid ID		1. Requesting Party 2. Academic Institution/Institutional Affiliation		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Send request letter with research synopsis to research@cagayanmuseum.com or (snail mail) to Cagayan Museum with Endorsement Letter from Academic Institution/Institutional Affiliation.	1.1 Confirm receipt of letter and research synopsis and send Collections Access Policy and Guidelines for conformance.	None	1 hour	Research Services Division
	1.2 Check slot availability.	None	1 hour	Administrative Division
	1.3. Check requested museum object/s availability.	None		Care for Collections Division
	1.4 Verify legitimacy of Endorsement Letter from Academic Institution/Institutional Affiliation.	None	3 Days	Research Services Division
	1.5 Assess condition and suitability/vulnerability of requested museum object/s for handling/access.		3 hours	Care for Collections Division
	1.6 Provide detailed pre-handling conditions report to Museum Curator for review and approval.	None	1 hour	Care for Collections Division / Museum Curator
2. Receive initial confirmation via email or phone call.	2. Inform researcher for the schedule, conditions of access and object/s specific handling instructions via email or phone call.	None	15 minutes	Research Services Division



3. Receive conditions of access and object/s' conditions report and specific handling instructions and sign conforme on the use of the requested museum object/s and assume liability for damage.	3. Receive signed conforme by requesting researcher.	None	1 hour	Research Services Division
4. Implement research work.	4.1 Monitor object/s condition and assist researcher in handling.	None.		Care for Collections Division
	4.2 Assess post-handling condition of requested museum object/s. 4.3 Provide detailed post-handling conditions report to Museum Curator for review and clearing.	None.	3 hours	Care for Collections Division
5. Provide copy of all research findings in whole or in part to Museum.	5.3 Receive copy of research findings for filing.	None.		Research Services Division
6. Accomplish Client Satisfaction Evaluation Survey	6. Record/Collate Client Satisfaction Evaluation Results	None	5 minutes	Research Services Division
		Total Response Time: 4 days, 2 hours and 20 minutes		

Service Name: **Request for the use of Rizal Park and Park facilities.**

Description of Service: **Scheduling the use of Rizal Park and Park facilities.**

Office or Division:	Cagayan Museum and Historical Research Center			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) / Government to Citizen (G2C)			
Who may avail:	All			
Checklist of Requirements:		Where to secure:		
1. Request Letter		Requesting Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit request letter via email (admin@cagayanmuseum.com)	1. Retrieve and review the Request Letter	None	30 minutes	Administrative Division
	1.1 Check Rizal Park availability and calendar the activity	None	30 minutes	Administrative Division



2. Receive confirmation or declined request via email or SMS.	2. Inform the requesting office/client of the availability or non-availability of the park via email or SMS.	None	15 minutes	Administrative Division
3. Accomplish Client Satisfaction Evaluation Survey	3. Record/Collate Client Satisfaction Evaluation Results	None	5 minutes	Administrative Division
Total Response Time: 1 hour, 20 minutes				

Service Name: **Request for the use Cagayan Museum Multi-Purpose Hall (2nd Floor)**

Description of Service: **Scheduling the use Cagayan Museum Multi-Purpose Hall (2nd Floor)**

Office or Division:	Cagayan Museum and Historical Research Center			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C)			
Who may avail:	PGC OFFICES / NGAs / Culture and Arts Organizations			
Checklist of Requirements:			Where to secure:	
1. Request Letter			Requesting Office	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit request letter via email (admin@cagayanmuseum.com)	1. Retrieve and review the Request Letter	None	30 minutes	Administrative Division
	1.1 Check availability and calendar the activity	None	30 minutes	Administrative Division
2. Receive confirmation or declined request via email or SMS.	2. Inform the requesting office of the availability or non-availability of the Hall via email or SMS.	None	15 minutes	Administrative Division
3. Accomplish Client Satisfaction Evaluation Survey	3. Record/Collate Client Satisfaction Evaluation Results	None	5 minutes	Administrative Division
Total Response Time: 1 hour, 20 minutes				



PROVINCIAL WARDEN'S OFFICE

EXTERNAL SERVICES



1. Commitment/Receiving of PDL

A frontline service in which the rehabilitation process for Deprived of Liberty begins.

Office or Division	Provincial Wardens Office			
Classification	Simple			
Type of Transaction	G2G			
Who may Avail	Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Commitment Order 2. Medical Certificate/ Health Certificate			<ul style="list-style-type: none"> • Court of Origin • Government Hospital 	
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Commitment/Receiving of PDL	1. SOG receives commitment order and order pertinent document, for commitment. SOG review all documents for the commitment of PDLs.	NONE	2 minutes	<i>Prison Guard II</i> Provincial Warden's Office
	1.1 SOG body search/check inmate for confinement for contrabands or injuries upon commitment	NONE	3 minutes	<i>Prison Guard II</i> Provincial Warden's Office
	1.2 SOG will submit PDLs record to the Records Officer for interview and mugshot	NONE	10 minutes	<i>Prison Guard I</i> Provincial Warden's Office
2. Orientation Of The Newly Committed Pdl's On Jail Rules And Policies	2. SOG will orient newly committed inmate of Jail Policies/Regulations	NONE	15 minutes	<i>Prison Guard II</i> Provincial Warden's Office
	2.1 After orientation and interview, uniform,	NONE	2 minutes	<i>Prison Guard II</i> Provincial Warden's Office



	blanket, pillow, mess kit and container box will be issued to newly committed PDLs.			
	2.2 Newly committed inmate will be brought to his designated cell.	NONE	2 minutes	<i>Prison Guard II</i> Provincial Warden's Office
TOTAL: 44 minutes				

2. RELEASING OF PDL

Frontline Service which is aimed towards jail decongestion

Office or Division		Provincial Wardens Office		
Classification		Simple		
Type of Transaction		G2G, G2C		
Who may Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Release Order / Certificate of Discharge		<ul style="list-style-type: none"> Court of Origin 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Releasing of Inmate	1. SOG receives release order from authorities and submits the release order to Records Officer for verification of case folder.	NONE	5 minutes	<i>Prison Guard II</i> Provincial Warden's Office
	1.1 Records officer will review the case folder of the PDL if there are other cases of the PDL. Should there be no other case the Record	NONE	5 minutes	<i>Prison Guard I</i> Provincial Warden's Office



	Officer will put a marginal note in the release order signifying that the said PDL has no other cases.			
	1.2 Items issued during the commitment be turned over to SPG/SOG.	NONE	2 minutes	Prison Guard III Provincial Warden's Office
	1.3 A duly signed Certificate of release will be issued/signed by the Paralegal Officer, Records Officer and approved by the Provincial Warden before release.	NONE	5 minutes	Prison Guard I Prison Guard II Prison Guard III Provincial Warden Provincial Warden's Office
	1.4 The PDL together with his custodian will sign a WAIVER of NO COMPLAIN upon release	NONE	2 minutes	Prison Guard II Provincial Warden's Office
TOTAL: 19 minutes				

3. ISSUANCE OF CERTIFICATE OF DETENTION TO WALK IN CLIENT.

Frontline service which is aimed towards hearing PDLs for the fast release of sentenced PDLs.

Office or Division	Provincial Wardens Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information Slip/ Signed		<ul style="list-style-type: none"> Admin Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of Certificate of detention to walk in client.	1.1 Walk in Client will sign to the Visitors logbook upon presentation of his vaccination card.	NONE	2 minutes	Prison Guard I Provincial Warden's Office
	1.2 Walk in Client will be given	NONE	2 minutes	Prison Guard I Provincial Warden's Office

	an Information Slip for him to fill up in relation to the PDL Detention Certificate.			
	1.3 Accomplished Information Slip will be submitted to the Records Officer upon completion of information.	NONE	2 minutes	<i>Prison Guard I</i> Provincial Warden's Office
	1.4 Records officer will verify the records of the PDL and upon verification, will issue the Certificate of Detention duly signed by him/her and the Provincial Warden	NONE	15 minutes	<i>Prison Guard I</i> Provincial Warden's Office
TOTAL 21 minutes				

4. RECEIVING AND DISMISSAL OF VISITOR

Frontline Service purposely to uplift the morals of PDLs confined

Office or Division		Provincial Wardens Office		
Classification		Simple		
Type of Transaction		G2G, G2C		
Who may Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage Contract		<ul style="list-style-type: none"> PSA 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of Visitors	1.1 Visitors accomplishes and sign the visitor's logbook upon	NONE	2 minutes	<i>Prison Guard I</i> Provincial Warden's Office

	presentation of vaccine card.			
	1.2 Cellphones, Firearms and Gadgets will be deposited at searchers desk and a corresponding number be issued to the owners of the said deposited items for them to use in claiming the said items upon leaving.	NONE	2 minutes	<i>Prison Guard I</i> Provincial Warden's Office
	1.3 baggages including body will be thoroughly search before entry. (Should a Contraband be confiscated the visitor will be denied entry and will be restricted to visit).	NONE	10 minutes	<i>Prison Guard I</i> Provincial Warden's Office
	1.4 Visitors upon entry at the visiting area will be marked visitor through stamp pad.	NONE	1 minute	<i>Prison Guard I</i> Provincial Warden's Office
2. Dismissal of visitor	2. Visitors are called for expiration of the time limit for visitation.	NONE	1 minute	<i>Prison Guard II</i> Provincial Warden's Office
	2.1 Visitors leave visiting area and	NONE	1 minute	<i>Prison Guard I</i> Provincial Warden's Office



	proceed to searchers desk to secure deposited items and surrender issued number.			
	2.2 Searchers get the issued numbers and return deposited item to corresponding owner. Visitors allowed to leave jail compound.	NONE	1 minute	<i>Prison Guard I</i> Provincial Warden's Office
TOTAL 18 MINUTES				

5. ESCORTING INMATES IN DIFFERENT INSTITUTION

Frontline service aimed toward fast disposition of cases.

Office or Division	Provincial Wardens Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may Avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Court Order		<ul style="list-style-type: none"> Court of Origin 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Escorting inmates in different institution.	1. Paralegal Officer verifies scheduled hearing/court order of PDL.	NONE	5 Minutes	<i>Prison Guard II</i> Provincial Warden's Office
	1.1 Inmates are informed of their scheduled hearing/court order and instructed to prepare themselves and wear uniforms for identity outside jail.	NONE	10 Minutes	<i>Prison Guard I</i> Provincial Warden's Office
	1.2 SPG/SOG assigns Escort PDLs to their designated Court	NONE	5 Minutes	<i>Prison Guard III</i> Provincial Warden's Office



	Branches. PDL's are called at the 3 rd gate and will be lined up afterwhich they will be body searched and handcuffed before embarking the prisoners van.			
	1.3 Upon arrival to destination PDLs are lined up and are escorted in different court Salas for hearing.	NONE	5 Minutes	<i>Prison Guard I</i> Provincial Warden's Office
	1.4 Upon the termination of the hearing the assigned escort will secure the next scheduled hearing from a court personnel.	NONE	10 Minutes	<i>Prison Guard I</i> Provincial Warden's Office
	1.5 All PDLs are accounted after hearing and will be lined up ready for embarkation at the prisoner's van.	NONE	5 Minutes	<i>Prison Guard I</i> Provincial Warden's Office
	1.6 Upon arrival at the jail PDLs are body searched before entering their designated cells.	NONE	15 Minutes	<i>Prison Guard I</i> Provincial Warden's Office
TOTAL 55 minutes				



CAGAYAN PROVINCIAL LEARNING AND RESOURCE CENTER EXTERNAL SERVICES



1. Deposit Counter

Office or Division:		Cagayan Provincial Learning and Resource Center		
Classification:		Simple		
Type of transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scan your QR code at the entrance.		<ul style="list-style-type: none"> Library Entrance 		
Client Step	PGC ACTION	Fees to Pay	Processing Time	Responsible Person
Registration 1. Client generates individual/personal QR code	Ensure clients have successfully generated their QR codes.	none	3 minutes	Guard on duty
1. Scan the QR code at the Lobby and select which floor to stay.	Issuance of Floor Identifier	none	1 minute	Information Desk in-charge
2. Deposit belongings (bags, and other things) to the Deposit Counter in-charge. NOTE: Bring with you your Valuable belongings, Losses of such... the CPLRC is not Liable for the replacement of the losses.	Issue bag number	None	1 minute	Deposit Counter in-charge
Total response time: 5 minutes				



2.CIRCULATION SERVICES (BOOKS & PERIODICAL)

Client Step	PGC ACTION	Fees to Pay	Processing Time	Responsible Person
<p>1. Proceed directly to the bookshelves and get the material/s needed or consult the OPAC to check if the material/s are available.</p> <p>NOTE: Ask the librarian for assistance or queries.</p>	Provide reference assistance.	None	<p>5 minutes</p> <p>(Depending on the availability of the material/s at the shelf)</p>	Circulation in-charge
<p>2.Loaning Of Books</p> <p>2.1 Fill out the logbook indicating the necessary information at the Circulation counter, Or present your Access Card for checking out and checking in the book borrowed.</p>	<ul style="list-style-type: none"> Collect any Valid ID Place the Valid ID at the file box for ID retrieving. 	None	2 minutes	Circulation in-charge
3. Do the research work		None		
<p>4. Returning of Books</p> <ul style="list-style-type: none"> Present the book borrowed at circulation in-charge. 	Collect the book and give back the client ID	None	1 minute	Circulation in-charge
Total response time: 9 minutes				



3. INTERNET SERVICES

Client Step	PGC ACTION	Fees to Pay	Processing Time	Responsible Person
1. Scan Generated QR to register	Instruct client which Computer terminal to use.	None	1 minute	Internet In-charge
2. Proceed to the Internet section In-charge to log-in at the computer logging system	Instruct client which Computer terminal to use.	None	1 minute	Internet In-charge
3. Do the research work		None	1 hour	Internet In-charge
4. Proceed to the in-charge and log-out at the computer logging system	Log out the client computer	None	1 minute	Internet In-charge
Total response time: 1 hour 3 minutes				

4. PRINTING SERVICES (INTERNET SECTION)

Client Step	PGC ACTION	Fees to Pay	Processing Time	Responsible Person
1. Use the log book for printing services and supply the needed information.		None	1 minute	Internet In-charge
2. Present or send the file copy to the internet in-charge for printing. Note: maximum of ten (10) pages only.	Get the file document and do the printing.	None	5 minute	Internet In-charge
Total Response Time: 6 minutes				



PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE EXTERNAL SERVICES

1. Response to Job Applications



This describes the procedures employed by the PHRMO in handling Job application submitted by individuals who are interested to join the Provincial Government work force.

Office or Division	Human Resource Management Services			
Classification	Complex			
Type of Transaction	G2C, G2G			
Who may avail	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Filling up the google form 2. Application letter with complete set of requirements, (8 sets of folders - 1 Set original copy and 7 sets photocopies); 2.1 7 Fully accomplished Personal Data Sheet (CS Form No. 212, Revised 2017) with ID picture taken within the last 6 months 3.5 cm x 4.5 cm (passport size); the PDS should be subscribed and sworn to before the highest ranking HRMO in the agency, any officer authorized to administer oath, or a notary public 2.2 Work Experience Sheet, if applicable; 2.3 Performance rating of at least VS in the last rating period (if applicable); 2.4 Certificate of eligibility/rating/ license, if applicable; 2.5 Transcript of Records/Diploma 2.6 Certificate of Trainings/Seminars attended 2.7 Potential Assessment.		<ul style="list-style-type: none"> • Accessible thru Cagayan Provincial Information Office (CPIO) Facebook page and Cagayan Provincial Human Resource Management Office Facebook page • Can be downloaded thru csc web page • Can be downloaded thru csc web page • Office/department/agency of the concerned Applicant • CSC • University/College where the applicant graduated • Office/department/agency of the concerned applicant • PHRMO 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the application form thru the google forms	1. Pre- evaluation of applicants 1.1 Sorting and consolidation of entries in the google form	None	30 Days	Computer Programmer I Computer Operator Admin. Asst. II Human Resource Management Office
	1.2 Evaluate qualification of the applicant vis-à-vis the qualification			AAsst III AO V AO IV AA II AAsst II



	standards (QS) of the vacancy			Human Resource Management Office
<p>2. Wait for notice if eligible for the position applied</p> <p>2.1 if qualified for the position applied for, wait for the announcement of schedule in the Pre-Screening</p> <p>2.2 if not, apply for another position</p>	Notify applicants as to the status of his/her job application thru phone call, text messages, social media, email	None	Max. of 100 applicants notified per day	<p><i>AAsst III</i> <i>AO V</i> <i>AO IV</i> <i>AA II</i> <i>AAsst II</i> Human Resource Management Office</p>
3. Attend the Pre-screening	Conduct of the Pre-screening and notify result	None	3 hours / session (Max. 20 Applicants)	<p><i>AAsst VI</i> <i>AA IV</i> Human Resource Management Office</p>
4. Submit application letter together with complete set of requirements in seven copies/folders addressed to the Governor, if passed the Pre – Screening Exam	4.1 Receive application documents submitted/sent by the applicant	None	5 mins.	<p><i>AAsst III</i> <i>AO V</i> <i>AO IV</i> <i>AA II</i> <i>AAsst II</i> <i>AO III</i> Human Resource Management Office</p>
	<p>4.2. Assess completeness of documents</p> <p>4.3 Incomplete- Inform applicants</p>	None		<p><i>AAsst III</i> <i>AO V</i> <i>AO IV</i> <i>AA II</i> <i>AAsst II</i> Human Resource</p>



	regarding missing requirement 4.4 Complete-accept application folders			Management Office
5. Wait for the notice on the schedule of PSB Panel Interview	Inform applicants, prepare materials needed for the PSB Panel Interview	None		<i>AAsst III</i> Human Resource Management Office
6. Attend to PSB Panel Interview and submit Negative Test Result of Antigen	Conduct PSB Panel Interview	None	8 hours per session (Max. 12 applicants.)	<i>HR PSB Secretariat</i> <i>PSB Members</i>
7. Wait for the result	Post result of the recruitment process and inform successful applicants	None		<i>HR PSB Secretariat</i>
*Posted positions is filled up within 9 months from date of publication.				

2. Request for On-the-Job Training (OJT) and Work Immersion Intern of Students

The Provincial Government of Cagayan accommodates a limited number of students for on-the-job training and work immersion intern upon the request by the learning institution.



Office or Division	Training Development Division			
Classification	Simple			
Type of Transaction	G2G, G2B			
Who may avail	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Letter request of the Head of Learning Institution or his/her authorized representative addressed to the Hon. Governor thru PHRDO (1 Original, 1 Photocopy) 2. List of Students 3. Parent's/Guardian's and Student's Waiver 4. Memorandum of Agreement (MOA)		<ul style="list-style-type: none"> • Requesting School • Requesting School • Parents / Guardians • Requesting School 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Logbook	1. Provide Assistance/ Entertain OJT Students	None	10 minutes	<i>Officer of the day</i> Human Resource Management Office
2. Submit training request to the Governor thru PHRDO	2. Receive and record letter request and forward to the PHRDO	None	15 minutes	<i>AA III</i> <i>AO III</i> Human Resource Management Office
	2.1 Check letter and its attachments	None	15 minutes	<i>AO V</i> <i>AO IV</i> Human Resource Management Office
	2.3 Endorse request with complete attachment to the Office of the Governor	None	30 minutes	<i>PHRDO</i> Human Resource Management Office
3. Receive Notification from HR if request is approved/ disapproved	Inform the concerned school on the action taken on their request upon receipt of the approval/disapproval of the	None	30 minutes	<i>AO IV</i> Human Resource Management Office



	report			
4. Report to PGC HRM Office and attend briefing for deployment	Brief OJT students and deply to office/s where they are assigned	None	1 hour	AO IV Human Resource Management Office
TOTAL RESPONSE TIME: 2 hours and 40 minutes				



PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE INTERNAL SERVICES

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

PGC officials and employees may request copies of their personal records in the PHRMO to be used for specific purposes.

These are usually required for:

- GSIS, BIR, SSS Membership



- Salary Loans and other forms of loans
- Credit Card applications
- Step Increment/Promotions
- Retirement and terminal leave purposes
- Employment by other agencies upon resignation from the Provincial Government

Office or Division		Human Resource Information and Records Management System		
Classification		Simple		
Type of Transaction		G2G ,G2C, G2B		
Who may avail		1. All PGC officials and employees 2. Former or retired PGC officials & employees		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (OR) for Certification and/or 2. documentary stamp fees for loan purposes		<ul style="list-style-type: none"> • Provincial Treasury – Cashier Division • BIR 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Logbook	1. Provide Assistance	None	3 mins.	<i>Officer of the day</i> Human Resource Management Office
2. Fill- up request slip and submit Official Receipt at the receiving area	2. Receive, record and forward the request slip & OR to HR-Staff In-charge/dept.	None	5 mins.	<i>Admin Aide III</i> <i>AO III</i> Human Resource Management Office
	2.1 Prepare requested documents: <ul style="list-style-type: none"> ✓ Certificate of Employment/ Compensation ✓ Certificate of Leave Credits ✓ Certificate of Service Records 	None	30mins./ transaction	<i>HR Staff In-charge</i> Human Resource Management Office
	<ul style="list-style-type: none"> ✓ Certificate of Appearance ✓ Authentication/ Certified True/ 			<i>AO V</i> <i>AO IV</i> Human Resource



	Photocopy of Document			Management Office
	✓ Letter of Introduction to Landbank (Contract of Service) ✓ COE for TIN, Pag-ibig & PHIC (Contract of Service)			AA IV Com.Prog. I Human Resource Management Office
3. Receive the document at the releasing section	3. Record, release and detach 1 copy for file	None	5 mins.	Admin Aide III AO III Human Resource Management Office
	3.1 If the requested record(s) will be sent via email	None	5 mins.	Computer Programmer I Human Resource Management Office
TOTAL RESPONSE TIME: 17 minutes				

2. Application for Leave

The submission of the Application for Leave (CSC Form No. 6, revised 2020) serves as a formal notification that an official or employee may not report for work with or without pay as may be provided by law.

The application of leave serves as a supporting document for payroll, financial assistance, monetization, etc

Office or Division	Human Resource Information and Records Management System			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	All PGC Officials and employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter / Letter Request 2. Accomplished Leave Application (CSC Form No. 06 Revised 2020) 3. Supporting documents: 3.1 PGC Clearance forms, if leave is 30 calendar days or more 3.2 Medical Certificate, if <ul style="list-style-type: none"> • if sick leave is more than five days • if applying for maternity leave, rehabilitation privilege leave, Magna Carta for Women 3.3 Marriage Contract and/or Cert. of Live Birth, if paternity leave 3.4 Solo Parent I.D.; if solo parent leave		<ul style="list-style-type: none"> • Office/Department of the employee • PHRMO or office/department of the employee • PHRMO • Attending Medical Officer of the employee/official • PSA • DSWD 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Logbook	1. Provide Assistance	None	5 minutes	<i>Officer of the day</i> Human Resource Management Office
2. Submit leave application to the office or via email.	2.1 Receive and forward to HR -in – Charge	None	10 minutes	AA III AO III Human Resource Management Office
	2.2 If via email, Print and forward to HR -in – Charge	None	10 minutes	<i>Computer Programmer I</i> Human Resource Management Office
	2.3. Processing of Leave Application 2.4. Local Chief Executive (LGU) -	None	15 minutes	AA II Human Resource Management Office

	Record and forward to the Governor's Office for approval of the Governor			
	2.5 PGC Officials and employees - Control & process the leave application form, supporting documents, and forward to concerned signatories for approval	None	20 minutes	<i>HR-Staff In-charge/office & hospital: (see attached list) Human Resource Management Office</i>
	2.6 Review and certify accumulated leave credits 2.7 Rank and file	None	5 minutes	AO V Human Resource Management Office
	2.8 Dept. Head/ Office Heads & Chief of Hospital	None	5 minutes	<i>PHRDO</i> Human Resource Management Office
3. Receive and submit to the concerned department head/immediate supervisor for signature	3. Return or transmit to concerned signatories for the recommending approval	None	10 minutes	<i>HR-Staff In-charge/office & hospital</i> Human Resource Management Office



<p>4. Re-submit application for approval by the PHRDO</p>	<p>4. Approve Leave Application</p> <p>4.1 If Dept. Head/Office Heads and Chief of Hospitals – forward to the Governor for his signature/ approval</p> <p>4.2 If disapproved - Inform office / employee concern to resubmit his/her application and/or submit lacking requirement</p>	<p>None</p>	<p>20 minutes</p>	<p><i>PHRDO</i> Human Resource Management Office</p> <p><i>HR-Staff In-charge/office & hospital</i> Human Resource Management Office</p>
<p>5. Receive copy of approved leave applications</p>	<p>5. Release and leave one (1) copy for file</p>	<p>None</p>	<p>5 minutes</p>	<p><i>AA III</i> Human Resource Management Office</p>
	<p>5. 1If the approved leave will be sent via email</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Computer Programmer I</i> Human Resource Management Office</p>
<p align="center">TOTAL RESPONSE TIME: 1 Hour and 29 Minutes</p>				

3. GSIS Loan confirmation



This service serves to facilitate the GSIS Loans of PGC officials and employees

Office or Division		Human Resource Information and Records Management System		
Classification		Simple		
Type of Transaction		G2G		
Who may avail		PGC officials and employees		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Net Take Home (1 Original)		<ul style="list-style-type: none"> Provincial Accounting Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit/Apply thru GSIS Kiosk and secure Net take Home Pay certification from Accounting Office	1. Provide assistance in using the Kiosk	None	10 minutes	<i>Officer of the Day</i> Human Resource Management Office
2. Submit Certification of Net Take Home Pay	2. Determine eligibility of borrower/employee to avail loan 2.1 Confirm if eligible 2.2 Notify client if not eligible	None	15 minutes	<i>AO IV</i> Human Resource Management Office
3. Wait for the notice from the GSIS or check UMID Card	3. Answer queries	None	3 days from GSIS	<i>AO IV</i> Human Resource Management Office
TOTAL RESPONSE TIME: 3 days and 15 minutes				

6. Processing of Payroll for Contract of Service (COS) Employees (CLEEP FUND)



This describes the procedures employed by the PHRMO in processing the COS employees' payroll

Office or Division	Human Resource Management Services			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	All Contract of Service employees under the Cleep fund			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Daily Time Record (DTR) 2. Daily Accomplishment Report (DAR) 3. other supporting documents, when needed <ol style="list-style-type: none"> 3.1 Work from Home accomplishments' 3.2 Travel Order 3.3 Memorandum 3.4 Justification 3.5 BIR Receipt, B2 form & 0605 Form 3.6 Photocopy of Pag – Ibig ID or MDF 3.7 Photocopy of PhilHealth ID or MDR 3.8 Copy of contract- if newly hired/renewed 		<ul style="list-style-type: none"> • Office/Department of the concerned employee • Office/Department of the concerned employee • Office/Department of the concerned employee • Office/Department of the concerned employee • Office/Department of the concerned employee • BIR • PAG -IBIG • PhilHealth • PHRMO 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DTR, DAR and other supporting documents	1. Receive the document and forward to HR Staff In-charge	None	5 minutes	AA III Human Resource Management Office

	<p>2. Review of submitted documents and payroll Preparation</p> <p>2.1 If incomplete- notify concerned office/employee on the lacking document</p> <p>2.2 If complete - Prepare payroll and Statement of Deductions (Pag-Ibig, Philhealth)</p>	None	1 day	<p><i>AO III</i> <i>AAsst II</i> Human Resource Management Office</p>
	<p>3. Route and process payroll to concerned offices for signature</p>	None	7 days	<p><i>Admin. Aide II</i> Human Resource Management Office</p>
<p>2. Wait for their wages to be debited in their bank accounts</p>				
<p>Response Time 8 days and 5 mins.</p>				



7. Processing of Contract of Service / Job Order Employees

This describes the procedures of processing the Contract of Service

Office or Division	Human Resource Management Services			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	All applicants approved by the Chief of Staff.			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Personal Data Sheet (1 original) 2. NBI Clearance (Original) 3. Drug Test (Original) 4. PSA/NSO copy of birth certificate (1 Photocopy)		<ul style="list-style-type: none"> • Client • NBI • CVMC • PSA 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit job application with complete requirements.	1. Receive and record the document.	None	5 minutes	AA II Human Resource Management Office
	2. Check and verify submitted documents. 2.1 if complete - endorsed to Governor's Office for approval and background investigation. 2.2 if not complete - notify applicant	None	30 mins.	AA IV Com.Prog. I Human Resource Management Office
	3. Inform the applicant on the action taken on their application upon receipt of the approval / disapproval from Governor's Office.	None	1 day	AA IV Com.Prog. I Human Resource Management Office

	3.1 if approved - prepare the Contract of Service 3.2 if disapproved -notify the applicant			
	4. Department Head's signature	None	15 minutes	<i>PHRDO</i> Human Resource Management Office
	5. Route and process Contract of Service to concerned offices for signature	None	3 days	<i>Admin. Aide III</i> <i>Admin. Aide I</i> Human Resource Management Office
2.Wait for the call from HR	6. Receive the Contract of Service	None	5 minutes	<i>AA IV</i> Human Resource Management Office
3. Notarized the Contract of Service				Notario Publico
4. Return the Notarized Contract of Service and the attachments to HR	7.Check the returned Notarized Contract of Service and its attachments	None	5 minutes	<i>AA IV</i> Human Resource Management Office
	8. Record/enter the personal profile of the applicant to database/system	None	10 minutes	<i>Com. Prog. I</i> Human Resource Management Office
	8.Produce 4 Photo copies of Contract of Service	None	15 minutes	<i>AA II</i> Human Resource Management Office
	9.Authenticate Photo copies of Contract of Service	None	15 minutes	<i>AO IV</i> Human Resource Management Office
3. Receive authenticated photo copies of Contract of Service	11.Release the authenticated photo copies of Contract of Service	None	5 minutes	<i>AA III</i> Human Resource Management Office
Total: 4 days, 1 hour and 45 minutes				



8. Certifying the Payroll/Voucher for Various Employees Benefits

This service serves as confirmation that the PGC Official or employee is entitled to benefits as provided by existing laws

Office or Division	Human Resource Management Services			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	All PGC Officials and Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. payroll for processing of employee benefits 2. supporting documents, when needed: 2.1 IPCR/DPCR, for PEI, midyear bonus, loyalty pay		<ul style="list-style-type: none"> Office/department of the concerned PGC official/employee 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit payroll with complete attachment 1.1 Midyear/year-end bonus 1.2 Clothing 1.3 Loyalty Pay 1.4 PEI 1.5 Others	1. Receive, record and forward to HR Staff In-charge/ dept	None	5 minutes	<i>AA III</i> Human Resource Management Office
	2. Review payroll and its attachment if concerned employee is eligible 2.1 If ineligible-notify employee of lacking requirements or	None	15 minutes /payroll	<i>HR-Staff In-charge/office & hospital (see attached list)</i> Human Resource Management Office



	discrepancies 2.2 If complete-initial and forward to PHRDO for approval			
	2.3 Certify payroll	None	5 minutes/ payroll	<i>PHRDO</i> Human Resource Management Office
2.Pick up the certified Payroll	2. Record & Release the payroll/department	None	5 minutes/ payroll	<i>AA II</i> Human Resource Management Office
TOTAL RESPONSE TIME: 30 minutes				



9. Request for Employee Training

PGC Officials and Employees may attend learning and development activities upon the approval of the Governor.

Office or Division	Training Development Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Letter request of employees addressed to the Hon. Governor (1 Original, 1 photocopy)		<ul style="list-style-type: none"> Employees/clientiles secured documents from authorized and concerned offices 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Logbook	1. Provide Assistance	None	5 minutes	Officer of the day Human Resource Management Office
2. Submit training request and supporting document, as needed	2. Receive letter request and forward to the PHRDO	None	5 minutes	AA III Human Resource Management Office
	2.1 Evaluate if training fits the employee's job and needs	None	10 minutes	AO V Human Resource Management Office
	2.2 Endorse letter request to the Office of the Governor for action	None	15 minutes	PHRDO Human Resource Management Office
3. Receive copy of action on training request	3. Record and release to client a copy of the action on his/her request	None	5 minutes	AA III Human Resource Management Office
TOTAL: 40 minutes				



10. Payroll Preparation for Permanent Employees

This describes the procedures of the preparation of payrolls, payslip of employee, payroll registry and printing of DTRs.

Office or Division	Human Resource Management Information Division			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail	All employees of the PGC			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Premium account numbers: <ul style="list-style-type: none"> • Philhealth • Pag-ibig • GSIS • SSS • Bank accounts 2. Loan details		<ul style="list-style-type: none"> • Philhealth • Pag-ibig • GSIS • SSS • Landbank • Loan institution 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Logbook	1. Provide Assistance	None	5 minutes	Officer of the day Human Resource Management Office
2. Submit requirements.	2. Received the document and forward to HR staff – incharge	None	5 minutes	AA III Human Resource Management Office



	<p>5.1 Review the submitted documents</p> <p>5.2 if incomplete – notify concerned employee on the lacking requirement</p> <p>5.3 If complete – prepare and print the payroll, payslip, payroll registry and DTR.</p>	None	1 day	<p>Computer Programmer I</p> <p>Computer Programmer I</p> <p>Human Resource Management Office</p>
3. Receive the payroll.	3. Record and release the payroll together with the payslip, payroll registry and DTR.	None	5 minutes	<p>Computer Programmer I</p> <p>Computer Programmer I</p> <p>Human Resource Management Office</p>
TOTAL: 1 day & 15 minutes				



**PROVINCIAL PLANNING AND DEVELOPMENT
OFFICE
EXTERNAL SERVICES**

1. Provision of Technical Data and Information for Planning, Research, and other related purposes.

Description: This includes data and information on demography, socio-economic condition, investment data, development plans, provincial maps and other planning related information and technical documents.

Office or Division	All Divisions			
Classification	Simple Transaction			
Type of Transaction	G2G, G2C			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and Photocopy of letter Request; or		Officer of the Day		
2. Client Request Form				
CLIENT STEPS	PGCACTION	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter or client's request form and register in the Visitor's Logbook	1.1 Receive and validate documents. 1.2 Forward the documents to PPDC / APPDC for action 1.3 Provide the client's feedback form.	None	5 minutes	<i>Administrative Aide / II</i>
2. Proceed to the assigned Division	2. Refer the client to the appropriate division	None	3 minutes	
3. Confer with assigned Staff	3. Attend to the client and provide the needed documents/ requested information	None	15 minutes	<i>Planning Officer IV -IP and BD Planning Officer IV- KMDRD Project Evaluation Officer IV-M and ED Project Development Officer IV-PDD Project Development Officer II-PF and PD</i>

4. Acknowledge and receive the technical information and sign the logbook	4. Release the document requested and ensure the signing in the logbook	None	2 minutes	<i>AdministrativeAidelll</i>
5. Fill-out feedback form and drop at the designated suggestion box and receive Certificate of Appearance	5. Issue Certificate of Appearance	None	5 minutes	<i>Officer of the day</i>
Total Response Time: 30minutes				

2. Provision of Technical Assistance on Planning, Project Proposal Preparation Research, and Capability Building Activities

Description: This includes provision of technical/secretariat and administrative assistance in the formulation / review of AIPs, CLUPs, ZOs, CDPs, POPS Plan, LDRRM Plan, GAD Plan, other Sectoral Plans and locally initiated development and investment plans as required by NGAs following executive orders, national guidelines, and other issuances.

Office or Division	All Divisions			
Classification	Simple Transaction			
Type of Transaction	G2G, G2C			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and Photocopy of letter Request; or 2. Client Request Form		Officer of the Day		
CLIENT STEPS	PGCACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter or client's request form and register in the Visitor's Logbook	1.1 Receive and validate documents. 1.2 Forward the documents to PPDC / APPDC for action 1.3 Provide the client's feedback form	None	5 minutes	<i>AdministrativeAidelll</i>



2. Proceed to the assigned Division	2. Refer the client to the appropriate division	None	5 minutes	
3. Confer with assigned Staff	3. Attend to the client and provide the needed / requested technical assistance	None	30 minutes	<i>Planning Officer IV Planning Officer IV Project Evaluation Officer IV Project Development Officer IV Project Development Officer II</i>
4. Sign the logbook after meeting with concern division	4. Release the document requested and ensure the signing in the logbook	None	5 minutes	<i>Administrative Aid III</i>
5. Fill-out feedback form and drop at the designated suggestion box and receive Certificate of Appearance	5. Issue Certificate of Appearance	None	5 minutes	<i>Officer of the day</i>
Total Response Time: 1 hour				



**PROVINCIAL PLANNING AND DEVELOPMENT
OFFICE
INTERNAL SERVICES**



1. Review and control of charges under the Annual Investment Plan

Description: 1. This is the first step in the processing of disbursements, to review and assess alignment of charges of Projects, Programs and Activities (PPAs) in the approved AIP and Local Budget Execution Form.

2. This serves as reference to monitor and evaluate the implementation of the different development PPAs in accordance with the approved development plans.

Officer or Division	All Divisions			
Classification	Simple Transaction			
Type of Transaction	G2G			
Who may avail	All Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Requests (PRs), Obligation Requests (OBRs) and Payrolls duly signed or approved by requesting / implementing departments		<ul style="list-style-type: none"> Requesting Department 		
CLIENT STEPS	PGCACTION	FEE S TO B E PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring PRs, OBRs, and Payrolls. 2. Receive signed / approved	1.1 Receive and forward the documents to concerned division	None	5 minutes	<i>Admin. Aide III</i>
	1.2 Review and control the documents		5 minutes	<i>Planning Officer IV-IP and BD Planning Officer III-IP and BD Project Development Officer II-PDD Project Development Officer II-PF and PD Project Evaluation Officer I-M and ED</i>
	1.3 Forward to PDC / APPDC for signature.		5 minutes	<i>Admin. Aide III</i>
	1.4 Release signed / approved documents		5 minutes	<i>Admin. Aide III</i>



documents				
TotalResponseTime:35minutes				

2. Posting of Bidding Documents at the PGC Website

Description: The PPDO assists the Provincial Bids and Awards Committee in posting different bidding documents as part of the procurement process.

Officer or Division	Knowledge Management and Development Research Division			
Classification	Simple Transaction			
Type of Transaction	G2G			
Who may avail	PBAC of Cagayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bidding Documents as extracted from the e-mail				
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send Bidding documents through email.	2.1 Receive requests from BAC personnel through phone calls or messages.		5 minutes	Information System Analyst I
	2.2 Check sent e-mailed documents from BAC.		2 minutes	
	2.3 Download bid documents to be posted in the PGC website.		5 minutes	
	2.4 Inform ISU before posting.		2 minutes	Information System Analyst I
	2.5 Post the bid documents to the website.		5 minutes	
Acknowledge the email.	2.6 Notify the PBAC of the posted Bid Documents through email		2 minutes	
TotalResponseTime:20 minutes				



PROVINCIAL BUDGET OFFICE

EXTERNAL SERVICES



1. Submission of City and Municipal Budgets for review.

Budget review entails the examination of the appropriation ordinance as to its compliance with the budgetary, general limitations, and other provisions of law. **The submission of the budget for review is required for the appropriation measure to become wholly executory.**

Office or Division	Office of the Provincial Budget Officer/Budget Review Division	
Classification	Highly Technical	
Type of transaction	G2G – Government to Government	
Who may avail	Local Government Units of Cagayan	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>FOR ANNUAL BUDGET(1 original, 1 photocopy)</p> <ul style="list-style-type: none"> ✓ Transmittal letter of the Secretary to the Sanggunian. ✓ Appropriation Ordinance ✓ Budget message of the Local Chief Executive. ✓ Plantilla of LGU Personnel (LBP Form No. 3) ✓ Statement of Indebtedness (LBP Form No. 5) ✓ Annual Operating Budget for Local Economic Enterprise(s), if any ✓ Annual Investment Program, duly approved by the Sanggunian through a Resolution , and supported by the following; <ul style="list-style-type: none"> • DILG- endorsed Gender and Development Plan and Budget. • Local Disaster Risk Reduction Management Plan as reviewed by the appropriate reviewing authority consistent with RA No. 10121, its IRR, and pertinent issuances of the NDRRMC; • Local Climate Change Action Plan; 	<p>Requesting Unit/Concerned LGU of Cagayan</p>

<ul style="list-style-type: none"> • Peace and Order Plan; • Local Youth Development Plan; • Local Nutrition Action Plan • Annual Cultural Development Plan approved by the Local Culture and Arts Council through a Resolution; • Indicative Annual Procurement Plan; • List of PPAs for the Local Council for the Protection of Children; • List of PPAs for Senior Citizens and Person with Disabilities; • List of PPAs to Combats Acquired Immune Deficiency Syndrome (AIDS); • List of PPA's to Address the Problem of illegal Drugs; • LGU DTP; and • LGU CapDev Agenda; • Veto Message, if any • Sanggunian's action on veto, if any <p>✓ Other documents/plans as may be required and /or deemed necessary in line with the full devolution of functions and services to the LGUs pursuant to EO. No. 138.</p> <p>For Supplemental Budgets Supported by Funds Actually Available: (1 original, 1 photocopy)</p> <ul style="list-style-type: none"> ✓ Transmitted letter of the Secretary to the Sanggunian ✓ Appropriation Ordinance ✓ LBPF No. 8 (Statement of Funding Sources) ✓ LBPF No. 9 (Statement of Supplemental Appropriation) ✓ Certified Statement of 	
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<p>Additional Realized Income</p> <ul style="list-style-type: none"> ✓ Certification of Savings ✓ Supplemental AIP, if any ✓ Veto Message, if any ✓ Sanggunian's action on veto, if any <p>For Supplemental Budgets Supported by New Revenue Measure:(1 original, 1 photocopy)</p> <ul style="list-style-type: none"> ✓ Transmitted letter of the Secretary to the Sanggunian ✓ Appropriation Ordinance ✓ LBPF No. 8 (Certified Statement of Income from New Revenue Measures) ✓ LBPF No. 9 (Statement of Supplemental Appropriation) ✓ Copy of duly enacted Tax Ordinance as the case may be. ✓ Supplemental AIP, if any ✓ Veto Message, if any ✓ Sanggunian's action on veto, if any <p>For Supplemental Budgets Realigning Appropriation in Times of Calamity:(1 original, 1 photocopy)</p> <ul style="list-style-type: none"> ✓ Transmittal letter of the Secretary to the Sanggunian ✓ Appropriation Ordinance ✓ LBPF No. 8 (Certificate of Source of Funds Available for Appropriation) ✓ LBPF No. 9 (Statement of Supplemental Appropriation) ✓ Supplemental AIP, if any ✓ Veto Message, if any ✓ Sanggunian's action on veto, if any 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSONS RESPONSIBLE

		PAID		
1. Submit the Municipal/City Budget for review and evaluation . Wait for the receiving copy.	1. Receive Annual/ Supplemental Budget together with the Annual Investment Program duly supported by the required documents.	None	Annual 10mins Supplemental 5mins	Budget Officer I Office of the Provincial Budget Officer
	2. Check for the completeness of requirements and prepare local government budget review processing sheets.	None	Annual 1 day Supplemental 4hours	Budget Officers IV, III, II, I& Budgeting Assistant Office of the Provincial Budget Officer
	2.2 Perform documentary analysis; Analyze income and appropriations; Validate appropriations; Summarize findings	None	Annual 17 days Supplemental 3 days	Budget Officers IV, III, II I& Budgeting Assistant Office of the Provincial Budget Officer
	2.3 Prepare the review action letter.	None	7 days	PBO Budget Officer IV Office of the Provincial Budget Officer
	2.4 Forward review action to PFC; PFC approves and affixes their signature on the review action letter.	None	5 days	I& Budgeting Assistant Office of the Provincial Budget Officer



	2.5 Submit review action letter to Sangguniang Panlalawigan for approval.	None	20 mins	I& Budgeting Assistant Office of the Provincial Budget Officer
TOTAL (CITY/MUNICIPAL ANNUAL BUDGET REVIEW)			30 days and 30 mins	
TOTAL (CITY/MUNICIPAL SUPPLEMENTAL BUDGET REVIEW)			15 days, 4 hrs and 25 mins.	

Submission of City and Municipal Budgets for reviewis covered under RA No. 7160



PROVINCIAL BUDGET OFFICE

INTERNAL SERVICES

1. Submission of Budget Proposals of different Departments/Hospitals of the Provincial Government of Cagayan for the Annual Budget

Each Department Head/Chief of Hospitals prepares the budget proposals and submits these to the Provincial Budget Officer for review and consolidation.

Office or Division:	Office of the Provincial Budget Officer/Budget Integration and Control Division under Resource Allocation Management Section			
Classification:	Highly Technical			
Type of transaction:	G2G – Government to Government			
Who may avail:	Requesting Unit or different Departments/Hospitals within the Provincial Government of Cagayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Local Budget Preparation Forms <ul style="list-style-type: none"> • Programmed Appropriation and Obligation by Object of Expenditure (LBP Form No. 2) (1 original) (2 photocopies) • Programmed Appropriation and Obligations by for Special Purpose Appropriations (LBP Form No. 2a.) (1 original)(2 photocopies) • Personnel Schedule (LBP Form No. 3.A) (1 original) (2 photocopies) • Mandate, Vision/Mission, Major Final Output, Performance Indicators and Targets CY_____ (LBF Form No. 4) (1 Original)(2 photocopies) • Annual Operational Plan 		Requesting Unit or Office of the Provincial Budget Officer Requesting Unit or Office of the Provincial Budget Officer Requesting Unit or Provincial Human Resource and Management Office Requesting Unit Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the Local Budget Preparation Forms together with the Annual Operational Plan and wait for the receiving copy.	1. Receive department/ office Local Budget Preparation Forms.	None	5 mins.	Administrative Aide VI Office of the Provincial Budget Officer
	2. Review content/ accomplished forms per department/office.	None	30 mins	Budgeting Aide and Budgeting Assistant Office of the Provincial Budget Officer



	2.1 Consolidate budget proposals for cost estimation.	None	5 days	Budgeting Aide, Budgeting Assistant and Budget Officer III Office of the Provincial Budget Officer
	2.2 Conduct of Preliminary Budget Hearings.	None	5 days	Provincial Budget Officer, Asst. Provincial Budget Officer and (2) Budget Officers III Office of the Provincial Budget Officer together with the PFC
	2.3 Consolidate all forms into the Executive Budget	None	30 days	Budgeting Aide, Budgeting Assistant and Budget Officer III Office of the Provincial Budget Officer
	2.4 Prepare summaries as input to the Budget Message and Provincial/ Local Expenditure Program	None	15 days	Provincial Budget Officer, Asst. Provincial Budget Officer & (2) Budget Officers III Office of the Provincial Budget Officer
	2.5 Submit the Executive Budget to the Governor for approval; Secure signatures of the different heads of department/ unit; and prepare transmittal letter to the Sanggunian endorsing the Executive Budget.	None	10 days	Budget Officer III and Budgeting Assistant Office of the Provincial Budget Officer



	2.6 Submit the approved Executive Budget to the Sangguniang Panlalawigan	None	20 mins	PBO Office of the Provincial Budget Officer
TOTAL			65 days and 55 mins	

Submission of Budget of Proposal is covered under RA No. 7160

2. Request for supplemental appropriations of different Departments/Hospitals of the Provincial Government of Cagayan

Each Department Head/Chief of Hospitals requests supplemental appropriations as the need arises to the Governor and submits these to the Provincial Budget Officer for review and consolidation.

Office or Division:	Office of the Provincial Budget Officer/Budget Integration and Control Division under Resource Allocation Management Section			
Classification:	Highly Technical			
Type of transaction:	G2G – Government to Government			
Who may avail:	Requesting Unit or different Departments/Hospitals within the Provincial Government of Cagayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter for supplemental appropriations address to the Governor through the Provincial Budget Officer (1 original) (1 photocopy) 		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the letter request for supplemental appropriations	1. Receive and record request letters for supplemental appropriations.	None	5 mins.	Administrative Aide VI Office of the Provincial Budget Officer

addressed to the Governor through the Provincial Budget Officer and wait for the receiving copy.	2. Review and evaluate all funding requests.	None	30 mins.	Provincial Budget Officer and (2) Budget Officers III Office of the Provincial Budget Officer
	2.1 Consolidate all requests for supplemental appropriations.	None	3 days	Budget Officer III and Budgeting Assistant Office of the Provincial Budget Officer
	2.2 Present findings and recommendations to the PFC for consideration and funding.	None	1 day	Provincial Budget Officer Office of the Provincial Budget Officer
	2.3 Assist in the identification of possible sources of financing.	None	1 day	(2) Budget Officers III Office of the Provincial Budget Officer
	3. PFC submits to the Governor various supplemental measures and then submits to the Provincial Development Council for approval of its members.	None	10 days	PFC and PDC Member
4. Prepare local Budget Preparation Forms needed to complete the Supplemental Budgets (SBs) document.	None	2 days	Provincial Budget Officer and Budget Officer III Office of the Provincial Budget Officer	

	4.1 Submit the Supplemental Budget to the Finance Committee for signature and to the Governor for approval.		5 days	Budget Officer III and Budgeting Assistant Office of the Provincial Budget Officer
	4.2 Transmit Supplemental Budget to the Sangguniang Panlalawigan for authorization.	None	20 mins	Budgeting Assistant Office of the Provincial Budget Officer
TOTAL			22 days and 55 mins	

Request for supplemental appropriations is covered under RA No. 7160.

2. Issuance of Allotment Release Order (ARO) for augmentation of funds.

Department/Office/Hospital with deficiencies in allotment may augment any item in the approved annual budget from savings in other items within the same expense class of their respective appropriations, the ARO shall be the release document to effect the changes.

Office or Division	Office of the Provincial Budget Officer/Budget Integration and Control Division under Resource Allocation Management Section			
Classification	Simple			
Type of transaction	G2G – Government to Government			
Who may avail	Requesting Unit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Request for augmentation (1 Original) (1 photocopy)			Requesting unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE



1. Submit the request for augmentation (when funds are depleted with the same allotment class) and wait for the receiving copy.	1. Receive and record requests for augmentation	None	5 mins	Administrative Aide VI Office of the Provincial Budget Officer
	2. Evaluate the existence of available appropriation.	None	5 mins	Budget Officers III, II, I, Budgeting Assistant & Bookbinder I Office of the Provincial Budget Officer
	2.1 Prepare the Augmentation Form for the certification of the Provincial Accountant and approval of the Governor and prepare a transmittal letter to Sangguniang endorsing the Augmentation Form	None	5 days	Provincial Budget Officer, Asst. Provincial Budget Officer, Budget Officer III, Budgeting Assistant Office of the Provincial Budget Officer
	3. Recommend the Allotment Release Order for approval of the Governor after receiving the approved Sangguniang Panlalawigan Provincial Ordinance	None	20 mins	Provincial Budget Officer, Asst. Provincial Budget Officer, (2) Budget Officers III Office of the Provincial Budget Officer



	3.1 Transmit the ARO to the Provincial Administrator for initial and to the Governor for approval.		2 days	Administrative Assistant II Office of the Provincial Budget Officer
	2.5 Number of the approved ARO and forward copies to the concerned processor, Treasurer, Accountant, and Department/unit concerned	None	30 mins	Administrative Assistant II Office of the Provincial Budget Officer
TOTAL			7 days & 1 hr	

3. Settlement of Government Payables and/or Obligations and Earmarking of Purchase Request

The Obligation Request (ObR) is a document showing the availability for the purpose. This aims to establish the activities in the execution of the provincial funds through the ObR. While the Purchase Request (PR) is earmarked for a specific purpose to prevent the funds from being spent on other matters.

Office or Division	Office of the Provincial Budget Officer/Budget Integration and Control Division under Resource Utilization Management Section	
Classification	Simple	
Type of transaction	G2G – Government to Government	
Who may avail	Internal Clients, Stakeholders, Requesting Units, End-Users	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. If Settlement of Government Payables and/or Obligations <ul style="list-style-type: none"> Obligation Request certified by the head of the requesting agency as to charges to appropriation, allotment necessary and under his/her 		End-User or Concerned Office

<p>direct supervision and with complete supporting documents valid, proper and legal (1 original, 2 photocopies)</p> <ul style="list-style-type: none"> • Disbursement Voucher (DV) Form (1 original, 2 photocopies) • Supporting Documents (Please refer to requirements of Provincial Accountant's Office per transaction) 				
<p>If Agency Procurement Request a. Purchase Request (1 original) (2 photocopies)</p>		End-user		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit the ObR with complete supporting documents	1. Receive, assign ObR number, and record in the computer all transactions needing Obligations and forward documents to the concerned Processer.	None	5 mins.	Administrative Aide VI Provincial Budget Office Administrative Aide VI Provincial Budget Office
1. Submit the PR for earmarking	1. Receive, assign earmark number, and record in the computer all transactions needing earmarking and forward documents to the concerned Processer.	None	5 mins.	Administrative Aide VI Provincial Budget Office
	1.2 Review and verify as to the existence of available appropriation to cover claims.	None	3 mins	Budget Officers III, II, & I, Budgeting Assistant and Bookbinder I Provincial Budget Office

	1.3 Record to the Registries of Appropriations, Allotments, and Obligations	None	3 mins	Budget Officers III, II, I, Budgeting Assistant and Bookbinder I Provincial Budget Office
	1.4 Certify as to the existence of available appropriation	None	3 mins	PBO or APBO or Officer next-in-rank Provincial Budget Office
	1.5 Scan, record, and forward approved OBRs to Provincial Accountant's Office	None	5 mins	Administrative Aide II Provincial Budget Office
	1.5 Scans, records, and releases approved PRs to concerned offices.	None	5 mins	Administrative Aide II Provincial Budget Office
TOTAL (OBR Processing)			24 mins	
TOTAL (PR Processing)			24 mins	



PROVINCIAL ACCOUNTANT'S OFFICE

EXTERNAL SERVICES

1. ISSUANCE OF TAX CERTIFICATE-BIR FORM 2307 (Certificate of Creditable Tax withheld at Source)

The tax certificate is issued to clients as proof that the pay or (LGU) withheld taxes and bound to remit the same to the Bureau of Internal Revenue (BIR).

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE- PROCESSING DIVISION
Classification	Simple



Type o Transaction	G2B-Government to Business Entity;G2C-Government to Client			
Who will avail	Government and private clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Approved Disbursement Voucher (1 Original)		<ul style="list-style-type: none"> Provincial Treasurer's Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client request for tax certificate	1. Receive and verify name of payee and taxes withheld	None	3 minutes	Accountant IV Provincial Accountant's Office
	2. Prepare and print the tax certificate	None	3 minutes	
	3. Review accuracy of entry, ign, and release	None	3 minutes	
Total: 9 minutes				

2. ISSUANCE OF ACCOUNTANT'S ADVICE (AA) FOR LOCAL CHECK DISBURSEMENT

The Accountant's Advice (AA) is issued for every check for payment to the creditors and/or payee to ensure that checks encashed are for legitimate local government expenditures and covered by duly approved disbursement voucher or payrolls. The use of the Accountant's Advice for local check disbursements is prescribed by the Commission on Audit under COA Circular No. 96-007 dated May 15, 1996.

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE – PROCESSING DIVISION			
Classification	Simple			
Type of Transaction	G2G, G2B, G2C			
Who will avail	All Business entities, employees/officers and citizens who have claims payable by the agency to them			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Disbursement vouchers/payrolls (1 original) 2. Authorized Checks (1 original copy)		<ul style="list-style-type: none"> Provincial Treasurer's Office 		
Client Steps	PGC ACTION	Fee to be Paid	Processing Time	Person Responsible



1. Submit Disbursement Voucher/s with signed and counter – signed checks	1. Receive and verify the name payee in the DV with the name of the check	None	3 minutes	Administrative Aide IV Provincial Accountant's Office
	1.1 Prepare advice of check issued and assign number thereto	None	15 minutes	
	1.2 Review accuracy of entry in the Accountant's advice and sign for release	None	3 minutes	Administrative Aide IV Provincial Accountant's Office
	1.3 Approved Accountant's Advice	None	1 minute	Provincial Accountant Provincial Accountant's Office
	1.4 Deliver Accountant's Advice (AA) to authorized Government	None	1 hour	Administrative Aide I Provincial Accountant's Office
Total: 23 minutes				

3. PREPARATION OF BANK RECONCILIATION STATEMENT

To review, check and validate the payment of financial transactions and the settlement of differences against Bank balance and book balance

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE - BOOKKEEPING DIVISION			
Type of Transaction	G2G-Government to Government			
Who will avail	Government employee/official and another Government agency/Bank			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Paid Vouchers, General Ledger, Subsidiary Ledger, Checks/RCD		<ul style="list-style-type: none"> Provincial Treasurer's Office Provincial Accountant's Office 		
2. Receipts of Bank Statements/ Credit Memo/ Debit Memo		<ul style="list-style-type: none"> Various Banks 		
Client Steps	PGC ACTION	Fee to be paid	Processing Time	Persons Responsible
1. Submit paid Disbursement voucher/s	1.1 Receive monthly bank statement from depository bank	None	5 minutes	Accountant IV Accountant III Administrative Aide VI Provincial Accountant's Office
	1.2 Reconcile ending balances per bank account against General Ledger (GL)	None	5 days	Accountant IV Accountant III Administrative Aide VI Provincial Accountant's Office



	1.3 Review Subsidiary Ledger (SL)	None	5days	<i>AccountantIV AccountantIII Provincial Accountant's Office</i>
	1.4 Trace, check, verify and validate discrepancies	None	5 hours	<i>AdministrativeOfficerIV AdministrativeAideVI Provincial Accountant's Office</i>
	1.5 Prepare monthly Bank Reconciliation Statement	None	5 days	<i>AccountantIV AccountantIII AdministrativeAideVI Provincial Accountant's Office</i>
	1.6 Forward certification for signature	None	10 minutes	<i>ProvincialAccountant AccountantIV Provincial Accountant's Office</i>
	1.7 Submit to Commission on Audit (COA) and Treasurer's Office (PTO)	None	25 minutes	<i>AccountantIV AccountantIII AdministrativeAideVI Provincial Accountant's Office</i>
TOTAL: 15days, 5hours &40 minutes				



PROVINCIAL ACCOUNTANT'S OFFICE

INTERNAL SERVICES



1. PROCESSING OF CLAIMS - CASH ADVANCE (Payroll fund for Salaries, wages, allowance, Honoraria, and other similar expenses)

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE-PROCESSING DIVISION			
Classification	Simple			
Type of Transaction	G2G			
Who will avail	Cash disbursing officers, officials and employees of the Provincial Government			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Granting of Cash Advances Basic Requirements except Travelling Expenses:				
1.1 Authority of the Accountable Officer issued by the Head of the Agency of his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial Cash Advance).			<ul style="list-style-type: none"> Governor's Office 	
1.2 Certification from the Provincial Accountant that previous cash advances have been liquidated accounted for the books.			<ul style="list-style-type: none"> Provincial Accountant's Office 	
1.3 Approved application for bond and/or Fidelity Bond for the year for cash accountability of P2,000.00 or more			<ul style="list-style-type: none"> Bureau of Treasury 	
2. Payroll for Salaries, Wages, Allowances, Honoraria, and other Similar Expenses Additional Requirements:			<ul style="list-style-type: none"> Concerned Office 	
2.1 Approved Contracts (for initial payment)			<ul style="list-style-type: none"> Human Resource & Management Office 	
2.2 Approved Payroll or list of payees indicating their net payments			<ul style="list-style-type: none"> Concerned Office 	
2.3 Approved/ Authority or legal basis to pay any allowances/ salaries/ wages			<ul style="list-style-type: none"> Governor's Office/ Sangguniang Panlalawigan 	
2.4 Daily Time Record (DTR) approved by the supervisor			<ul style="list-style-type: none"> Concerned Office 	
Client Step	PGC ACTION	Fee to be Paid	Processing Time	Person Responsible



1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) into the registry record and assign tracking number	None	2 minutes	Administrative Aide II Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Assistant II Administrative Officer V Accountant III Accountant IV Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Assistant II Accountant II Provincial Accountant's Office
	1.3 Record and post to salary individual Ledger card	None	2 minutes	Administrative Aide I Administrative Aide IV Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	Provincial Accountant Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/ liaison officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 53 minutes				



1.1 PROCESSING OF SALARY AND OTHER CLAIMS-Liquidation of payroll for Salaries, Wages, Allowances, Honoraria & other similar expenses

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE- PROCESSING DIVISION
Classification	Simple
Type of Transaction	G2G
Who will avail	Cash Disbursing Officers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Payroll for Salaries, Wages, Allowances, Honoraria and other similar expenses	
1.1 Report of Disbursement certified correct by the accountable officer	<ul style="list-style-type: none"> Concerned Office
1.2 Approved payrolls/ vouchers duly acknowledged/ signed by the payee/s	<ul style="list-style-type: none"> Provincial Accountant's Office
1.3 Approved DTR or certificate of service	<ul style="list-style-type: none"> Concerned Office
1.4 Approved application of leave	<ul style="list-style-type: none"> Human Resource & Management Office
1.5 In case of payment of personnel under the "job order" status, duly verified/accepted accomplishment report	<ul style="list-style-type: none"> Concerned Office
1.6 Official Receipt in case of refund for unclaimed salaries	<ul style="list-style-type: none"> Provincial Treasurer's Office
1.7 Authority from the claimant and identification documents, claimed by person other than the payee	<ul style="list-style-type: none"> Claimant
1.8 Such other pertinent supporting documents as are required by the nature of expense	
2. Petty Cash Fund (PCF)	
2.1 Summary of Petty Cash Vouchers	
2.2 Report of Disbursement	
2.3 Petty Cash Replenishment Report	
2.4 Approved Purchase Request with certificate of Emergency Purchase, if necessary.	<ul style="list-style-type: none"> Concerned Office
2.5 Bills, receipts, sale invoices	
2.6 Certificate of inspection and acceptance	
2.7 Report of Waste Materials in case of replacement/repair	<ul style="list-style-type: none"> General Services Office/ Prov'l. Engineer's Office



2.8 Approved Trip Ticket, for gasoline expenses				<ul style="list-style-type: none"> Concerned Office
2.9 Canvass from at least three suppliers				
2.10 Abstract of canvass				<ul style="list-style-type: none"> Bids and Awards Committee/ BAC Secretariat
2.11 Petty Cash Voucher duly accomplished & signed				<ul style="list-style-type: none"> Concerned Office
2.12 Official Receipt in case of refund				<ul style="list-style-type: none"> Provincial Treasurer's Office
2.13 For reimbursement of toll receipts, and Trip tickets by the nature of expense				<ul style="list-style-type: none"> Concerned Office
2.14 Such other pertinent supporting documents as are required by the nature of expense.				
Client Steps	PGC ACTION	Fee to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	Administrative Aide I / Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Assistant II / Administrative Officer V / Accountant III / Accountant IV / Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Assistant II / Accountant III / Administrative Officer II / Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide I / Administrative Aide I / Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	Provincial Accountant / Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/ liaison officer	None	2 minutes	Administrative Aide I / Provincial Accountant's Office
TOTAL (timeline per transaction)				
53 minutes				



1.2 PROCESSING OF CLAIMS-CASH ADVANCE (Petty Cash Fund)

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division:	Provincial Accountant's Office- Processing Division
Classification:	Simple
Type of Transaction:	G2G
Who will avail:	Petty cash fund custodian (Provincial Treasurer's Office/ District Hospitals)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Granting of Cash Advances Basic Requirements except Travelling Expenses:	
1.1 Authority of the Accountable Officer issued by the Head of the Agency of his duly authorized representative indicating the maximum accountability and purpose of cash advance (for initial Cash Advance).	<ul style="list-style-type: none"> • Governor's Office
1.2 Certification from the Provincial Accountant that previous cash advances have been liquidated accounted for the books.	<ul style="list-style-type: none"> • Provincial Accountant's Office
1.3 Approved application for bond and/or Fidelity Bond for the year for cash accountability of P2,000.00 or more	<ul style="list-style-type: none"> • Bureau of Treasury
2. Payroll for Salaries, Wages, Allowances, Honoraria, and other Similar Expenses Additional Requirements:	<ul style="list-style-type: none"> • Concerned Office
2.1 Approved Contracts (for initial payment)	<ul style="list-style-type: none"> • Human Resource & Management Office
2.2 Approved Payroll or list of payees indicating their net payments	<ul style="list-style-type: none"> • Concerned Office
2.3 Approved/ Authority or legal basis to pay any allowances/ salaries/ wages	<ul style="list-style-type: none"> • Governor's Office/ Sangguniang Panlalawigan
2.3 Daily Time Record (DTR) approved by the supervisor	<ul style="list-style-type: none"> • Concerned Office
3. Petty Cash Fund (PCF)	



Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Assistant II</i> <i>Administrative Officer V</i> <i>Accountant III</i> <i>Accountant IV</i> Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) As to obligation	None	2 minutes	<i>Administrative Assistant II</i> <i>Accountant III</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> <i>Administrative Aide I</i> Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	<i>Provincial Accountant</i> Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/ liaison officer	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office
TOTAL (time line per transaction) 53 minutes				



1.3 PROCESSING OF SALARY AND OTHER CLAIMS - CASH ADVANCE (Travelling Expenses - Local & Foreign Travel)

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE- PROCESSING	
Classification	Simple	
Type of Transaction	G2G	
Who will avail	Elected officials and all officials & employees of the Provincial Government	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Local Travel (Requirements :)		
1.1 Approved Office Order/ Travel Order	<ul style="list-style-type: none"> • Governor/ Provincial Administrator 	
1.2 Duly Approved itinerary of travel	<ul style="list-style-type: none"> • Head of concerned Office 	
1.3 Certification from the Provincial Accountant that previous cash advances have been liquidated accounted for in the books	<ul style="list-style-type: none"> • Provincial Accountant's Office 	
1.4 Letter of invitation from the host/ sponsoring agency or organization	<ul style="list-style-type: none"> • Office concerned 	
2. Foreign Travel (Requirements)		
2.1 Approved Office Order / Travel Order	<ul style="list-style-type: none"> • Governor/ Provincial Administrator 	
2.2 Duly Approved itinerary of travel	<ul style="list-style-type: none"> • Head of concerned Office 	
2.3 Letter of invitation of host/ sponsoring country/ agency/ organization	<ul style="list-style-type: none"> • Sponsoring country/ agency/ organization 	
2.4 For plane fare, quotations of three travel agencies	<ul style="list-style-type: none"> • Airline Office 	
2.5 Flight itinerary issued by the airline/ ticketing office/ travel agency	<ul style="list-style-type: none"> • Airline Office 	
2.6 Copy of the United Nations Development (UNDP) rate for the daily subsistence allowance for the Programme computation of DSA to be claimed	<ul style="list-style-type: none"> • UNDP Site 	
2.7 Document to show the dollar to peso exchange rate at the date of grant of cash advance	<ul style="list-style-type: none"> • Banko Sentral ng Pilipinas (BSP)/ Newspaper clips for daily peso/ dollar exchange rate 	
2.8 Where applicable, authority from the office of the President to claim representation expenses	<ul style="list-style-type: none"> • Office of the President/ Department of Interior & Local Government (DILG) 	
2.9 In case of seminar/ trainings, Invitation addressed to the agency inviting participants (issued by the foreign country), acceptance of the nominees as participants (issued by the foreign country) and Programme Agenda and Logistics information	<ul style="list-style-type: none"> • Sponsoring country/ agency/ organization 	



Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	Administrative Aide I Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Assistant II Administrative Officer V Accountant III Accountant IV Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Assistant II Accountant III Administrative Officer II Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Administrative Aide I Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	Provincial Accountant Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/ liaison officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (timeline per transaction) 53 minutes				

1.4 PROCESSING OF CLAIMS - CASH ADVANCE (Fund Transfer to Non-Government Organization/People's Organization)

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445



Officer or Division	PROVINCIAL ACCOUNTANT'S OFFICE-PROCESSING DIVISION	
Classification	Complex	
Type of Transaction	G2C	
Who will avail	Accredited People's Organizations/ Non-Government Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Release of Funds (Requirements :)		
1.1 Approved Summary of Budgetary Requirements detailing the items of expenditure/disbursement to be incurred in the Program/project.	<ul style="list-style-type: none"> • Provincial Budget Office 	
1.2 List of priority projects which may be implemented by the NGO/PO published in the newspaper, agency website, bulletin board, and the like.	<ul style="list-style-type: none"> • National Government Organization/ • People's Organization 	
1.3 Accreditation of the NGO/PO by the Bids and Awards Committee (BAC) of the grantee agency.	<ul style="list-style-type: none"> • Bids and Awards Committee 	
1.3 Accreditation of the NGO/PO by the Bids and Awards Committee (BAC) of the grantee agency.	<ul style="list-style-type: none"> • Bids and Awards Committee 	
1.5 Performance Security for infrastructure project.	<ul style="list-style-type: none"> • Insurance Agency 	
1.5 NGO/PO proposal or application for funding accompanied by:	<ul style="list-style-type: none"> • Securities and Exchange Commission/ • Cooperative Development Authority 	
1.6 SEC registration or CDA or DOLE	<ul style="list-style-type: none"> • Concerned Office 	
1.6.1 Authenticated copy of the latest Articles of Incorporation or Articles of Cooperation	<ul style="list-style-type: none"> • Bids and Awards Committee 	
1.6.2 Audited Financial Reports for the past 3 years preceding the date of project implementation	<ul style="list-style-type: none"> • Claimant/ National Government 	
1.6.3 Disclosure of related business	<ul style="list-style-type: none"> • Concerned Office/National Government • Organization/People's Organization 	
1.6.4 Work Financial Plan and sources and Details of Proponent's Equity Participation in the project.	<ul style="list-style-type: none"> • Concerned Office/National Government • Organization/ People's Organization 	
1.6.5 Complete project proposal approved/signed by officers	<ul style="list-style-type: none"> • Concerned Office/National Government • Organization/People's Organization 	
1.6.6 List and/or photographs of similar projects previously completed	<ul style="list-style-type: none"> • Concerned Office/National Government • Organization/People's Organization 	
1.6.7 Sworn affidavit of the secretary of the NGO/PO that name of its incorporators, organizers, directors or officers is an agent of or related to the official of the agency	<ul style="list-style-type: none"> • Concerned Office/National Government • Organization/People's Organization 	



1.7 Document showing that NGO/PO has equity to 20% of the total project cost	<ul style="list-style-type: none"> Concerned Office/National Government Organization/People's Organization
1.8 Certification from the Provincial Accountant that previous cash advances have been liquidated and accounted for in the books	<ul style="list-style-type: none"> Concerned Office/National Government Organization/People's Organization
1.9. Memorandum of Agreement (MOA)	<ul style="list-style-type: none"> Concerned Office/National Government Organization/People's Organization

Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	Administrative Aide I Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Assistant II Administrative Officer V Accountant III Accountant IV Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Assistant II Accountant III Administrative Officer II Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Administrative Aide I Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	Provincial Accountant Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant / liaison officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (timeline per transaction) 53 minutes				



1.5 PROCESSING OF CLAIMS - FINANCIAL ASSISTANCE (Assistance to individual in crisis situation)

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE- PROCESSING DIVISION			
Classification	Simple			
Type of Transaction	G2C,G2B,G2G			
Who will avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. CaseStudy 2. Letter request 3. Medica certificate 4. Certificate of indigency 		<ul style="list-style-type: none"> • Provincial Social Welfare &Development Office • Claimant • Physician/ Hospital/ Clinic • Barangay where the claimant resides 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waitforthe processingof financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	<i>AdministrativeAidell</i> Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>AdministrativeAssistant II</i> <i>AdministrativeOfficerV</i> <i>AccountantIII</i> <i>Accountant IV</i> Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>AdministrativeAssistant II</i> <i>AccountantIII</i> <i>AdministrativeOfficerII</i> Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	<i>AdministrativeAidellV</i> <i>AdministrativeAidell</i> Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	<i>ProvincialAccountant</i> Provincial Accountant's Office



2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher(DV) to claimant/ liason officer	None	2 minutes	Administrative Aide/IV Provincial Accountant's Office
TOTAL(timeline per transaction) 53 minutes				

1.6 PROCESSING OF CLAIMS - FIRST SALARY (individual claim)

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE- PROCESSING DIVISION
Classification	Simple
Type of Transaction	G2G
Who will avail	Newly elected officials, newly hired employees, permanent employees, casual, Job Order and Contract of service status
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.First Salary	
1.1 Certified true copy of duly approved Appointment	• Human Resource & Management Office
1.2 Certified true copy of Oath of Office	
1.3 Certificate of Assumption	
1.4 Statement of Assets and Liabilities	• Concerned Office/ employee
1.5 Approved DTR	• Concerned Office
1.6 BIR Form 1902 and 2305	• Provincial Accountant's Office
1.7 Clearance from money, property and legal accountabilities from the previous office	• Previous Office
1.8 Certified true copy of pre-audited disbursement voucher	• Previous Agency
1.9 BIR form 2316	• Provincial Accountant's Office



1.10 Certificate of Available Leave Credits	<ul style="list-style-type: none"> • Previous Office
1.11 Service Record	<ul style="list-style-type: none"> • Previous Office
1. First Salary if deleted from the payroll	
2.1 Approved DTR	<ul style="list-style-type: none"> • Concerned Office
2.2 Notice of Assumption	<ul style="list-style-type: none"> • Concerned Office
2.3 Approved Leave of Application of Leave, Clearances, and medical certificate, if on sick leave for five days or more	<ul style="list-style-type: none"> • Human Resource & Management Office
2. Salary of casual/ Contractual Personnel	
3.1 Certified true copy of appointment	<ul style="list-style-type: none"> • Human Resource & Management Office
3.2 Accomplishment Report	<ul style="list-style-type: none"> • Concerned Office
3.3 Approved DTR	<ul style="list-style-type: none"> • Concerned Office

Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	<i>Administrative Aide I</i> Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Assistant II</i> <i>Administrative Officer V</i> <i>Accountant III</i> <i>Accountant IV</i> Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Assistant II</i> <i>Accountant III</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide I</i> <i>Administrative Aide I</i> Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	<i>Provincial Accountant</i> Provincial Accountant's Office



2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/ liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (timeline per transaction) 53 minutes				

1.7 PROCESSING OF CLAIMS - SALARY DIFFERENTIALS DUE TO PROMOTION AND/OR STEP INCREMENT

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE - PROCESSING DIVISION			
Classificatio	Simple			
Type of Transaction	G2G			
Who will avail	Provincial Government officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified true copy of appointment, if due to promotion 2. Notice of Salary Adjustment, if due to Step Increment 3. Certificate of Assumption 4. Approved DTR		<ul style="list-style-type: none"> • Human Resource & Management Office 		
		<ul style="list-style-type: none"> • Concerned Office 		
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	Administrative Aide II Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Assistant II Administrative Officer V Accountant III Accountant IV Provincial Accountant's Office



	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Assistant II Accountant III Administrative Officer II Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Administrative Aide I Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	Provincial Accountant Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 53 minutes				

1.8 PROCESSING OF CLAIMS - LAST SALARY/SALARY DUE TO HEIRS OF DECEASED EMPLOYEE

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE - PROCESSING DIVISION	
Classification	Simple	
Type of Transaction	G2G	
Who will avail	Provincial Government officials and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Last Salary	2. Clearance from money, property and legal accountabilities	<ul style="list-style-type: none"> • Provincial Accountant's Office • Provincial Treasurer's Office • Provincial Legal Office, and • Provincial General Services Office
3. Approved DTR		
3.1 Additional due to heirs of deceased employee		<ul style="list-style-type: none"> • Concerned Office
3.2 Death Certificate		
3.3 Marriage Contract, If applicable		



3.4 Birth Certificate of surviving legal heirs				
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking	None	2 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Assistant II</i> <i>Administrative Officer V</i> <i>Accountant III</i> <i>Accountant IV</i> Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Assistant II</i> <i>Accountant III</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> <i>Administrative Aide I</i> Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	<i>Provincial Accountant</i> Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office
TOTAL: 53 minutes				

1.9 PROCESSING OF CLAIMS - MATERNITY LEAVE

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445



Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE V- PROCESSIG DIVISION
Classification	Simple
Type of Transaction	G2G
Who will avail	Provincial Government officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified true copy of approved application of leave	• Human Resource & Management Office
2. Certified true copy of Maternity leave clearance	• Human Resource & Management Office
3. Medical Certificate for maternity leave	• Physician/Hospital/Clinic
4. Clearances	• Claimant

Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Assistant II</i> <i>Administrative Officer V</i> <i>Accountant III</i> <i>Accountant IV</i> Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Assistant II</i> <i>Accountant III</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> <i>Administrative Aide I</i> Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	<i>Provincial Accountant</i> Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office

TOTAL (time line per transaction)
53 minutes



1.10 PROCESSING OF CLAIMS – ALLOWANCES & OTHER FORMS OF COMPENSATION

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE - PROCESSING DIVISION	
Classification	Simple	
Type of Transaction	G2G	
Who will avail	Provincial Government officials and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Representation and Transportation allowance (RATA)		
1.1 Certification that the official/employee did not use government vehicle and was not issued any government vehicle		<ul style="list-style-type: none"> • General Services Office
1.2 Approved DTR		<ul style="list-style-type: none"> • Concerned Office
2. Subsistence and Laundry Allowance		
2.1 Approved DTR		<ul style="list-style-type: none"> • Concerned Office
3. Clothing Allowance		
3.1 Certification from HRMO		<ul style="list-style-type: none"> • Human Resource & Management Office
4. Productivity Incentive Allowance		
4.1 Certification that the performance rating for the two semesters is at least satisfactory		<ul style="list-style-type: none"> • Human Resource & Management Office
4.2. Certification from Legal Office that the employee administrative has no charges		<ul style="list-style-type: none"> • Provincial Legal Office

Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Assistant II</i> <i>Administrative Officer V</i> <i>Accountant III</i> <i>Accountant IV</i> Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Assistant II</i> <i>Accountant III</i> <i>Administrative Officer II</i> Provincial Accountant's Office



	1.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Administrative Aide I Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	Provincial Accountant Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 53 minutes				

1.11 PROCESSING OF CLAIMS - HONORARIA OF BIDS AND AWARDS COMMITTEE (BAC) MEMBERS

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE - PROCESSING DIVISION		
Classification	Simple		
Type of Transaction	G2G		
Who will avail	Provincial Government officials and employees, Public Health/Social Workers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Government personnel involved in the government			
1.1 Office Order creating and designating the BAC composition and authorizing the members to collect honoraria		<ul style="list-style-type: none"> Governor's Office 	
1.2 Minutes of BAC meeting		<ul style="list-style-type: none"> Bids & Awards Committee Secretariat 	
1.3 Notice of award to the winning bidder or procurement activity being claimed			



1.4 Certification that the procurement involves competitive				
1.5 Attendance sheet				
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Assistant II</i> <i>Administrative Officer V</i> <i>Accountant III</i> <i>Accountant IV</i> Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Assistant II</i> <i>Accountant III</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> <i>Administrative Aide I</i> Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	<i>Provincial Accountant</i> Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office
TOTAL (time line per transaction) 53 minutes				



1.12 PROCESSING OF CLAIMS - OVERTIME

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE - PROCESSING DIVISION			
Classification	Simple			
Type of Transaction	G2G			
Who will avail	Provincial Government officials and employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Authority to Render Overtime Services			• Provincial Administrator's Office	
2. Overtime Work Program			• Concerned Office	
3. Quantified Overtime Accomplishment				
4. Approved DTR			• Claimant	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Assistant II</i> <i>Administrative Officer V</i> <i>Accountant III</i> <i>Accountant IV</i> Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Assistant II</i> <i>Accountant III</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> <i>Administrative Aide I</i> Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	<i>Provincial Accountant</i> Provincial Accountant's Office



2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 53 minutes				

1.13 PROCESSING OF CLAIMS - LOYALTY BENEFIT

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE - PROCESSING DIVISION	
Classification	Simple	
Type of Transaction	G2G	
Who will avail	Provincial Government officials and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Service Record		<ul style="list-style-type: none"> Human Resource & Management Office
2. Certification who rendered 10 years of continuous and satisfactory service in the government		

Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	Administrative Aide II Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Assistant II Administrative Officer V Accountant III Accountant IV Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Assistant II Accountant III Administrative Officer II Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Administrative Aide I Provincial Accountant's Office



	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	Provincial Accountant Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 53 minutes				

1.14 PROCESSING OF CLAIMS - TERMINAL BENEFIT

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE - PROCESSING
Classification	Simple
Type of Transaction	G2G
Who will avail	Retired, resigned & terminated officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Record	<ul style="list-style-type: none"> Human Resource & Management Office
Certified copy of employees leave credits	<ul style="list-style-type: none"> Human Resource & Management Office
Approved leave application	<ul style="list-style-type: none"> Human Resource & Management Office
Office Clearance from money, property and Accountabilities	<ul style="list-style-type: none"> Provincial Accountant's Office Provincial Treasurer's Office
Statement of Assets and Liabilities	<ul style="list-style-type: none"> Claimant
Computation of terminal leave benefits	<ul style="list-style-type: none"> Human Resource & Management Office
Affidavit of undertaking for authority to deduct accountabilities	<ul style="list-style-type: none"> Claimant
Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her	<ul style="list-style-type: none"> Claimant
Employee's letter of resignation duly accepted by the Head of Agency, in case of resignation	<ul style="list-style-type: none"> Claimant
Death Certificate, Marriage contract, Birth certificate of all surviving heirs, in case of death of claimant	<ul style="list-style-type: none"> Claimant/National Statistics Office

Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
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1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Assistant II</i> <i>Administrative Officer V</i> <i>Accountant III</i> <i>Accountant IV</i> Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Assistant II</i> <i>Accountant III</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> <i>Administrative Aide I</i> Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	<i>Provincial Accountant</i> Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office
TOTAL (time line per transaction) 53 minutes				

1.15 PROCESSING OF CLAIMS - Monetization

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE - PROCESSING DIVISION
Classification	Simple
Type of Transaction	G2C
Who will avail	Casual and Permanent Employees of the Provincial Government



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Leave Application (for 10 days)	<ul style="list-style-type: none"> Human Resource & Management Office
2. Request for leave covering more than ten days duly approved by the Head of Agency	<ul style="list-style-type: none"> Concerned Office
3. For monetization of 50% or more, Clinical Abstract/medical to be undertaken in case of health, medical and hospital needs and Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc.	<ul style="list-style-type: none"> Concerned Office

Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Assistant II</i> <i>Administrative Officer V</i> <i>Accountant III</i> <i>Accountant IV</i> Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Assistant II</i> <i>Accountant III</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> <i>Administrative Aide I</i> Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	<i>Provincial Accountant</i> Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office
TOTAL (time line per transaction) 53 minutes				



1.16 PROCESSING OF CLAIMS - COLLECTIVE NEGOTIATION AGREEMENT ('CNA) INCENTIVE

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE - PROCESSING DIVISION			
Classificatio	Simple			
Type of	G2G			
Who will avail	Provincial Government Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Resolution signed by both parties incorporating the guidelines/criteria for granting 'CNA incentive			<ul style="list-style-type: none"> Human Resource & Management Office 	
Comparative statement of DBM approved level of operating expenses and actual operating expenses			<ul style="list-style-type: none"> Concerned Office 	
Certificate issued by the Head of Agency on the total amount of unencumbered savings generated from cost-cutting measures			<ul style="list-style-type: none"> Concerned Office 	
Proof that the planned programs/activities/projects have implemented and completed in accordance with targets			<ul style="list-style-type: none"> Concerned Office 	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Assistant II</i> <i>Administrative Officer V</i> <i>Accountant III</i> <i>Accountant IV</i> Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Assistant II</i> <i>Accountant III</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> <i>Administrative Aide I</i> Provincial Accountant's Office



	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	Provincial Accountant Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 53 minutes				

1.17 PROCESSING OF CLAIMS – UTILITY EXPENSES AND TELEPHONE / COMMUNICATION SERVICES

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of any government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE - PROCESSING DIVISION			
Classification	Simple			
Type of Transaction	G2B			
Who will avail	Business Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Utility Expenses 1.1 Statement of Account/Bill		• Concerned Office		
2. Telephone/Communication Services 2.1 Statement of Account/Bill		• concerned Office		
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	Administrative Aide II Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Assistant II Administrative Officer V Accountant III Accountant IV Provincial Accountant's Office



	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Assistant II Accountant III Administrative Officer II Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Administrative Aide I Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	Provincial Accountant Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 53 minutes				

1.18 PROCESSING OF CLAIMS - EXTRA ORDINARY AND MISCELLANEOUS EXPENSES

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of and Government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE - PROCESSING DIVISION			
Classification	Simple			
Type of Transaction	G2B			
Who will avail	Local Chief Executives			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Invoices/receipts			• Concerned Office	
2. Other Supporting documents as are necessary depending on the nature of expenses			• Concerned Office	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	Administrative Aide II Provincial Accountant's Office



	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Assistant II Administrative Officer V Accountant III Accountant IV Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Assistant II Accountant III Administrative Officer II Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Administrative Aide I Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	Provincial Accountant Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 53 minutes				

1.19 PROCESSING OF CLAIMS – (PROCUREMENT THROUGH ALTERNATIVE MODES OF GOODS, SERVICES AND INFRASTRUCTURE)

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of and Government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	Provincial Accountant's Office - Processing Division	
Classification	Complex	
Type of Transaction	G2B	
Who will avail	Contractors/Public Businesses(suppliers) and consultancy services	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE
1. Procurement through Public Bidding		
1.1 Authenticated photocopy of the approved APP	<ul style="list-style-type: none"> • Concerned Office 	
1.2 Purchase Request	<ul style="list-style-type: none"> • Concerned Office 	
1.3 Approved Contract (within 10 days from	<ul style="list-style-type: none"> • Bids & Awards Committee/Office 	



the receipt of Notice of Award)	concerned
1.4 Invitation to Bid	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.5 Invitation to Bid (PHILGEPS)	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.6 Letter of Intent	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.7 Complete Bid Documents	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.8 Minutes of Pre-Procurement Conference (5m above-Infrastructure;2m and above-goods;1m and above-consultancy)	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.9 Minutes of Pre-Bid Conference (ABC 1m and above)	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.10 Minutes of Bid Opening	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.11 Abstract of Bids	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.12 Bidders Technical Documents	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.13 Bidders financial Proposals	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.14 Bid Evaluation Report	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.15 Post-Qualification Report of the Technical Working Group	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1/16 TWG report on the Detailed Bid Evaluation for determination of the bidder with thr LCB, as reviewed by the BAC (Post Qualification Evaluation Report)	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.17 BAC Resolution declaring winning bidder	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.18 BAC Resolution recommending approval and approval by the HOPE of the Resolution of the BAC recommending award of Contract	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.19 Notice of Post-Qualification	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.20 Notice of Award (with signature and date received)	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.21 Notice of award - PHILGEPS	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.22 Performance Bond (30% of Contract-on or before date of contract)	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.23 Program of Work and Detailed Estimates	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
1.24 Notice to Proceed (with signature and date received-within 7 days after the execution of Contract) y. Notice to proceed-PHILGEPS (posing within 15 days upon receipt thereof)	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned • Bids & Awards Committee/Office concerned



<p>1.25 Detailed breakdown of ABC</p> <p>1.25.1 Invitation of 3 observers, at least 3 calendar days before Pre-Bid Conference</p> <p>1.25.2 Invitation of 3 observers, at least 3 calendar days before Bid Opening</p> <p>1.25.3 Invitation of 3 observers, at least 3 calendar days before Post-Qualification Stage</p> <p>1.25.4 Certification from the Head of BAC secretariat on the posting of ADVERTISEMENT at conspicuous place within 7 days</p> <p>1.25.5 Certification from the Head of BAC secretariat on the posting of NOTICE OF AWARD at conspicuous place within 7 days</p> <p>1.25.6 Certification from the Head of BAC secretariat on the posting of NOTICE TO PROCEED at conspicuous place within 7 days Bid Documents with corresponding official receipt</p> <p>1.25.7. Notification of the Bidding Results to the Losing Bidder</p>	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
<p>2. Infrastructure (Additional Requirements :)</p> <p>2.1 Copy of the approved PERT/CPM Network Diagram and detailed computation of contract time</p> <p>2.2 Manpower Schedule</p> <p>2.3 Construction Methods</p> <p>2.4 Equipment Utilization Schedule</p> <p>2.5 Affidavit of Site Inspection</p> <p>2.6 Letter request from Contractor for progress payments</p> <p>2.7 Statement of Work Accomplishment</p> <p>2.8 Certificate of inspection</p> <p>2.9 Results of Test Analysis, if applicable</p> <p>2.10 Statement of Time Elapsed</p> <p>2.11 Monthly Certificate of Payment</p> <p>2.12 Contractor's Affidavit on payment of laborers and materials</p> <p>2.13 Pictures-before, during and after construction of items of work especially the embedded items</p> <p>2.14 Certificate of Completion (Final payment)</p> <p>2.15 Certificate of Acceptance (Final payment/End User)</p> <p>2.16 Clearance from the Provincial Treasurer that the corresponding sand and gravel fees have been paid (Final Payment)</p> <p>2.17 Warranty Security-final payment (cash/letter of credit-5% of CP; bank</p>	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned



<p>guarantee-10% CP; surety bond-30% of CP) 2.18 As-Built plans (final payment) 2.19 Letter of Suspension 2.20 Certification form PAG ASA 2.21 Change of Variation Order 2.22 Copy of Approved original plans and suly revised plans and specifications</p>	
<p>3. Advance Payment (Additional Requirements) 3.1 Irrevocable Letter of Credit/Security Bond/Bank Guarantee 3.2 Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof</p>	<ul style="list-style-type: none"> Insurance Company Provincial Engineer's office and Provincial Planning & Development Office
<p>4. Release of Retention Money 4.1 Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from Commercial Bank, GSIS or surety bond callable on demand 4.2 Certification from end-user that the project is completed and inspected</p>	<ul style="list-style-type: none"> Insurance Company Barangay where the project is implemented
<p>5. Consulting Services (Additional Requirements) 5.1 Letter Request for payment from consultant 5.2 Approved Consultancy Progress/Final Reports, and/or output required under the contract 5.2 Progress/Final Billing 5.3 Contract Infrastructure Projects subject of Project Management Consultancy Services</p>	<ul style="list-style-type: none"> Concerned Office
<p>6. Goods (Additional Requirements: 6.1 Certificate of Exclusive Distributorship, if applicable 6.2 Original copy of supplier's invoices 6.3 Requisition and Issuance Slip 6.4 Inventroy Custodian Slip 6.5 Acceptance and Inspection Report 6.6 Acknowledgement Receipt for Equipment 6.7 Warranty Security (min of 3 mos- expendable supplies; min of 1 yr.-non-expendable supplies) - retention or Bank guarantee at least 1% not exceeding 5% 6.8 Brochure/Operations Manual 6.9 Pictures of Equipment</p>	<ul style="list-style-type: none"> Concerned Office/ General Services Office (GSO) Concerned Office/ General Services Office (GSO) Concerned Office/ General Services Office (GSO) Concerned Office/ General Services Office (GSO) Concerned Office/ General Services Office (GSO) Concerned Office/ General Services Office (GSO) Concerned Office/ General Services Office (GSO) Concerned Office/ General Services Office (GSO) Concerned Office Concerned Office

Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	Administrative Aide II Provincial Accountant's Office



	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Assistant II Administrative Officer V Accountant III Accountant IV Provincial Accountant's Office</i>
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Assistant II Accountant III Administrative Officer II Provincial Accountant's Office</i>
	1.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV Administrative Aide I Provincial Accountant's Office</i>
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	<i>Provincial Accountant Provincial Accountant's Office</i>
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	<i>Administrative Aide IV Provincial Accountant's Office</i>
TOTAL (time line per transaction) 53 minutes				

1.20 PROCESSING OF CLAIMS - PROCUREMENT THROUGH ALTERNATIVE MODES (GOODS AND SERVICES)

As prescribed under COA Circular No. 2012-001 dated June 14, 2020, all government disbursements must conform to the prescribed documentary requirements and fundamental principles governing the financial transactions and operations of and Government agencies under section 4 Presidential Decree (PD) No. 1445

Office or Division	Provincial Accountant's Office - Processing Division
Classification	Complex
Type of Transaction	G2B
Who will avail	Contractors/Public Businesses(suppliers) and consultancy services
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Procurement through Alternative Modes 1.1 APP 1.2 Purchase Request	Bids & Awards Committee/Office concerned Concerned Office

<p>1.3 Purchase Order</p> <p>1.4 Proof of posting of invitation or request for submission of price quotation in the PHILGEPS</p> <p>1.5 Performance and Warranty Securities</p> <p>1.6 BAC resolution recommending and justifying to the HOPE the use of alternative mode of procurement and approval by the HOPE of the BA Resolution recommending award of contract</p> <p>1.7 Proof of Posting of NOA in the PHILGEPS</p> <p>1.8 Original copy of invoice</p> <p>1.9 Inspection and Acceptance Report</p> <p>1.10 Approval by the HOPE on the use of the alternative methods of procurement</p> <p>2. Limited Source Bidding (Additional Requirements)</p> <p>2.1 Copy of direct invitation to bid</p> <p>2.2 Winning bidders offer or proposal</p> <p>2.3 Abstract of Bids</p> <p>2.4 Notice of Award</p> <p>2.5 Such Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof</p> <p>3. Direct Contracting (Additional Requirements)</p> <p>3.1 Copy of letter to selected supplier to submit a price quotation</p> <p>3.2 Certificate of Exclusive Distributorship, if applicable</p> <p>3.3 Certification from agency authorized official that there are no sub-dealers selling at lower prices</p> <p>3.4 Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards</p> <p>3.5 Such Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof</p> <p>4. Repeat Order (Additional Requirements)</p> <p>4.1 Copy of the original contract</p> <p>4.2 Certification from the Purchasing Department that the supplier has complied with all the requirements under the original contract</p> <p>5. Shopping (Additional Requirements)</p>	<p>Concerned Office Bids & Awards Committee/Office concerned</p> <p>Bids & Awards Committee/Office concerned Bids & Awards Committee/Office concerned</p> <p>Bids & Awards Committee/Office concerned</p> <p>Concerned Office Concerned Office/General Service Office Bids & Awards Committee/Office concerned</p> <p>Bids & Awards Committee/Office concerned Bids & Awards Committee/Office concerned Bids & Awards Committee/Office concerned Bids & Awards Committee/Office concerned Bids & Awards Committee/Office concerned</p> <p>Bids & Awards Committee/Office concerned</p> <p>Claimant</p> <p>Bids & Awards Committee/Office concerned</p> <p>Bids & Awards Committee/Office concerned</p>
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<p>5.1 Price Quotations from at least three bonafide suppliers</p> <p>5.2 Abstract of canvass</p> <p>6. Negotiated Procurement (Additional Requirements) In case of two failed biddings, emergency cases, take-over of contract and small value procurement</p> <p>6.1 Price Quotations from at least three invited suppliers</p> <p>6.2 Abstract of submitted Price Quotation</p> <p>6.3 BAC resolution recommending award of contract to lowest calculated responsive bid (LRCB) In case of two failed biddings</p> <p>6.4 Agency's offer for negotiations with selected suppliers</p> <p>6.5 Certification of BAC on the failure of competitive bidding for the second time</p> <p>6.6 Eligibility documents in case of infrastructure projects In case of emergency cases</p> <p>6.7 Justification as to necessity of purchase In case of take-over contracts</p> <p>6.8 Copy of terminated contract</p> <p>6.9 Reasons for the termination</p> <p>6.10 Negotiation documents with the lowest 2nd bidder or the third lowest calculated in case of failure of negotiation with the 2nd lowest bidder. If negotiation still fails, invitation to at least three eligible contractors</p> <p>6.11 Approval by the HOPE to negotiate for projects under exceptional cases In case of Small Value procurement</p> <p>6.12 Letter/invitation to submit proposals In case for adjacent or contiguous projects</p> <p>6.13 Original contract and any document indicating that the same resulted from competitive bidding</p> <p>6.14 Scope of work which should be related or similar to the scope of work of the original contract</p> <p>6.15 Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay</p>	<p>Bids & Awards Committee/Office concerned</p> <p>Bids & Awards Committee/Office concerned Concerned Office</p> <p>Concerned Office</p> <p>Bids & Awards Committee/Office concerned</p> <p>Concerned Office</p> <p>Concerned Office</p> <p>Bids & Awards Committee/Office concerned</p> <p>Bids & Awards Committee/Office concerned</p> <p>Bids & Awards Committee/Office concerned</p> <p>Bids & Awards Committee/Office concerned</p> <p>Bids & Awards Committee/Office concerned</p> <p>Bids & Awards Committee/Office concerned</p>
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Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Wait for the processing of financial document/s	1. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	Administrative Aide II Provincial Accountant's Office
	1.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Assistant II Administrative Officer V Accountant III Accountant IV Provincial Accountant's Office
	1.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Assistant II Accountant III Administrative Officer II Provincial Accountant's Office
	1.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Administrative Aide I Provincial Accountant's Office
	1.4 Certify Disbursement Voucher (DV) as to allotment obligated for the purpose and the completeness of supporting documents	None	15 minutes	Provincial Accountant Provincial Accountant's Office
2. Receipt of financial document/s duly signed by authorized signatories	2. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 53 minutes				

2. ISSUANCE OF CLEARANCE

Certificate of clearance is issued to employees/officials needing this document that states that he/she has no pending case filed and he / she has no accountability and has no any accountability from various accounts.

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE-Administrative & Records	
Classification	Simple	
Type of Transaction	G2G - Government employee or official	
Who will avail	All employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	



<ol style="list-style-type: none"> 1. Official Receipt (O.R.) 2. Purpose of request for the issuance of net take home pay 3. Certification as to loan balance from various Banks 4. Certification duly certified by Administrative Officer that the employee/officer has no 5. outstanding loan from any lending institution/s 	<ul style="list-style-type: none"> • Provincial Treasurer's Office • Concerned employee/officer • Land Bank of the Philippines (Carig & San Gabriel) • Veteran's Bank of the Philippines • Office Concerned
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Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Secure Official Receipt (OR) from the Provincial Treasurer's Office (Secretaries Fee)	Receive payment from client/employee	170.00	1 minute	<i>Provincial Treasurer's Office</i>
2. Submit duly accomplished form with complete attachments	Furnish client/employee clearance form to be accomplished	None	3 minutes	<i>Administrative Assistant II Provincial Accountant's Office</i>
3. Wait for the processing of document/s	3. Affix signature on the space provided for as to accountability	None	5 minutes	<i>Administrative Assistant II Administrative Aide VI Provincial Accountant's Office</i>
	3.1 Assign control number	None	1 minute	<i>Administrative Assistant II Provincial Accountant's Office</i>
	3.2 Forward duly accomplished form for approval/signature	None	1 minute	<i>Provincial Accountant Asst. Prov'l Accountant Provincial Accountant's Office</i>
4. Receipt of document/s duly signed by the authorized signatories	Record and release to client or employee	None	1 minute	<i>Administrative Assistant II Provincial Accountant's Office</i>
Total (line per line transaction)				
12 minutes				



3. BOOKKEEPING PROCEDURES

Responsible for the preparation, maintenance and submission of periodic financial reports to all officials and agencies concerned.

Office or Division	PROVINCIAL ACCOUNTANT'S OFFICE - Bookkeeping Division			
Classification	Simple/Complex			
Type of	ALL			
Who will avail	Government Employees or officials, Government agencies & transacting			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Paid Vouchers/payrolls with complete attachments		<ul style="list-style-type: none"> Provincial Treasurer's Office Land Bank of the Philippines (Carig & San Gabriel) 		
2. Checks, Bank Statements		<ul style="list-style-type: none"> Veterans Bank of the Philippines, Tuguegarao Branch Development Bank in the Philippines Tug. Branch Philippine National Bank, Tuguegarao Branch 		
Client Steps	PGC ACTION	Fees to be paid	Processing Time	Person Responsible
1. Submit all paid vouchers/payrolls other pertinents documents (Disbursement, Collections, and Deposits)	1. Retrieve Report of Check Issued (RCI) Report of Disbursement (RD), Report of Collection and deposit (RCD),	None	15 minutes	Accountant III Administrative Aide VI Administrative Aide IV Provincial Accountant's Office
	1.1 Journalizes transactions to the Electronic New Government Accounting (eNGAS) System	None	25 minutes	Accountant III Administrative Aide VI Administrative Aide IV Provincial Accountant's Office
	1.2 Review and prepare journal entries	None	15 minutes	Accountant III Administrative Aide VI Administrative Aide IV Provincial Accountant's Office
	1.3 Approve Journal entries	None	15 minutes	Provincial Accountant Asst. Prov'l. Accountant Accountant IV Administrative Officer IV Provincial Accountant's



	1.4 Reconciliation of Subsidiary Ledger Account to General Ledger Account	None	5 days	<i>Accountant IV Accountant III Administrative Aide VI Provincial Accountant's Office</i>
	1.5 Generate financial reports (monthly / quarterly)	None	5 days	<i>Accountant III Accountant IV Administrative Aide VI Provincial Accountant's Office</i>
	1.6 Submit Financial Reports to the Commission on Audit (COA) and	None	1 hour	<i>Accountant IV Administrative Aide VI Provincial</i>
	1.7 Bind Report of Check Issued (RCI) Report of Disbursement (RD), Report of Collection & Deposits (RCD), & Liquidation and other reports	None	3 days	<i>Accountant III Administrative Aide VI Administrative Aide IV Provincial Accountant's Office</i>
	1.8 Submit all paid Disbursement Vouchers (DVs), Payrolls and other transaction vouchers to the Commission on Audit (COA)	None	2 hours	<i>Accountant IV Administrative Aide VI Provincial Accountant's Office</i>
	1.9 Preparation of Utilization Report	None	5 hours	<i>Accountant IV Accountant III Provincial Accountant's</i>
	1.10 Earmark of Purchased Request and Allotment release Order	None	5 hours	<i>Accountant III Provincial Accountant's Office</i>
Total 14 days, 4 hours & 10 minutes				



OFFICE OF THE PROVINCIAL TREASURY

EXTERNAL SERVICES



SERVICE NAME: PAYMENT OF TAXES, FEES & CHARGES & OTHER TAXES

Description of the service: Payment of real property taxes, fees and charges, economic activities and other taxes imposed by the Province.

Office or Division	PROVINCIAL TREASURY OFFICE	
Classification	Simple	
Type of Transaction	G2C; G2B	
Who may avail	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. REAL PROPERTY TAX any of the following: 1.2 Latest Official Receipts 1.3 Tax Declaration(TD)	1.1 Client's copy of the original receipt. 1.2 In case of lost, Provincial/ Municipal Treasury where said RPT is being paid 1.3 Provincial/Municipal Assessor's Office.	
2. TRANSFER TAX FEE 2.1 Deed of Sale; 2.2 Tax Declaration based on Fair Market Value (FMV); 2.3 Real Property Tax clearance	2.1 Client's copy 2.2 Provincial/Municipal Assessor's Office. 2.3 Municipal Treasurer's Office	
3. PROFESSIONAL TAX 3.1 Philippine Regulation Commission(PRC) License IBP Roll No. 3.2 Assessment slip	3.2 Prov'l Treasury ,License & Fees Division	
4. ANNUAL FIXED TAX on Delivery Trucks/ Vans & other MOTORIZED VEHICLES 4.1 OR/CR for delivery vans/trucks a. Assessment Slip	4.1 Client's copy 4.2 Prov'l Treasury, License & Fees Division	
5. SAND & GRAVEL TAX 5.1 Assessment Slip a. Assessment Slip for Provincially paid projects	5.1 Provincial Environment Natural Resources Office(PENREO) 5.2 Provincial Engineer's Office (PEO)	
6. FRANCHISE TAX, PUBLICATION & PRINTING, AMUSEMENT TAX 6.1 Books of Accounts 6.2 Duplicate copies of Official Receipts(ORs) 6.3 Assessment Slip 6.4 Admission Tickets (Amusement)	6.1 Client's record 6.2 Client's copy 6.3 Prov'l Treasury, License & Fees Division	
7. PERMIT FEES- Governor's Permit 7.1 Notarized Application Form 7.2 Assessment Slip	7.1 Prov'l Treasury, License & Fees Division 7.2 Prov'l Treasury, License &	



7.3 Letter of Authority		Fees Division 1. Owner, if authorized to transact		
2. CERTIFICATION FEES (Posting, Doc. Stamps, Bid docs and other fees)				
8.1 Assessment Slip		8.1 Provincial Assessor's Office, Sangguniang Panlalawigan, BAC, IAC-TWG		
8.2 Copy of Clearance		8.2 Prov'l. Accountant Office, Prov'l. Legal Office, Prov'l. Treasury Office.		
8.3 Photocopies of documents requested to be paid.		3. Prov'l. Treasury-License and Fees Div. Cash Disbursement Division		
		8.4 Other office concerned		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook.	1. Assist the client in signing the logbook.	None	2 minutes	Local Treasury Operations IV Administrative Asst. I Administrative Aide IV (Clerk I) Administrative Aide II (Bookbinder I) & other officer of the day. Administrative Division
2. Present required documents for payment of:			5 minutes	Local Revenue Collection Officer III Administrative Officer II (Cashier II) Administrative Aide II (Bookbinder I)
A. REAL PROPERTY TAX				Real Property Tax Division
2.1 Property tax due	A.2 Check the completeness of the submitted requirements.	Taxes: 1% BASIC and 1% SEF of the assessed value.		
2.2 Transfer Tax fee	A.3 Computes and Issues Assessment slip.	Discount of 10% if paid on January 1 to March 31 of the Calendar Year and 15% if paid in		



<p>B.ANNUAL FIXED TAX ON DELIVERY TRUCS/VANS</p>		<p>full before January 1 of the ensuing year.</p> <p>Penalties of 2% per month but not to exceed 72%</p> <p>Transfer Tax Fee is 50% of 1% of acquisition cost or Fair Market Value (FMV) whichever is higher.</p> <p>Permit Fee per unit: Perations of delivery trucks or vans: 3 wheelers- PHP100.00 4 wheelers- 200.00 6 wheelers- 300.00 8-10 wheelers- 400.00 Articuated Vehicles- PHP500.00 Annual FixedTax of PHP500.00 & Sticker Fee of PHP50.00 per unit</p>	<p>5 minutes</p> <p>2 minutes</p>	<p>Local Revenue Collection Officer III Administrative Officer II (Cashier II) Administrive Aide II Bookbinder I)</p> <p>Real Property Tax Division</p>
<p>C. PROFESSIONAL TAX</p>	<p>C.2 Check the validity of PRC/ IBP cards (roll Number)</p>	<p>PHP300.00</p> <p>1. Permit Fees a. Annual Governor's Fees- PHP1,000.00 b. Extraction Fee per cu.m- PHP20.00 c. CSAG/ISAG Application Fee- PHP30,000.00</p>	<p>2 minutes</p> <p>2 minutes</p>	<p>Local Revenue Collection Officer I Supervising Administrative Office (Cashier IV) Revenue Collection Clerk II Revenue Collection Clerk I Administrative Aide II (Bookbinder I) Administrative Aide II (Bookbinder I)</p>
<p>D. SAND & GRAVEL TAX/PERMIT FEES</p>	<p>D.2 Evaluate the correctness of the Assessment Slip as to the computation of the aggregates from PNREO and initials on the face of the slip.</p>	<p>2. Tax per cu.m. a. Sand & Gravel- P30.00 b. Pure Sand- P40.00 c. Boulders- 50.00 d. Mountain Soil- P15.00</p>	<p>2 minutes</p>	<p>License & Fees Division</p>
<p>E. FRANCHISE TAX</p>	<p>3.2 Evaluate the completeness of the submitted documents, compute and prepare assessment</p>	<p>1. Permit Fees: a. Power producers/ distributors, Telephone/telegraph and wireless centers and CATV operators capital</p>	<p>2 minutes</p>	



<p>G. AMUSEMENT TAX</p>	<p>slip.</p> <p>G.2. Examine the book of accounts, compute tax due and prepare assessment slip.</p>	<p>investment below 1 Million – PHP5,000.00 above 1 Million – PHP10,000.00 or below 500 subscribers – PHP5,000.00 more than 500 subscribers...PHP10,000.00 or whichever is higher</p> <p>b. Radio stations area of coverage:</p> <p>-within the municipality.....PHP 5,000.00</p> <p>-beyond municipality.....PHP 10, 000.00</p> <p>2.Tax: 50% of 1% of the gross annual receipts of the preceding calendar year or 1/20 of 1% of the capital investments.</p> <p>1. Permit Fees:</p> <p>a. Operators of amusement places – PHP2,000.00</p> <p>b. Cockpits– PHP10,000.00</p> <p>c. Ambulant Circuses–PHP500.00</p> <p>d. Internet/Café's/Shop –PHP 500.00</p> <p>2.Tax -rates based on the gross receipts from admission fees:</p> <p>a. Legalized gambling & other games of chance.....30%</p> <p>b. Cockpits..... ...30%</p> <p>c. Theaters/cinemas/movies... ..30%</p> <p>d. Circuses, carnivals ----- --15%</p>	<p>2 minutes</p>	
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<p>H. TAX ON PRINTING & PUBLICATION</p>	<p>H.2. Examine the book of accounts, compute tax due and prepare assessment slip.</p>	<p>e. Concerts & live theater shows--10% f. Restaurants w/live bands----10% g. Places of adult entertainment—20% h. Videoke bars, video games----5% i. Billiards establishments-----5% j. All other places of amusement not covered by the above enumeration but charging admission fee ----10%</p> <p>Permit Fee: Printing & Publication PHP1,000.00 Photocopier — PHP500.00 - Tax of 50% of 1% of the gross annual receipts of the preceding calendar year or 1/20 of 1% of the capital investments.</p> <p>Reminders: For items B-H:</p> <p>1. Deadline of payment of all Business Tax and Fees is on or before January 31. 2. Late payment shall incur a penalty of: a. Surcharges – 25% b. Interest – 2% per annum</p>	<p>2 minutes</p>	
<p>I.CERTIFICATION /POSTING Fee</p>	<p>I.2. Verify assessment slip issue</p>	<p>1. Certification Fee – PHP50.00</p>	<p>2 minutes</p>	



	<p>Official Receipt and receive payment.</p>	<p>or PHP20.00 per copy whichever is higher</p> <p>2. Posting Fee: Posting of Titles– PHP200.00 Foreclosure– PHP500.00 Posting all other notices–PHP200.00</p> <p>3. Charges & Fees of Other Offices:</p> <p>3.1-Prov'l .Assessor's Office</p> <p>3.1.1-Inspection Fee: 3.1.1a-Inspection of Real property Unit(RPU) with a distance (from the Capitol) of more than 50 kms -PHP500.00 3.1.1b-Inspection Fee of Real property Unit(RPU) with a distance (from the Capitol) of more than 50 kms –PHP400.00 3.1.2-Verification and Research Fee – PHP200.00 3.1.3-Annotation Fee- PHP200.00</p> <p>3.2-Prov'l Legal Office</p> <p>3.2.1-Photocopy of Transcript of stenographic Notes on the proceedings or hearings on Administrative Cases...PHP10.00/page</p> <p>3.2.2-Issuance of Certification of No Pending Case for purposes of retirement, leave of absence, loan and scholarship and other requirements from said</p>		<p>Local Revenue Collection Officer IV Local Treasury Operations Officer II Local Treasury Operations Officer II Administrative Aide IV (Clerk III)</p> <p>Cash Receipts Division</p>
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3. Proceed to Cash Receipts Section for payment of the tax due and issuance of an Official Receipt(O.R.)	Issue Official Receipt	office..PHP20.00/issu ance	5 minutes	Local Revenue Collection Officer IV Local Treasury Operations Officer II Local Treasury Operations Officer II Administrative Aide IV (Clerk III) Cash Receipts Division
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PROVINCIAL ASSESSOR'S OFFICE

EXTERNAL SERVICES



1. Request for Assessment Records

The client requests for true copies of current and previous Tax Declarations, Certifications of Property Holdings, and other pertinent documents for the Transfer of Titles, availment of loans, basis in the payment of Real Property Tax, Transfer Tax, Estate Tax, Capital Gains Tax, for court proceedings/litigations, and annotations of encumbrances.

Office or Division	Assessment Records and Information System Management Division (ARISM)
Classification	Simple
Type of Transaction	G2C, G2B, G2G
Who may avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Letter Request for requesting agencies (1 copy, original); Special Power of Attorney (1photocopy) with Valid ID (1photocopy), if other than the owner Updated tax receipts/tax clearance 	Client's own documents

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book at the entrance booth		None	3 Minutes	PACD
	1. Interview client (at the entrance, if with concerns)	None	5 Minutes	ARISM Division Chief
2. Submit letter request/present documents to support request (for agencies and non-owners)	2. Receive and check documents; record at Admin	None	5 Minutes	PACD
	3. Forward to the Provincial Assessor for marginal note	None	5 Minutes	Admin Chief
	4. Return to		25 Minutes	Provincial Assessor



	Admin for routing to ARISM Division			
	4. Research and evaluate	None	30 Minutes per RPU (for new records) Note: For old records (depends on the series requested)	ARISM Division LAOO II
	5. Issue payment slip	None	5 Minutes	ARISM Division Assessment Clerk II
	6. Prepare requested document/s	None	15 Minutes per RPU (for new records)	ARISM Division LAOO II Assessment Clerk II
3. Pay fees	7. Receive/process payment	<p>Research/ Verification Fee: (As per Revenue Code of Cagayan, Revised 2013 Edition)</p> <p>PHP200.00 per Property Owner (<i>Property Holding Certification</i>)</p> <p>PHP200.00 per RPU for Certified Copies of Tax Declarations and other documents</p> <p>Certification</p>	Note: PTO time	Provincial Treasury Cash Receipt Division Staff



		Fee: PHP100.00 per Property Holding certificate PHP50.00 per Certified True Copy		
4. Submit official receipt	7. Receive official receipt	None	3 Minutes	ARISM Division LAOO II Assessment Clerk II
5. Receive documents	8. Issue documents	None	4 Minutes	ARISM Division
			1 Hour, 40 Minutes	

2. Approval of Tax Declarations

The office approves Tax Declarations due to Newly Declared Real Properties, Transfer, Revision, Subdivision, Consolidation, Re-assessment, and Reclassification for taxation purposes.

Office or Division	Tax Mapping Operations Division, Assessment Operations and Evaluation Division, Property Valuation and Examination Division, Assessment Records and Information System Management Division
Classification	Simple
Type of Transaction	G2C, G2B, G2G
Who may avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR UNTITLED PROPERTIES <ol style="list-style-type: none"> 1. Approved survey plan; 2. Certification of alienability and disposability of the land (1 copy each, original); 3. Affidavit of ownership and/or sworn statement that the applicant is in long, 	FOR UNTITLED <ol style="list-style-type: none"> 1. DENR 2. CENRO 3. Notarial Office 4. Barangay Hall 5. Municipal Assessor's Office 6. Treasurer's Office (Provincial/Municipal)



<p>continuous, and notorious possession of the property;</p> <ol style="list-style-type: none"> 4. Certification from the Barangay Captain that the declarant is the present possessor and occupant of the land; 5. Ocular inspection report by the assessor or his authorized representative (1 copy, original) 6. O.R. of payment of ten-year back taxes and the current year (1 copy); if tax certificate, it must contain all these: date in the O.R., its amount, year of payment and years paid. <p>FOR TITLED PROPERTIES</p> <ol style="list-style-type: none"> 1. Certified/Electronic True Copy of Title 2. Certificate Authorizing Registration (1 copy, original) 3. Approved survey plan 4. Documents/Any mode of conveyance (1 copy, original) 5. Latest payment of Realty Tax (1 copy, original) 	<p>FOR TITLED PROPERTIES</p> <ol style="list-style-type: none"> 1. Register of Deeds 2. BIR 3. DENR 4. Notarial Office 5. Treasurer's Office (Provincial/Municipal)
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book at the entrance booth		None	3 Minutes	PACD
2. Present required documents	1. Receive and count the number of transactions; assign routing slip	None	1 Minute per RPU	PACD
	2. Plot, project and assign PIN in the section maps (if necessary) AND: For the 10 Pilot Municipalities, verify uploaded maps in the GIS	None	10 Minutes per parcel/RPU	Tax Mapping Division Tax Mapper IV LAOO II



	4. Forward transactions to PVED	None	5 Minutes per bulk	Tax Mapping Division Tax Mapper IV LAOO II
	5. Evaluate as to entries of data (correctness of assessment)	None	10 Minutes per parcel/RPU	PVED Chief LAOO II
	6. Forward transactions to AOED	None	5 Minutes per bulk	PVED Chief LAOO II
	7. Evaluate transactions as to completeness of required documents and sufficiency of realty taxes and fees a. If complete, forward to ARISM Division b. if incomplete, forward to ARISM (with note from the evaluator) to be returned to the client	None	10 Minutes per parcel/RPU	AOED Chief LAOO II Assessment Clerk II
	8. stamp dates and final review	None	10 Minutes per parcel/RPU	ARISM Division LAOO II Assessment Clerk II
	9. Forward to the Provincial Assessor for approval	None	5 Minutes per bulk	ARISM Division LAOO II Assessment Clerk II
	10. Approve	None	3 Minutes per parcel/RPU	Provincial Assessor
	11. Forward to ARISM for the segregation	None	5 Minutes per bulk	Provincial Assessor
	12. Segregate and record	None	10 Minutes per parcel/RPU	ARISM Division LAOO II Assessment Clerk II



3. Receive the approved Tax Declaration	13. Issue documents	None	3 Minutes per parcel/RPU	ARISM Division Chief
			1 hour 20 Minutes (if one parcel/RPU only, but for bulk, processing time would be adjusted accordingly)	

3. Appraisal and Assessment of Real Properties

The conduct of appraisal and assessment of Real Properties.

Office or Division	Assessment Operations and Evaluation Division, Tax Mapping Operations Division, Property Valuation and Examination Division, Assessment Records and Information System Management Division, Admin. Section
Classification	Highly Technical
Type of Transaction	G2G
Who may avail	Government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 copy, original)	1. Client's own document/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book at the entrance booth		None	3 Minutes	PACD
2. Submit letter	1. Receive the		10 Minutes	Admin. Section Statistician II



request	letter and record			
	2. Forward to the Provincial Assessor	None	5 Minutes	Admin Chief
	3. Assign and schedule the personnel to attend to the activity	None	10 Minutes	Provincial Assessor
	4. Prepare Travel Order	None	30 Minutes	Admin Chief
	5. Approve Travel Order	None	10 Minutes (if Provincial Assessor is in the Office - recommending) 1 Day (if the Provincial Administrator is in her Office-approval)	Provincial Assessor Provincial Administrator
	6. Conduct ocular appraisal, assessment, activity	None	1 Day per site	<u>REA and Technical Personnel</u> Tax Mapper IV LAOO IV LAOO III LAOO II Assessment Clerk II
	7. a. Prepare report (if report is sufficient);	None	a. 15 Working Days	<u>REA and Technical Personnel</u> Tax Mapper IV LAOO IV LAOO III LAOO II Assessment Clerk II
	b. Forward to Admin for recording	None	5 Minutes	<u>All REA and Technical Personnel</u> concerned



	c. Receive and forward to the Provincial Assessor	None	5 Minutes	Admin. Section Statistician II
	8. Prepare PAC Resolution (if requested)	None	b. 30 Calendar Days	<u>Provincial Appraisal Committee</u> Provincial Assessor Provincial Treasurer Provincial Engineer
	9. Forward to Admin for recording and releasing to the requesting party		5 Minutes	Provincial Assessor
3. Receive documents	10. Issue documents	None	5 Minutes	Admin. Section Statistician II Assessment Clerk II
			17 Days, 1 Hour, 28 Minutes (if Appraisal Report is sufficient to the requesting party) 47 Days, 1 Hour, 28 Minutes (if PAC Resolution is needed by the requesting party)	



4. Re-assessment of Real Properties

The conduct of re-assessment of real properties to confirm the appraisal of real properties.

Office or Division	Assessment Operations and Evaluation Division, Tax Mapping Operations Division, Property Valuation and Examination Division, Assessment Records and Information System Management Division, Admin. Section
Classification	Highly Technical
Type of Transaction	G2G/G2C
Who may avail	Government agencies, private owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Letter Request (1 copy, original)	2. Client's own document/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book at the entrance booth		None	3 Minutes	PACD
2. Submit letter request	1. Receive the letter and record in the logbook		10 Minutes	Admin. Section Statistician II
	2. Forward to the Provincial Assessor	None	5 Minutes	Admin Chief
	3. Assign and schedule the personnel to attend to the activity	None	10 Minutes	Provincial Assessor
	4. Prepare Travel Order	None	30 Minutes	Admin Chief



	5. Approve Travel Order	None	10 Minutes (if Provincial Assessor is in the Office - recommending) 1 Day (if the Provincial Administrator is in her Office-approval)	Provincial Assessor Provincial Administrator
	6. Conduct ocular re-assessment activity	None	1 Day per site	<u>REA and Technical Personnel</u> Tax Mapper IV LAOO IV LAOO III LAOO II Assessment Clerk II
	7. a. Prepare report, other documentary requirements	None	a. 15 Working Days	<u>REA and Technical Personnel</u> Tax Mapper IV LAOO IV LAOO III LAOO II Assessment Clerk II
	b. Forward to Admin for recording	None	5 Minutes	All REA and Technical Personnel concerned
	c. Receive and forward to the Provincial Assessor for comment and/or signature	None	5 Minutes	Admin. Section Statistician II
	8. Forward to Admin for recording and releasing to the requesting party	None	5 Minutes	Provincial Assessor



3. Receive documents	9. Issue documents	None	5 Minutes	Admin. Section Statistician II Assessment Clerk II
			17 Days, 1 Hour, 28 Minutes (if Appraisal Report is sufficient to the requesting party)	



GENERAL SERVICES OFFICE EXTERNAL SERVICES



1. Issuance of Property Clearance for NON-ACCOUNTABLE OFFICERS

Clearance issued to PGC employees who: (1) will retire from service (2) file for leave of absence for 30 days and more: (3) will file for terminal leave

Office or Division	General Services Office - Property and Supply Management Division			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	PGC employees; NGA employees who received properties from the PGC			
CHECKLIST REQUIRMENTS			WHERE TO SECURE	
1. Clearance / Certificate from their office (1 Original Copy) 2. Clearance Fee Official Receipt (OR) – (Original 1 Copy) 3. Clearance Form – (3 copies)			<ul style="list-style-type: none"> Employee's Office Finance Building - Cashier HRMO 	
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Office Clearance and OR of Clearance Fee	1.Receive the documents and check for completeness	None	5 minutes	<i>Division Chief Property Management Division</i>
	1.1 Check / verify inventory record as to office, as to personnel	None	2 days	<i>Division Chief Property Management Division</i>
	1.2 Prepare Property Clearance and affix initial	None	30 minutes	<i>Division Chief Property Management Division</i>
	1.3 Signing of Clearance	None	5 minutes	<i>Department Head General Services Office</i>



	1.4 Collate signed documents and return to Property Mgt. Division	None	30 minutes	<i>Division Chief Administrative Division</i>
2. Employee receive the signed Property Clearance	2. Record and issue the clearance	None	5 minutes	<i>Division Chief Property Management Division</i>
TOTAL				
3 working days				

2. Issuance of Property Clearance for ACCOUNTABLE OFFICERS

Clearance issued to PGC Department Heads and/or Accountable Officers who: (1) will retire from the service; and (2) will file for terminal leave

Office or Division	General Services Office - Property and Supply Management Division			
Classification	G2G			
Type of Transaction	Complex			
Who may avail	PGC employees; NGA employees who received properties from the PGC			
CHECKLIST REQUIRMENTS		WHERE TO SECURE		
1. Clearance / Certificate from their office - 1 Original Copy 2. Clearance Fee Official Receipt (OR) - 1 Original Copy 3. Clearance Form - 3 copies		<ul style="list-style-type: none"> • Employee's Office • Finance Building - Cashier • HRMO 		

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit Office Clearance and OR of Clearance Fee	1. Receive the documents and check completeness	None	5 minutes	<i>Division Chief</i> Property Management Division
	1.1 Check /verify inventory record as to office, as to name of accountable officer	None	4 hours	<i>Division Chief</i> Property Management Division
	1.2 Prepare memo for the conduct of office inventory	None	15 minutes	<i>Division Chief</i> Property Management Division <i>Department Head</i>
	1.3 GSO Head to sign the memo	None	5 minutes	<i>Division Chief</i> Property Management Division
	1.4 Conduct actual physical inventory at site/office of the Accountable Officer	None	5 days	<i>Division Chief</i> Property Management Division
	1.5 Update inventory records of Office of exiting Accountable Officer and cause the transfer of records to the incoming Accountable Officer	None	On the 6 th day @ 4 hours	<i>Division Chief</i> Property Management Division
	1.6 Prepare Property Clearance and affix initial and forward to Admin Division	None	30 minutes	<i>Division Chief</i> Administrative Division
	1.7 Record Property Clearance and place on the Dept Head's table	None	10 minutes	<i>Department Head</i> General Services Office



	1.8 Signing of Clearance		5 minutes	<i>Division Chief</i> Administrative Division
	1.9 Collate, record, signed Property Clearance and return to Property Division		30 minutes	<i>Division Chief</i> Property Management Division
	1.10 Record and issue the clearance		5 minutes	
TOTAL				
7 days				

3. Issuance of Supplies and Materials

Issuance of office supplies and materials

Office or Division	General Services Office - Property and Supply Management Division			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	PGC employees; NGA employees who received properties from the PGC			
CHECKLIST REQUIRMENTS		WHERE TO SECURE		
1. Draft copy of requisition and issue slip (RIS) - 1 copy		• Requesting/ End User's Office		
2. Final copy of RIS - 3 copies; signed and accomplished as to available items in stock		• Requesting/ End User's Office		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive the documents and check completeness	None	5 minutes	<i>Division Chief</i> Property Management Division



	1.1 Check /verify if items listed on the draft RIS are available	None	4 hours	<i>Division Chief</i> Property Management Division
	1.2 Return the verified RIS to End User with details on supplies available in the GSO warehouse (via email/SMS/ messenger)	None	15 minutes	<i>Division Chief</i> Property Management Division
	1.3 Update records of inventory of stock	None	2 hours	<i>Division Chief</i> Property Management Division
	1.4 Prepare documents to be signed by the End-User upon receiving of supplies	None	1 hour	<i>Division Chief</i> Property Management Division
	1.5 Pack / Arrange / Label supplies to be released to End User	None	2 hours	<i>Division Chief</i> Property Management Division
2. Receive signed document	2. Receive and check document	None	5 minutes	<i>Division Chief</i> Property Management Division
3. Receive supplies	3. Endorse/ Turnover supplies/ materials	None	15 minutes	<i>Division Chief</i> Property Management Division
TOTAL 2 days and 30 minutes				



4. Acceptance of Deliveries

To receive/accept deliveries of procured supplies, materials and equipment

Office or Division	General Services Office - Property and Supply Management Division
Classification	G2G
Type of Transaction	Simple
Who may avail	Private enterprises and Government Agencies
CHECKLIST REQUIRMENTS	WHERE TO SECURE
1. Fully signed Purchase Order (1 copy, Supplier's Copy) 2. Delivery Receipt (1 Original copy; 1 duplicate copy) 3. Official Receipt (1 Original copy; 1 duplicate copy) 4. Items to be delivered	<ul style="list-style-type: none"> Supplier's Business Office

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1. Receive documents and check as to completeness	None	5 minutes	<i>Division Chief</i> Property Management Division
	1.1 Review/compare items in Purchase Order (PO) and Delivery Receipt (DR)	None	30 minutes	<i>Division Chief</i> Property Management Division
	1.2. Check items as to minimum specifications/description and as to quantity as per PO	None	1 hour	<i>Division Chief</i> Property Management Division
	1.3 Bring delivered items to Store Room	None	1 hour	<i>Division Chief</i> Property Management Division
	1.4 Sign/Initial DR and OR	None	5 minutes	<i>Division Chief</i> Property Management Division
2. Supplier to receive signed or duplicate copy of DR and OR	2. Return to Supplier duplicate copy of DR and OR	None	5 minutes	<i>Division Chief</i> Property Management Division
TOTAL 2 hours and 45 minutes				



5. Inspection and Acceptance of Waste Materials from replaced parts of equipment and vehicles

To receive/accept waste material items from replaced parts of equipment and vehicles and the signing on Waste Material Report Form

Office or Division	General Services Office - Property and Supply Management Division
Classification	G2G
Type of Transaction	Simple
Who may avail	PGC employees; NGA employees subsidized/authorized by the PGC to charge their repair and maintenance of vehicles and equipment
CHECKLIST REQUIRMENTS	WHERE TO SECURE
1. Accomplished Waster Material Report (WMR) Form - 3 Copies 2. Waste items	<ul style="list-style-type: none"> End-user's Office Repair Shop

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit WMR Form with waste items	1. Receive document and waste items	None	5 minutes	<i>Division Chief</i> Property Management Division
	1.1. Identify the waste items and check if it is written on the WMR	None	30 minutes	<i>Division Chief</i> Property Management Division
	1.2 Sign the WMR Form as to correctness and completeness of waste items	None	5 minutes	<i>Division Chief</i> Property Management Division
	1.3 Get 1 copy of the WMR Form for GSO File	None	5 minutes	<i>Division Chief</i> Property Management Division
2. End user to received signed WMR	2. Return 2 copies of the WMR Form to the End-user	None	5 minutes	<i>Division Chief</i> Property Management Division
TOTAL 55 minutes				



GENERAL SERVICES OFFICE INTERNAL SERVICES



1. Signing on Acceptance and Inspection Report (AIR) Form

Authorized GSO Officer to sign on the AIR Form as to acceptance of delivered/procured supplies and equipment.

Office - Division	General Services Office – Property and Supply Management Division
Classification	G2G
Type of Transaction	Simple
Who may avail	PGC Offices/employees processing payment of procured supplies and equipment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished AIR Form – 4 copies	End-user's Office
2. The following are attached to the AIR – original and 3 photocopies of: Purchase Request (PR); Request for Quotation (RFQ), Abstract of Price Quotation (APQ), Purchase Order (PO), Delivery Receipt (DR) or Official Receipt (OR) of the items delivered, Requisition and Issuance Slip (RIS)	

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive document and check attachment	None	20 minutes	<i>Division Chief</i> Property Management Division
	1.1 Record document on the log book	None	5 minutes	<i>Division Chief</i> Property Management Division
	1.2 Review description of items indicated on the AIR as per PR, PO, DR or OR	None	3 hours	<i>Division Chief</i> Property Management Division
	1.3 If no discrepancies found, sign the AIR Form as to acceptance of items	None	5 minutes	<i>Division Chief</i> Property Management Division
	1.4 Get/Pullout copy no.2 of the AIR for	None	5 minutes	<i>Division Chief</i> Property Management Division



	GSO file			
	1.5 Affix AIR Number and update logbook for release	None	10 minutes	<i>Division Chief</i> Property Management Division
2. Receive signed AIR Form	2. Release signed AIR Form to Client	None	2 minutes	<i>Division Chief</i> Property Management Division
TOTAL 3 hours and 30 minutes				

2. Vouchers Stamped as to INVENTORY

Disbursement vouchers payment for the acquired supplies and equipment are stamped with GSO Inventory required by the Accounting Department.

Office - Division	General Services Office – Property and Supply Management Division
Classification	G2G
Type of Transaction	Simple
Who may avail	PGC Offices/employees processing payment of procured supplies and equipment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished OBR – Voucher (number of copies as per required by the Finance Offices) 2. Attachment to the OBR-Voucher: Accomplished copies with 1 original and 4 photocopies of each document: Purchase Request (PR); Request for Quotation (RFQ), Abstract of Price Quotation (APQ), Purchase Order (PO), Delivery Receipt (DR) or Official Receipt (OR) of the items delivered, Requisition and Issuance Slip (RIS); Acceptance and Inspection Report (AIR), Inventory Custodian Slip (ICS)/ Acknowledgment Receipt for Equipment (ARE)	End-user's Office

CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive document and check as to completeness of attachment and number	None	15 minutes	<i>Division Chief</i> Property Management Division



	of copies			
	1.1 Get/Pullout copy no. 2 of PR, PO, OR/DR	None	5 minutes	<i>Division Chief</i> Property Management Division
	1.2 Voucher stamp with "OK AS TO INVENTORY"	None	5 minutes	<i>Division Chief</i> Property Management Division
2. End-user to receive stamped voucher	2. Release stamped voucher to End-user	None	5 minutes	<i>Division Chief</i> Property Management Division
TOTAL 30 Minutes				

3. Provision of General Services to all PGC offices

Request for GSO for MINOR electrical, plumbing and carpentry repair and maintenance. Includes request for GSO vehicles to be used for various PGC activities and request for manpower, janitorial services personnel.

Office - Division	General Services Office – Buildings and Facilities Management Division (BFMD)			
Classification	G2G			
Type of transaction	Complex			
Who may avail	PGC Offices			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Accomplished GENERAL SERVICES REQUEST SLIP (these were emailed to all offices) or request letter addressed to ATTY. IAN LUIS C. AGUILA, CPA		1. End-user's Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement via email gso@cagayan.gov.ph or to the GSO Admin Division	1. Retrieve /Receive	None	15 minutes	<i>Division Chief</i> Administrative Division
	1.1 Print email then record on logbook	None	15 minutes	<i>Division Chief</i> Administrative Division
	1.2 Forward to BFMD	None	15 minutes	<i>Division Chief</i> Administrative Division
	1.3 Receive request, review			



	dates, determine possible materials to be used and availability; personnel to be deployed	None	6 days (activities nos. 1.3 to 1.5)	<i>Division Chief Buildings & Facilities Management Division</i>
	1.4 Prepare Work Completion Slip	None		
	1.5 Calendar the repair and maintenance work schedule	None		
2. Receive call as to schedule of maintenance work	2. Call End-user's focal person as to schedule of maintenance work	None	15 minutes	<i>Division Chief Buildings & Facilities Management Division</i>
3. Sign Work Completion Slip	3. GSO personnel to proceed to Requesting Office as scheduled and perform necessary repair and maintenance works	None	(Excluded in the total number of days to comply with the request; this activity is relative to the complexity of the repair works to be done)	<i>Labor Gen Foreman Buildings & Facilities Management Division</i>
	3.1 Present Work Completion Slip upon completion of the works	None	15 mins	<i>Labor Gen Foreman Buildings & Facilities Management Division</i>
	3.2 Receive signed Work Completion Slip	None	15 mins	<i>Labor Gen Foreman Buildings & Facilities Management Division</i>
TOTAL 6 days and 1 hr. 30 mins				

4. Signing of Inventory Custodian Slip (ICS)

ICS is a document required to process payment for the supplies and equipment procured by the different offices; it is to be signed by the General Services Officer or his/her authorized representative. It indicates the full description, specifications, model, amount of the items procured and reflected on Inventory Book Report.



Office - Division	General Services Office –Property and Supply Management Division (PSMD)			
Classification	G2G			
Type of transaction	Simple			
Who may avail	PGC Offices			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<p>1. Accomplished ICS – 1 original copy, 3 photocopies</p> <p>2. ICS Attachments are 1 original copy and 3 photocopies of: Purchase Request (PR); Request for Quotation (RFQ); Abstract of Price Quotation (APQ); Purchase Order (PO), Requisition Issue Slip (RIS), Acceptance and Inspection Report (AIR), Delivery Receipt (DR) or Official Receipt (OR) of items delivered</p>		End-user's Office		
CLIENT STEPS	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished ICS	1. Receive document and check details on the ICS	None	15 minutes	<i>Division Chief Administrative Division</i>
	1.1 Record on the logbook and forward to Property and Supply Management Division (PSMD)	None	15 minutes	<i>Division Chief Administrative Division</i>
	1.2 Receive document and review attachment and details written on ICS	None	30 minutes	<i>Division Chief Property and Supply Mgt Division</i>
	1.3 Update inventory record	None	2 hours	<i>Division Chief Property and Supply Mgt Division</i>
	1.4 Sign ICS	None	5 minutes	<i>Division Chief Property and Supply Mgt Division</i>
	1.5 Pullout copy no. 2 of the ICS for GSO file	None	5 minutes	<i>Division Chief Property and Supply Mgt Division</i>



2. Receive signed ICS	2. Release signed ICS to End-user	None	2 minutes	<i>Division Chief</i> Property and Supply Mgt Division
TOTAL 4 hours and 12 minutes				

5. Signing of Property Acknowledgement Receipt (PAR)

ARE is a document required to process payment for equipment procured by the different offices; it indicates the full description, specifications, model, amount of the equipment procured and reflected in the Inventory Report Book.

Office - Division	General Services Office –Property and Supply Management Division (PSMD)			
Classification	G2G			
Type of transaction	Simple			
Who may avail	PGC Offices			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Accomplished PAR – 1 original copy, 3 photocopies			End-user's Office	
2. PAR Attachments are 1 original copy and 3 photocopies of: Purchase Request (PR); Request for Quotation (RFQ); Abstract of Price Quotation (APQ); Purchase Order (PO), Requisition Issue Slip (RIS), Acceptance and Inspection Report (AIR), Delivery Receipt (DR) or Official Receipt (OR) of items delivered				
CLIENT STEPS	OFFICE ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished PAR	1. Receive document, check details on the PAR	None	15 minutes	<i>Division Chief</i> Administrative Division
	1.1 Record on the logbook and forward to Property and Supply Mgt Div	None	15 minutes	<i>Division Chief</i> Administrative Division
	1.2 Receive document and review attachment and description written	None	2 hours	<i>Division Chief</i> Property & Supply Mgt Div
	1.3 If NO discrepancies found, items will	None		<i>Division Chief</i> Property & Supply Mgt Div

	be reflected on the Inventory of PGC PPE			
	1.3.1 If discrepancies found, End-user will be informed for appropriate corrections via SMS, group messenger, phone call	None	2 days (activities nos. 1.3 to 1.5)	<i>Division Chief</i> Property & Supply Mgt Div
	1.4 Upon updating of inventory book, affix initial on PAR	None		<i>Division Chief</i> Property & Supply Mgt Div
	1.5 Forward to Admin Division for collation of documents to be signed by the Dept. Head			<i>Division Chief</i> Property & Supply Mgt Div
	1.6 Admin Division to receive PAR with initial and place on Dept Head's table		5 minutes	<i>Division Chief</i> Admin Division
	1.7 Dept Head to review then sign		5 minutes	<i>Dept Head</i> General Services Office
	1.8 Signed PAR to be retrieved/collated then return to Property & Supply Mgt Div		5 minutes	<i>Division Chief</i> Admin Division
	1.9 Receive signed PAR and updated logbook for release		5 minutes	<i>Division Chief</i> Property & Supply Mgt Div
2. Receive signed ARE	2. Signed PAR to release to End-user		5 minutes	<i>Division Chief</i> Property & Supply Mgt Div
Total 3 days				



**PROVINCIAL SOCIAL WELFARE AND
DEVELOPMENT OFFICE
EXTERNAL SERVICES**



1. AID TO INDIVIDUALS- IN- CRISIS SITUATION (AICS)

The provision of counseling, referral for psychological, as well as financial assistance to disadvantaged and marginalized sectors is part of the social protection services of the PSWDO. These protective services aim to help individuals and families to cope with the difficult situation they are presently experiencing, such as illness, death of a family member, loss of source of income, human induced and other isolated incidents. Request for medical assistance for the hospitalization or medication of indigent individuals.

Office or Division	Crisis Intervention Unit			
Classification	Highly Technical			
Type of transaction	G2C, G2G			
Who may avail	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the Governor or Online Application (https://cagayanasap.ph/) 2. Medical abstract/medical Certificate (1 Original or Certified true copy) 3. Social Case Study Report/General Intake Sheet (1 Original copy) 4. Certificate of Indigency(1 Original copy)		1. Client/ Requesting party 2. Patient's attending physician 3. Municipal/City Social Welfare and Development Office/Licensed Social Worker 4. Barangay where the client resides		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for Medical Assistance	1. Receive required documents	None	20 mins.	AA-/ SWO-/ CRISIS INTERVENTION UNIT
	1.1 Review the completeness of documents submitted	None	1 hour.	
	1.2 (For clients without SCSR) Interview, counselling and provision of further instructions	None	3 hours	Licensed Social Worker
	1.3 Tabblings of SCSRs	None	30 mins.	PSWD Officer Prov'l Social Welfare and
	1.4 Assess/ Recommend amount to be extended.	None	4 hours	
1.5 SCSR/GIS is	None	1 hour		



	signed by the PSWD Officer			Development Office
	2. Transmit complete documents to Governor's Office			<i>CIU Staff</i>
	2.1 Prepare transmittal of assessed and signed documents	None	1 hour	
	2.2 Submit/transmit assessed documents to the Governor's Office	None	15 mins.	PSWDO staff
	3. SCSR/GIS is signed by the Governor	None	1 day	<i>Governor</i> Governor's Office
	3.1 Prepare document (OBR, Voucher)	None	2 days 3 hours and 15 minutes	<i>Liaison staff</i> Governor's Office
	3.2 OBR is signed by the Chief of Staff	None	1 day	<i>Chief of Staff</i> Governor's Office
	3.3 Bring signed OBRs and vouchers to PSWDO for control	None	10 mins.	<i>Liaison staff</i> Governor's Office
	4. Affix control number			<i>AA-I</i> <i>SWO-I</i> CRISIS INTERVENTION UNIT
	4.1 Record and affix control number	None	1 hour	
	5. Transmit documents to Finance Office	None	30 mins.	<i>AA-I</i> <i>SWO-I</i> CRISIS INTERVENTION UNIT
	6. Funding Control and Signature	None	1 day	<i>Prov'l Budget Officer</i>
	7 Pre-audit and control and signature of the Provincial Accountant	None	2 days	<i>Provincial Accountant</i>
	1. PTO for availability of funds			<i>Prov'l Treasurer</i>
	8.1 For control of the voucher	None	2 days	



	9. Voucher for PA's signature 9.1 Approval of voucher	None	1day	Prov'l Administrator
	10 PTO for preparation of cheque 10.1 Signature of cheque	None	1 day	Prov'l Treasurer
	11. Cheque for PA's signature 11.1 Approval of voucher/cheque	None	1 day	Prov'l Administrator
12. Release of cheque	12. Accountant's Advice, information through SMS	None	1day	Prov'l Treasurer's Office
		TOTAL	15 days	

2. Program for Former Rebels

Processing and Transition for Former Rebels

Office or Division	Provincial Social Welfare and Development Office (PSWDO)/ Cagayan Halfway House			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	FRs and MBs			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. After Custodial Debriefing Report (ACDR) (1 Original) 2. Deradicalization Certificate	<ul style="list-style-type: none"> Either of the following: PNP, AFP, Philippine Marines and other Intelligence group. 			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FR submit required documents for availment of the program (FR, PNP/Army)	1. Assessment of the documents submitted 1.1 Preliminary Interview 1.1.1 Annex B 1.1.2 Annex C 1.1.3 Annex D	None	10 minutes 35 minutes 5 minutes 45 minutes	Social Worker In-charge Prov'l Social Welfare and Development Office



	1.2 Admission of FRs	None	10 minutes 5 minutes	Social Worker In-charge Prov'l Social Welfare and Development Office
	1.2.1 Orientation on the Halfway House 1.2.2 Issuance of belongings and Room Assignment			
	1.3 Transmit and Submit Documents to DILG	None	20 minutes	PSWDO & DILG
2. Wait for the Call from DILG	2.1 Follow-up schedule of deliberation/deliberation	None	30 minutes/FR	E-CLIP Committee
	2.2 Discharge Process 2.2.1 Discharge Conference Release and Termination	None None	4 hours 2 hours	PSWDO, PNP, AFP, MSWDO, & Brgy. Captain
TOTAL		8 hours & 40 minutes		

3. Program for Livelihood Assistance

Request for Livelihood Assistance for Vulnerable Sector

Office or Division	Provincial Social Welfare and Development Office (PSWDO) – Technical Division			
Classification	Highly Technical			
Type of Transaction	G2C, G2G			
Who may avail	Vulnerable sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Eligibility (1 Original copy) 2. GIS (1 Original copy) 3. Mungkahing Proyekto (1 Original copy) 4. Barangay Certificate (1 Original copy)		<ul style="list-style-type: none"> • PSWDO • PSWDO • PSWDO • Barangay where the client resides 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1.1 Assessment of documents and eligibility of the clients	None	10 minutes/client	Social Worker In-charge (licensed SW) Prov'l Social Welfare and Development Office



	1.2 Orientation on Basic Business Management and Skills Development	None	1 day	<i>Social Worker In-charge</i> Prov'l Social Welfare and Development Office
	1.3 Preparation of Payroll/voucher	None	1 hour	
	1.4 Prepare document (OBR, Voucher)	None	1 day	<i>Budget Officer</i> Prov'l Budget Officer
	1.5 OBR is signed by the Chief of Staff	None	1 day	<i>Provincial Accountant</i> Prov'l Accountant's Staff
	1.6 Bring signed OBRs and vouchers to PSWDO for control	None	5 minutes	Prov'l Accounting Office
	1.7 Funding Control and Signature	None	1 day	Prov'l Budget Office
	1.8 Pre-audit and control and signature of the Provincial Accountant	None	1 day	Prov'l Accounting Office
	1.9 PTO for availability of funds and preparation of cheque	None	1 day	Prov'l Treasury Office
	1.10 Cheque for PA's signature	None	1 day	Prov'l Administrator's Office
TOTAL			8 days and 15 minutes	



4. Honorarium for Child Development Workers

Request for Honorarium of Child Development Workers

Office or Division	Provincial Social Welfare and Development Office (PSWDO) – Technical Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Child Development Workers (CDW)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Masterlist from City/Municipal Social Welfare and Development Office (Electronic copy)		C/MSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. MSWDO submit Masterlist of Child Development Workers (CDWs)	1.1 Assessment and review of CDWs per Barangay	None	15 minutes	Social Worker In-charge Prov'l Social Welfare and Development Office
	1.2 Encode Payroll of CDWs per municipality	None	5 hours	Social Worker In-charge Prov'l Social Welfare and Development Office
	1.3 Prepare Summary of CDWs per municipality	None	30 minutes	Social Worker In-charge Prov'l Social Welfare and Development Office
	1.4 Prepare document (OBR, Voucher)	None	1 day	Governor/Chief of Staff GO Staff Governor's Office
	1.5 OBR is signed by the Chief of Staff	None	1 day	Prov'l Accountant's Staff
	1.6 Bring signed OBRs and vouchers to PSWDO for control	None	5 minutes	Prov'l Accounting Office
	1.7 Funding Control and Signature	None	1 day	Prov'l Budget Office
	1.8 Pre-audit and control and signature of the Provincial Accountant	None	1 day	Prov'l Accounting Office
	1.9 PTO for availability of funds	None	1 day	Prov'l Treasury Office



	and preparation of cheque			
	1.10 Cheque for PA's signature	None	1 day	Prov'l Administrator's Office
TOTAL			6 days and 55 minutes	

5. Relief Management

Request for Relief Goods and Food Assistance

Office or Division	Provincial Social Welfare and Development Office (PSWDO)/ Technical			
Classification	Simple			
Type of Transaction	G2G,G2C			
Who may avail	Victims of Calamities, Disasters and Emergencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 copy) 2. Approval of the Governor (1 original copy) 3. Availability of Supply 4. Requisition and Issue Slip (RIS) 5. Relief Distribution Sheet (RDS)		<ul style="list-style-type: none"> • Requesting party • Governor's Office • PSWDO 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Received letter request	None	1 day	Chief of Staff Governor's Office
	1.2 If submitted to Governor's Office	None		
	1.3 If submitted to PSWDO	None	15 minutes	PSWDO, Liaison Staff, Governor's Office
	1.4 PSWDO refer letter to Governor's Office for reading/advise/approval	None		
2. Wait for the call from PSWDO	2. Allocation of goods	None	15 minutes	PSWD Officer
	2.1 PSWDO to coordinate with the requesting party			
	2.2 If emergency/during calamities/disasters	None	15 minutes	PSWDO, PEO
	2.3 PSWDO sends a team to bring relief assistance			
	2.4 Request for transport equipment			
2.5 Request for manpower	None	15 minutes	GSO, PEO & PSWDO	
2.6 Loading of Food	None	2 hours	PSWDO Wareho	



	and Non-food Items			use Man
	2.7 Transport/Unloading of the Food and Non-food Items	None	3 hours	PSWDO Staff
	2.8 Receiving Party 2.8.1 Local Government Unit (LGU) 2.8.2 If group/individual directly affected	None	30 minutes	PSWDO Requesting group or individual
TOTAL			1 day, 1 hour and 24 minutes/ transaction	

6. Assistive Device for Adult

Request for availment of assistive devices of PWDs

Office or Division	Technical Division			
Classification	Highly Technical			
Type of Transaction	G2C, G2G			
Who may avail	Persons with Disability			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For wheelchair and other related devices: <ol style="list-style-type: none"> 1. PWD ID (1 Photocopy) 2. Photo of Client (whole body) (1 clear copy) 3. General Intake Sheet (1 Original copy) 4. Medical Certificate indicating that client is recommended to use wheel chair or other related devices (1 Original copy) 5. Brgy. Certificate of Indigency (1 Original copy) 6. Letter Request to Governor (1 Original copy) 			<ul style="list-style-type: none"> • Client/requesting party • P/C/M/SWDO • Attending Physician • Brgy. Chairman where the client resides • Client/requesting party 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and assess documents	None	10 mins	SWO- III Prov'l Social Welfare and Development Office
	1.1 Assessment of the beneficiary/ies (Measurement)	None	3 mins	SWO-III Trained Assessor
	1.2 Release of wheel chair/Assembly	None	30 minutes	PSWDO



	Wheelchair			
		TOTAL	43 minutes	

7. Services for Abused Women and Children, victims of trafficking in person and the like

Drop-inCenter for Abused Women and Children

Office or Division	Technical Division			
Classification	Highly Technical			
Type of Transaction	G2C, G2G			
Who may avail	Victims of Abuses and Trafficking			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		-		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual or group who submit himself/herself for assistance	1. Intake Interview 1.1 Filling-out of Intake Sheet 1.2 Filling-out of Referral Sheet 1.2.1 Medical 1.2.2 Police blotter/Investigation Report 1.2.3 Legal Services	None	15 minutes 10 minutes 2 hours 1 day 1 day	Social Worker In-charge RHU, PHO, CVMC Women and Children's Protection Desk, PNP, NBI PLO, CHR, NBI, PNP
	1.3 Admission 1.3.1 Orientation on the LavCenter 1.3.2 Issuance of Belongings, room assignment and other dignity kits	None None	15 minutes 10 minutes	Social Worker In-charge SWA, Houseparent
	1.4 Confrontation 1.4.1 Dialogue between abuser, the abuse 1.4.2 If amicably settled: Signing of agreement with the abuser and the abuse notarized by the Legal Office 1.4.3 If case is filed: Filing of case	None None None	4 hours 4 hours 2 days	Both party, Social Worker In-charge & Legal Perpetrator and the abuse, Social Worker In-charge & Legal The victim, Social Worker In-charge, PLO, PNP, Legal, CHR & NBI
	1.5 Psycho-social Treatment 1.5.1 Referral to DSWD facility for further intervention for 72	5,000.00 per client	1 day	OASIS Psychological Testing Center



	hours			
	1.6 Discharge 1.6.1 Discharge Conference 1.6.2 If DSWD Center 1.6.3 If Family/Community: aftercare report and referral letter	None	1 hour 1 hour	The victim, Social Worker In- charge, Helping Team of the DSWD Facility
TOTAL			If amicably settled (4 days and 1 hour) If case is filed (6 days and 10 minutes)	



OFFICE OF THE PROVINCIAL AGRICULTURIST EXTERNAL SERVICES



1. TILAPIA FINGERLING AVAILMENT

Tilapia fingerling availment for backyard or commercial fishpond, fishcages, and communal bodies of waters.

Office or Division	Provincial Fishery Stations (Lal-lo, Camalaniugan & Sta. Ana) and Fishery Resources Management and Extension Support Services Division			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Fishpond Operators, fisherfolks/ farmers associations, LGU, NGAs and other recognized NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Fingerling Purchase Order Form (POF) (2 copies) 2. Request Letter address to the Governor thru OPA		<ul style="list-style-type: none"> Office of the Municipal Agriculturist (OMA) PFS Sta. Ana (Centro, Sta. Ana), PFS Lal-lo (Catayuan, Lal-lo), PFS Camalaniugan (Bantay, Camalaniugan) Requesting clients 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client log book indicating name, address, purpose contact number and signature	1. Facilitate in the signing of the logbook	None	2 minutes	<i>Officer of the Day Aquaculturist II Farm Foreman PFS-Lal-lo</i> <i>Aquaculturist II Administrative Aide I PFS-Camalaniugan</i>
2. Secure, fill-up, and submit accomplished POF	2. OD/PFS Head assists the client in accomplishing the form and conducts technical background interview of the project. If feasible, PFS Head recommends	None	30 minutes	<i>Agricultural Center Chief I Farm Worker II Farm Worker I Administrative Aide I PFS-Sta. Ana</i> <i>Farm Worker I PFSATC Anquiray, Amulung</i>



	approval of the request by the Provincial Agriculturist and sets the date for dispersal 2.1 After the interview, provide a copy of the claim stub to the clients.			
TOTAL: 32 minutes				

2. TILAPIA FINGERLING DISPERSAL

Tilapia fingerling dispersal for backyard or commercial fishpond, fishcages, and communal bodies of waters.

Office or Division	Provincial Fishery Stations (Lal-lo, Camalaniugan & Sta. Ana) and Fishery Resources Management and Extension Support Services Division			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Fishpond Operators, fisherfolks/ farmers associations, LGU, NGAs and other recognized NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Fingerling Purchase Order Form (POF) (2 copies) 2. Request Letter address to the Governor thru OPA		<ul style="list-style-type: none"> Office of the Municipal Agriculturist (OMA) PFS Sta. Ana (Centro, Sta. Ana), PFS Lal-lo (Catayauan, Lal-lo), PFS Camalaniugan (Bantay, Camalaniugan) Requesting clients 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client log book indicating name, address, purpose contact number and signature	1. Facilitate in the signing of the logbook	None	2 minutes	<i>Officer of the Day Aquaculturist II Farm</i>



<p>2. Client comes to the designated PFS on the scheduled date of dispersal and present the claim stub</p>	<p>2. Farm personnel collects and packs the pre-conditioned fingerlings. 2.1 If dispersed fingerling quantity is 1,000 pcs or less, it shall be free of charge and the OD shall let the client sign in the receiving logbook. But if it is more than 1,000 pcs. The OD shall collect from the client the cost of the fingerlings in excess of the 1,000 pcs. and shall issue a temporary receipt. Farm personnel briefs client on basic tilapia farming and provide a copy of tilapia techno guide.</p>	<p>Tilapia Fingerlings Fisheries Administrative Order (FAO) No. 205 - prescribed government prices for Tilapia fingerlings Size 24 (0.02 - 0.2 g.) = Php 0.15/pc Size 22 (0.21 - 0.42g.) = Php 0.25/pc Size 17 (0.56 - 1.5g.) = Php 0.35/pc Size 14 ((1.6- 3.2g.) = Php 0.45/pc</p>	<p>1 hour</p>	<p><i>Foreman</i> PFS-Lal-lo</p> <p><i>Aquaculturist II</i> <i>Administrative Aide I</i> PFS-Camalaniugan</p> <p><i>Agricultural Center Chief I</i> <i>Farm Worker II</i> <i>Farm Worker I</i> <i>Administrative Aide I</i> PFS-Sta. Ana</p> <p><i>Farm Worker I</i> PFSATC Anquiray, Amulung</p>
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TOTAL: 1 hour and 2 minutes

3. Seeds and Seedling Dispersal

Seeds and Seedlings dispersal for backyard, community gardens and association projects.

Office or Division	Office of the Provincial Agriculturist			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Households, youth, students, associations, government agencies and LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Order Form (ROF) (2 copies)		<ul style="list-style-type: none"> Office of the Provincial Agriculturist (OPA), Anquiray, Amulung 		
2. Request Letter				
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client log book indicating name, address, purpose contact number and signature	1. Facilitate in the signing of the logbook	None	2 minutes	<i>Farm Supervisor</i> Office of the Provincial Agriculturist
2. Client submits request letter and/ or secure and accomplish Request Order Form from the Provincial Agriculturist	2. Provincial Agriculturist shall assign an HVCC Technical staff to assist client in accomplishing the form and assess the availability of requested seedlings.		15 minutes	<i>Provincial Agriculturist</i> Office of the Provincial Agriculturist <i>Agriculturist II</i> Office of the Provincial Agriculturist
3. Client proceeds to the nursery.	3. If seedlings are available for dispersal, technical staff recommends request for		30 minutes	<i>Agriculturist II</i> <i>Agricultural Technologist</i> Office of the Provincial Agriculturist



	approval by the Provincial Agriculturist.			
4. Client receives seed/ seedlings and signs the receiving logbook.	4. Farm personnel prepare and pack the requested seeds/ seedlings. Farm personnel brief clients on basic modern farming practices on vegetable production.		2 minutes	
Total Processing Time: 49 minutes				

4. Provision of Technical Assistance on Crop and Fish Production, Cooperative and Agribusiness, Institutional Development, and Irrigation and Agricultural Machineries to Walk-in Clients

Provision of technical assistance on modern agriculture and fishery technologies to farmers/ fisherfolks and other clients coming to the office.

Office or Division	Office of the Provincial Agriculturist - Agricultural Extension Services, Fishery Resources Management and Extension Support Division			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Farmers, Fisherfolks, Farmers/ Fisherfolk Associations, LGU, NGAs, NGOs and other clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID, Vaccination Card 2. Letter request to OPA for trainings/seminars/ Resource Speaker		<ul style="list-style-type: none"> Client 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign client log book indicating name, address,	1. Facilitate in the signing of the logbook	None	2 minutes	<i>Farm Supervisor</i> Office of the Provincial



purpose contact number and signature				Agriculturist
2. Proceed to Provincial Agriculturist	2. Validates request and forward to technical staff concerned	None	5 minutes	<i>Agriculturist II</i> Office of the Provincial Agriculturist
3. Proceed to the concerned staff for technical advice	3. Provide technical intervention such as briefing, simple demonstration and techno guide for simple issue/ problem. If validation of the area is required, technical staff shall schedule a site visit.	None	1 hour and 30 minutes	<i>Aquaculturist II</i> Fisheries Program Aquaculture and Fish Processing <i>Senior Agriculturist</i> Fishery Resources Management <i>Supervising Agriculturist</i> Aquacapture <i>Farm Worker I</i> Fingerling Request Agricultural Extension Services <i>Agricultural Technologist</i> Corn Program <i>Agriculturist II</i> Rice Program <i>Agriculturist II</i> HVCC Program <i>Cooperatives Development Specialist II</i> Cooperative and Agribusiness <i>Agricultural Technologist</i> Institutional Development <i>Secretariat Coordinator/ Aquaculturist II</i> Provincial Agricultural and Fishery Council



				(PAFC) <i>Co-Secretariat Coordinator Agricultural Technologist Agricultural & Biosystems Engineering Agricultural Technologist Irrigation and Agricultural Machineries</i>
Total Processing Time: 1 hour and 37 minutes				

5. on Field Technical Assistance on Crop and Fisheries Production, Cooperative and Agribusiness and Institutional Development

Provision of on field technical assistance on modern agriculture and fishery technologies to farmers/ fisher folks and other clients.

Office or Division	Office of the Provincial Agriculturist - Agricultural Extension Services, Fishery Resources Management and Extension Support Division			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Farmers, Fisherfolks, Farmers/ Fisherfolk Associations, LGU, NGAs, NGOs and other clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Farm lay-out/production data/organization's profile		<ul style="list-style-type: none"> Client 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show project site /documents for evaluation and validation	1. Technical Staff conducts evaluation and provides the client the necessary recommendations.	None	8 hours	Fishery Program <i>Aquaculturist II Aquaculture and Fish Processing</i> <i>Senior Agriculturist Fishery Resources Management</i> <i>Supervising Agriculturist Aquacapture</i>



				<p>Agricultural Extension Services</p> <p><i>Agricultural Technologist</i> Corn Program</p> <p><i>Agriculturist II</i> Rice Program</p> <p><i>Agriculturist II</i> HVCC Program</p> <p><i>Cooperatives Development Specialist II</i> Cooperative and Agribusiness</p> <p><i>Agricultural Technologist</i> Institutional Development</p> <p>Provincial Agricultural and Fishery Council (PAFC)</p> <p><i>Coordinator / Aquaculturist II</i></p> <p><i>Co-Secretariat Coordinator</i> <i>Agricultural Technologist</i></p> <p>Agricultural & Biosystems Engineering</p> <p>Irrigation and Agricultural Machineries <i>Agricultural Technologist</i></p>
2. Prepare Post Travel Report	2. Technical staff makes feedback and recommends appropriate action to the Provincial Agriculturist	None	1 hour	<p>Fishery Program</p> <p><i>Aquaculturist II</i> Aquaculture and Fish Processing</p>



				<p><i>Senior Agriculturist Fishery Resources Management</i></p> <p><i>Supervising Agriculturist Aquacapture</i></p> <p>Agricultural Extension Services</p> <p><i>Agricultural Technologist Corn Program</i></p> <p><i>Agriculturist II Rice Program</i></p> <p><i>Agriculturist II HVCC Program</i></p> <p><i>Cooperatives Development Specialist II Cooperative and Agribusiness</i></p> <p><i>Agricultural Technologist Institutional Development</i></p> <p>Provincial Agricultural and Fishery Council (PAFC)</p> <p><i>Coordinator / Aquaculturist II</i></p> <p><i>Co-Secretariat Coordinator Agricultural Technologist</i></p> <p><i>Irrigation and Agricultural Machineries Agricultural Technologist</i></p>
Total Processing Time: 9 hours				



PROVINCIAL VETERINARIAN OFFICE

EXTERNAL SERVICES



1. ANIMAL VACCINATION

This is given to animals to protect them from several highly contagious diseases. It also protects against transmissible diseases such as rabies that also pose a risk to humans and to achieve a Rabies free status in the Province of Cagayan.

Office or Division	Provincial Veterinary Office			
Classification	Simple			
Type of Transaction	Government to Citizens, G2C			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Animal health records (if available) 2. Request letter			<ul style="list-style-type: none"> • Client • LGU 	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
<i>For walk-in clients:</i>				
1. Register in the client logbook	1. Give logbook to the client	None	1 minute	<i>Officer of the Day</i>
	1.1 Refer client to the concerned technical staff	None	1 minute	
2. Discuss the details of the request	2. Assess the animal's health	None	3 minutes	<i>Veterinarian III Agricultural Technologist Agriculturist I Animal Production & Health Management Division</i> <i>Veterinarian II Regulatory Division</i>
3. Submit animal health records (if available)	3. Accept and evaluate document/s	None	2 minutes	
4. Present animal to be vaccinated	4. Conduct vaccination	None	3 minutes	
5. Receive records of the service rendered	5. Sign records of the service rendered and advises the client for the next follow-up, if necessary	None	2 minutes	
TOTAL		None	12 minutes	
<i>For mass vaccination in the barangays:</i>				
1. Register in the client logbook	1. Give logbook to the client	None	2 minutes	<i>Officer of the Day</i>



2.Present request letter	2.Receive the request letter	None	1 minute	<i>Records Officer II</i> Administrative Division
3.Coordinate with the other members about the schedule of the activity as arranged with PVO and MAO	3.Coordinate with the concerned LGU/proponent regarding the request and set a schedule for the conduct of the activity	None	2 working days from receipt of request	<i>Veterinarian III</i> Animal Production & Health Management Division
4.Assist the PVO personnel in the conduct of the needed services	4.Conduct the needed services to the community	None	5 hours, depending on the distance from the office, number of animals & terrain of the area	<i>Veterinarian III</i> <i>Agricultural Technologist</i> <i>Agriculturist I</i> Animal Production & Health Management Division
	4.1 Complete the masterlist of veterinary service form of all clients served	None	15 minutes	<i>Veterinarian II</i> Regulatory Division
TOTAL		None	2 days, 5 hours, 18 minutes	

2. ANIMAL DEWORMING

This is given to animals to control intestinal parasites. It is important preventative care management for reducing parasites (internal and external) and improving animal's health.

Office or Division	Provincial Veterinary Office			
Classification	Simple			
Type of Transaction	Government to Citizens, G2C			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Animal health records if available			<ul style="list-style-type: none"> Client 	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1.Register in the client logbook	1. Give logbook to the client	None	1 minute	<i>Officer of the Day</i>



	1.1 Refer client to the concerned technical staff	None	1 minute	
2. Discuss the details of the request	2. Assess the animal's health	None	3 minutes	<p style="text-align: center;"><i>Veterinarian III</i> <i>Agricultural Technologist</i> <i>Agriculturist I</i> Animal Production & Health Management Division</p> <p style="text-align: center;"><i>Veterinarian II</i> Regulatory Division</p>
3. Submit animal health records (if available)	3. Accept and evaluate document/s	None	2 minutes	
4. Present animal to be dewormed	4. Conduct deworming	None	3 minutes	
5. Receive records of the service rendered	5. Sign records of the service rendered and advises the client for the next follow-up, if necessary	None	2 minutes	
TOTAL		None	12 minutes	

3. ANIMAL DIAGNOSE & TREATMENT

It deals with the analysis and conclusions of various animal diseases caused due to various external and internal factors especially due to microorganisms such as bacteria, viruses, and fungi. Upon conclusion treatment is being done.

Office or Division	Provincial Veterinary Office			
Classification	Simple			
Type of Transaction	Government to Citizens, G2C			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Animal health records if available			• Client	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Secure appointment thru text, call or walk-in	1. Set a schedule for the requested diagnosis and/or treatment	None	2 minutes	<i>Officer of the Day</i>



2. Register in the client logbook	2. Give logbook to the client	None	1 minute	<p style="text-align: center;"> <i>Veterinarian III</i> <i>Agricultural Technologist</i> <i>Agriculturist I</i> Animal Production & Health Management Division <i>Veterinarian II</i> Regulatory Division </p>
	2.1 Refer client to the concerned technical staff	None	1 minute	
3. Discuss the details of the request	3. Assess the animal's health	None	3 minutes	
4. Submit animal health records (if available)	4. Accept and evaluate document/s	None	2 minutes	
4. Present animal for diagnosis and/or treatment	4. Conduct diagnosis and/or treatment	None	5 minutes	
5. Receive records of the service rendered	5. Sign records of the service rendered and advises the client for the next follow-up, if necessary	None	2 minutes	
TOTAL		None	16 minutes	

4. ANIMAL SURGERY INCLUDING SPAY & NEUTER

Conduct of surgical procedures to provide companion animals optimum health and to contribute solution to growing population of stray animals.

Office or Division	Provincial Veterinary Office	
Classification	Simple	
Type of Transaction	Government to Citizens, G2C	
Who may avail	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Animal health records if available	<ul style="list-style-type: none"> • LGU 	



Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Secure appointment thru text, call or walk-in	1. Set a schedule for the requested diagnosis and/or treatment	None	2 minutes	<i>Officer of the Day</i>
2. Register in the client logbook	2. Give logbook to the client	None	1 minute	
	2.1 Refer client to the concerned technical staff	None	1 minute	
3. Discuss the details of the request	3. Assess the animal's health	None	3 minutes	<i>Veterinarian III Agricultural Technologist Agriculturist I Animal Production & Health Management Division</i> <i>Veterinarian II Regulatory Division</i>
4. Submit animal health records (if available)	4. Accept and evaluate document/s	None	2 minutes	
5. Fill-up and sign Consent Form	5. Give the Consent Form for the surgery	None	3 minutes	
6. Present animal for surgery	6. Conduct the surgery: For minor surgery (including pre-surgery and post operation)	None	1 hour	
	6.1 For major surgery (including pre-surgery and post operation)	None	2 hours and 30 minutes	
7. Receive records of the service rendered	7. Sign records of the service rendered and advises the client for the next follow-up, if necessary	None	2 minutes	
TOTAL		None	Minor surgery: 1 hour, 14 minutes Major surgery: 2 hours, 44 minutes	



5. CONDUCT OF IEC ON LIVESTOCK & POULTY PRODUCTION & HEALTH MANAGEMENT

This is being conducted through training, seminars, and technical briefings to livestock raisers to keep them abreast techniques on animal production & health management.

Office or Division	Provincial Veterinary Office			
Classification	Simple			
Type of Transaction	Government to Citizens, G2C			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter (1 original copy)			• LGU	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Register in the client logbook	1. Give logbook to the client	None	1 minute	<i>Officer of the Day</i>
	1.1 Refer client to the concerned technical staff	None	1 minute	
2. Present request letter	2. Receive the request letter	None	1 minute	<i>Veterinarian III Agricultural Technologist Agriculturist I Animal Production & Health Management Division Veterinarian II Regulatory Division</i>
3. Coordinate with the other members about the schedule of the activity as arranged with PVO and MAO	3. Coordinate with the concerned LGU/proponent regarding the request and set a schedule for the conduct of the activity	None	2 working days from receipt of request	
4. Attend IEC on Livestock & Poultry Production and Health management	4. Conduct IEC	None	7 hours	
5. Secure Certificate of Appearance	5. Issue Certificate of Appearance	None	2 minutes	
TOTAL		None	2 days, 7 hours, 5 minutes	



6. ARTIFICIAL INSEMINATION

Conducted insemination of female carabao & cattle by using semen of superior breeds of imported sires and bulls. This is done to accelerate the production of quality offspring of carabao & cattle.

Office or Division	Provincial Veterinary Office			
Classification	Simple			
Type of Transaction	Government to Citizens, G2C			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Animal health records if available			• Client	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Secure appointment thru text, call or walk-in	1. Set a schedule for the requested AI services	None	2 minutes	<i>Officer of the Day</i>
2. Register in the client logbook	2. Give logbook to the client	None	1 minute	
	2.1 Refer client to the concerned technical staff	None	1 minute	
3. Discuss the details of the request	3. History taking	None	3 minutes	<i>AI Technician Animal Production & Health Management Division</i>
4. Assist the AI Technician	4. Attend request of client	None	1 hour, depending on the distance from the office, number of animals & terrain of the area	
5. If failed to conceive for the first insemination, observe the animal for possible recurrence of heat after 18-21 days and report immediately to	5. Advise the farmer to observe the 18-21 days after insemination for possible re-heat	None	3 minutes	

the person-in-charge for the second insemination				
6.Request for technical assistance	6.Perform production support activities like iron and vitamin supplementation, castration, and vaccination services after animal served with AI has given birth	None	As scheduled with animal raiser, depending on the date of farrowing, may take only 1 hour to perform activities	
TOTAL		None	1 hour and 10 minutes	

7. ISSUANCE OF REPORT ANALYSIS RELATIVE TO ASF & ANIMAL PARASITES

This is being issued to clients who submitted animal blood and/or fecal samples for testing to obtain information about the health of an animal especially on ASF & Parasites

Office or Division	Provincial Veterinary Office
Classification	Simple
Type of Transaction	Government to Government, G2G
Who may avail	LGUs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Laboratory form 2. Blood samples 3. Fecal samples	<ul style="list-style-type: none"> Provincial Veterinary Office Municipal Agriculturist Office

Client Steps	PGC ACTION	Fees to Paid	Processing Time	Person Responsible
1.Register in the client logbook	1.Give logbook to the client	None	1 minute	<i>Officer of the Day</i>
	1.1Refer client to the concerned technical staff	None	1 minute	
2.Submit the duly accomplished laboratory request form	2.Receive and evaluate accomplished request form	None	5 minutes	<i>Veterinarian III</i> Animal Production & Health



3. Submit specimen needed for the test	3. Receive and check the quantity of specimen given and prepare the materials	None	2 minutes	Management Division <i>Veterinarian II</i> Regulatory Division
	3.1 Proceed to examination of specimen and write result in standard result forms and record results	None	1 working day from receipt of request	
4. Receive result and sign in the releasing logbook	Release result and let the client sign at the releasing logbook	None	2 minutes	
TOTAL		None	1 day and 11 minutes	

8. ISSUANCE OF ANIMAL HEALTH CERTIFICATE

This is being issued to ensure that animals to be transported are safe and free from any communicable diseases.

Office or Division	Provincial Veterinary Office			
Classification	Simple			
Type of Transaction	Government to Business, G2B			
Who may avail	Livestock traders/ Business owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Negative laboratory results (original copy) 2. Certificate of Inspection by LGU veterinarians or technicians (original copy) 3. Certificate as to ownership (original copy) 4. Police Clearance Certificate (original copy) <i>*May vary depending on the existing animal quarantine regulation</i>			<ul style="list-style-type: none"> • Regional Animal Disease Diagnostic Laboratory • Bureau of Animal Industry • Municipal Treasury Office • Philippine National Police 	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Register in the client logbook	1. Give logbook to the client	None	1 minute	<i>Officer of the Day</i>
	1.1 Refer client to the concerned technical staff	None	1 minute	
2. Present required	2. Evaluate the	None	5 minutes	<i>Provincial Veterinarian</i> Provincial Veterinary Office



documents	completeness of the documents			<i>Veterinarian III Agricultural Technologist Agriculturist I</i> Animal Production & Health Management Division <i>Veterinarian II</i> Regulatory Division
3.Receive and acknowledge the Animal Health Certificate	3.Release or issue the Animal Health Certificate	None	3 minutes	
TOTAL		None	10 minutes	

9. ISSUANCE OF ACCEPTANCE OF SHIPMENT

This is being issued to ensure that animals to be transported are safe and free from any communicable diseases.

Office or Division	Provincial Veterinary Office			
Classification	Simple			
Type of Transaction	Government to Business, G2B			
Who may avail	Livestock traders/ Business owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Negative laboratory results (original copy) 2. Animal Health Certificate (original copy) 3. Livestock or Poultry handler's license (original copy) 4. Accreditation of Animal/Meat Conveyance issued by the BAI/NMIS (original copy) <i>*May vary depending on the existing animal quarantine regulation</i>			<ul style="list-style-type: none"> • Regional Animal Disease Diagnostic Laboratory • Licensed Veterinarian • Bureau of Animal Industry • Bureau of Animal Industry/ National Meat Inspection Service 	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1.Register in the client logbook	1.Give logbook to the client	None	1 minute	<i>Officer of the Day</i>
	1.1Refer client to the concerned technical staff	None	1 minute	
2.Present required documents	2.Evaluate the completeness of the documents	None	5 minutes	<i>Provincial Veterinarian</i> Provincial Veterinary Office <i>Veterinarian III</i> <i>Agricultural Technologist</i>



3.Receive and acknowledge the Acceptance of Shipment	3.Release or issue the Acceptance of Shipment	None	3 minutes	Animal Production & Health Management Division <i>Veterinarian II</i> Regulatory Division
TOTAL		None	10 minutes	

10. ANIMAL QUARANTINE SERVICES

Regulation of movement of live animals and their products in conformity with national and local quarantine regulations/guidelines to limit the incursion, occurrence, re-occurrence of animal diseases, especially on emerging re-emerging transboundary animal diseases.

Office or Division	Provincial Veterinary Office	
Classification	Simple	
Type of Transaction	Government to Citizen, G2C; Government to Business, G2B	
Who may avail	Live animal or animal product traders; meat product distributors; and individuals transporting animal or its product for personal use	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>* May vary depending on the existing animal quarantine regulation</i>		
Requirements for Live Animal or Animal Product		
Shippers:		
• Livestock or Poultry Handlers License	BAI	
• Accreditation of Animal/Meat Conveyance	BAI	
• Veterinary Health Certificate	Licensed Veterinarian	
• License to Operate and Certificate of Product Registration	FDA	
• Shipping Permit	BAI	
Additional requirements for Poultry and Poultry Products:		
• Laboratory Results/Confirmation that farm source is free of Avian Influenza	RADDL	
Additional requirements for Swine:		
• Animal Swine Fever-free farm status	BAI	
• Authority to ship	BAI	
Additional requirements for Large Animals:		
• Certificate of Ownership of Large Animals	MTO	



<ul style="list-style-type: none"> Transfer Certificate of Ownership of Large Animals, if applicable 		MTO		
<ul style="list-style-type: none"> PNP Clearance to Ship Large Animals, in compliance to PD 533, The Anti-Cattle Rustling Raw 		PNP		
Additional requirements for Meat and Freshly Processed Meat:				
<ul style="list-style-type: none"> Meat Inspection Certificate issued by NMIS 		NMIS		
<ul style="list-style-type: none"> NMIS Accreditation of Slaughterhouse, Poultry Dressing Plant, Meat Cutting Plant or Meat Distribution Center 		NMIS		
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Present shipment to the Livestock Inspector (LI)/Meat Inspector (MI) on-duty	1. Inspect animals, meat or their products being shipped	None	10 minutes	LI/MI on-duty Regulatory Division
2. Present documents accompanying the shipment	2. Scrutinize documents if they conform with existing animal quarantine regulations	None	5 minutes	
3. Receive shipment documents	3. Release shipment documents For incomplete documents: Prohibit shipment and advise shipper to return to the point of origin	None	2 minutes	
TOTAL		None	17 minutes	



11. SALE OF POULTRY AND LIVESTOCK

Office or Division	Provincial Veterinary Office			
Classification	Simple			
Type of Transaction	Government to Citizens, G2C			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Register in the client logbook	1. Give logbook to the client	None	1 minute	<i>Officer of the Day</i>
	1.1 Refer client to the concerned technical staff	None	1 minute	
2. Inquire on the availability of commodities	Determine availability of needed commodity	None	15 minutes	<i>Agriculturist I/ Farm Manager Farm worker I Animal Production & Health Management Division</i>
3. Pay the amount of fee for the purchase of commodity	3. Issue Official Receipt	Refer to the table of fees	5 minutes	<i>Collecting Officer Administrative Division</i>
4. Receive the purchased commodity	Released the purchased commodity	None	5 minutes	
TOTAL		Depends on the commodities purchased	27 minutes	



**PROVINCIAL NATURAL RESOURCES
AND ENVIRONMENT OFFICE
EXTERNAL SERVICES**



1. APPLICATION FOR PERMIT

(Small Scale Mining, Guano Permit, Commercial Sand & Gravel (CSAG), Industrial Sand and Gravel Permit, Gratuitous Permit, Pebble Picking and other quarry resources)

Office or Division	Mineral Resources Management Division			
Classification	Highly technical			
Type of Transaction	Government to client			
Who may avail	Permittees, haulers, extractors of mineral commodities			
<p>CHECKLIST OF REQUIREMENTS:</p> <p>1. Commercial Sand & Gravel: 1.1 Application Form (1 original copy)</p> <p>1.2 Location Map/sketch plan (1 blue print) 1.3 Area Clearance (1 original copy) 1.4 Program of Work (1 original copy)</p> <p>1.5 Environmental Protection & Enhancement Program (EPEP) (1 original copy) 1.6 Barangay Resolution/Endorsement (1 original copy)</p> <p>1.7 Municipal Resolution/Endorsement (original copy)</p> <p>1.8 Environmental Compliance Certificate (ECC) (certified copy) 1.9 Proof of Ownership of Equipment (1 original copy) 1.10 Performance Bond (1 original copy)</p>		<p>WHERE TO SECURE:</p> <ul style="list-style-type: none"> • PNREO • Licensed/Deputized Geodetic Engr. • Mines Geosciences Bureau (MGB) • DPWH or funding institution • MGB • Barangay where area is located • Municipality where area is located • Environmental Management Bureau (EMB) • Applicant • Insurance company 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign Client log book	1. Give the log book	None	5 mins.	<i>CDA II</i> Provincial Natural Resources and Environment Office



2. Submit application with complete requirement for assessment/ review	2. Accepts application folders with complete documentary requirements	None	15 mins.	CDO II EMS 1 Provincial Natural Resources and Environment Office
3. Pay application fee to the Prov'l. Treasury	3. Assess application fee.	<p>Application fee: P30,000.00</p> <ul style="list-style-type: none"> • Filing fee- P10,000.00 Processing Fee- P2,000.00; Clearance - P4,000.00; Posting & Publication- P4,000.00; Registration- P2,000.00; Inspection - P2,000.00 • Annual Fee- P1,000.00 <p>Fees/cu.m.</p> <ul style="list-style-type: none"> • Extraction Fee: P20.00/cu.m. 10% of fair market value (FMV); Pure sand- P40.00/cu.m.; Mixed gravel- P30.00; Boulders- P50.00/cu.m.; Mountain soil- P15.00/cu.m. 	10 mins.	Cashier Provincial Treasurer's Office



4. Receive approved permit ten (10) working days after PMRB Deliberation	4. Inform proponent that permit is for release	None	10 days	CDA II Provincial Natural Resources and Environment Office
TOTAL 10 days & 45 mins.				

2. FOREST/FRUIT TREE AND BAMBOO SEEDLINGS FOR DEGRADED ECOSYSTEM RESTORATION PROGRAM

Division		Biodiversity Management Division		
Classification		Simple		
Type of Transaction		Government to client, Government to Government		
Who may avail		LGUs, National Agencies, Schools, private persons, NGOs, NGAs, POs		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Request letter (1 original copy)		<ul style="list-style-type: none"> Applicant 		
CLIENTS STEP	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign The client log book	1. Give the log book	None	5 mins.	CDA II CDA I Provincial Natural Resources and Environment Office
2. Submit Request Letter.	2. Administrative Section receives request letter	None	5 mins.	
	2.1 PNREO endorse letter to the Hon. Governor	None	1 day	PNREO CHIEF – BMD EMS II EMS I CDA II CDA I Provincial Natural Resources and Environment Office
2.2 PNREO (Biodiversity Div.) will validate area and submit the findings, (if suitable for planting)	None	10mins.		



3. Pick-up the requester seedlings.	3. PNREO will inform the proponent where to pick-up the requested seedlings.	None	1 day	EMS // EMS / CDA // Provincial Natural Resources and Environment Office
	3.1 PNREO will monitor survival rate of the requested seedlings.	None		
	3.2 If request is not approved, still proponent will be informed.	None		
TOTAL 2 days & 25 minutes				

3. PROVISION OF TECHNICAL ASSISTANCE AND INPUTS FOR SEEDLING PRODUCTION AND PLANTATION ESTABLISHMENT THRU TRAININGS AND INFORMATION EDUCATION CAMPAIGN (IEC)

Office or Division	Biodiversity Management Division			
Classification	Simple			
Type of Transaction	Government to client, Government to Government			
Who may avail	LGUs, National Agencies, Schools, private persons, NGOs, NGAs, POs			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Request letter (1 original copy)		<ul style="list-style-type: none"> Applicant 		
CLIENTS STEP	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PNREO Provincial Natural Resources and
1. Sign The client log book	1. Give the log book	None	5 mins.	
2. Submit	2. Administrative	None	5 mins.	



Request Letter.	Section receives request letter			Environment Office
	2.1 PNREO endorse letter to the Hon. Governor	None	1 day	PNREO Provincial Natural Resources and Environment Office
	2.2 PNREO (Biodiversity Div.) will set the day of training/IEC	None	10 mins.	SEMS
	2.3 PNREO will inform the participants the date & time, and venue of the training/IEC thru letters/ emails.	None	1 day	SEMS EMS II
	2.4 PNREO will make the necessary preparations (venue, meals and materials needed)	None	1 day	CD All CD A I
3. Attend training/ IEC.	3. Conduct the training/IEC/	None	1 day	EMS II/EMS I CDA II
TOTAL 4 days & 25 mins.				

4. PROVISION OF TECHNICAL ASSISTANCE

(Survey, mapping, site inspection, boundary delineation)

Office or Division	Mineral Resources Management Division			
Classification	Simple			
Type of Transaction	Government to client			
Who may avail	Permittees, haulers, extractors of mineral commodities			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Request letter (1 original copy)		<ul style="list-style-type: none"> Applicant 		
CLIENTS STEP	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL



1. Sign The client log book	1. Give the log book	None	5 mins.	AO = II CDA II
2. Submit Request Letter.	2. Administrative Section receives request letter	None	5 mins.	
	2.1 PNREO endorse letter to the Hon. Governor,	None	1 day	<i>PNREO CHIEF-MRMD</i>
	PNREO (Mineral Resources Div.) will set the day of survey/ boundary delineation in coordination with the MGB	None	10 mins	
2.2 PNREO will inform the applicant the date & time & site.	None	1 day		
3. Attend the survey/ boundary delineation	3. Conduct survey/mapping/site inspection/ boundary delineation.	None	1 day	
TOTAL 3 days & 25 mins.				

5. MONITORING THE IMPLEMENTATION OF LGUs ON THE MANDATORY PROVISION OF RA 9003 OTHER WISE KNOWN AS THE ECOLOGICAL SOLID WASTE MANAGEMENT ACT OF 2000

(Monitoring waste facilities of LGUS and District hospitals province wide, Material Recovery Facility (MRF, Transfer Stations (per district), Sanitary Land Fill (SLF), modern technologies like bioreactor, glass pulverizer, factory set and the like), implementation of the 10-year Municipal Solid Waste Management Plan (MSWMP)

Office or Division	Environment Management Division
Classification	Simple
Type of Transaction	Government to Government
Who may avail	LGUs, District Hospitals
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:



Request Letter (1 original)		• PNREO		
CLIENTS STEP	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Courtesy Call to the LCE of the LGU to be monitored.	None	20mins.	PNREO CHIEF-EMD EMS II CDA II EMS I
	2. Sign the logbook of LGU/District Hospital to be visited	None	5 mins.	
	3. Focal Person of the LGU will accompany you to their waste facilities/Sanitary LandFill (SLF).	None	3 LGUs and 1 District Hospital/day	
	4. For District Hospitals will accompany you to their waste facilities (septic vaults) where their placentas, syringe is disposed.	None		
TOTAL 11days&25mins.				

6. PROVISION OF TECHNICAL ASSISTANCE TO LGUs THRU TRAININGS AND INFORMATION EDUCATION CAMPAIGN

(Training on Waste Analysis and Characterization Study (WACS), Air and Water Quality in coordination with Environment Management Bureau (EMB))

Division	Environment Management Division			
Classification	Simple			
Type of Transaction	Government to Government			
Who may avail	LGUs, District Hospitals			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Request letter (1 original copy)		• LGU		
CLIENTS STEP	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign The client logbook	1. Give the log book.	None	5 mins.	CHIEF AD II



2. Submit Request Letter.	2. Administrative Section receives request letter	None	5 mins.	<i>CDA II/CDA I</i>
	2.1 PNREO endorse letter to the Hon. Governor	None	1 day	<p style="text-align: center;"><i>PNREO</i> Provincial Natural Resources and Environment Office</p>
	2.2 PNREO (Environment Div.) will set the day of training in coordination with the EMB	None	10 mins	
	2.3 PNREO will inform the LGU the date & time & venue	None	1 day	
	2.4 PNREO will make the necessary preparations (venue, meals and materials needed, invite lecturers)	None	1 day	
2. Attend training/ IEC.	3. Conduct training	None	1 day	<i>CHIEF-EMD EMS-II EMS-I</i>
TOTAL 4 days & 25 mins.				



PROVINCIAL ENGINEER'S OFFICE

EXTERNAL SERVICES



1. IMPLEMENTATION OF PROJECT BY REQUEST (REGRAVELLING - OPLAN TULONG).

Provision of Infrastructure Services by administration

Office or Divison:		Provincial Engineer's Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved letter Request or Resolution by the Governor (1 Original copy)		<ul style="list-style-type: none"> • LGU/Barangay 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit approved letter request or resolutions (LGU/Barangay) to the office	1.1 Receiving and recording of approved letter request or resolution	N/A	15 Minutes	Records Officer III Adm. Assistant I Adm Aide IV Adm. Aide II Laboratory Aide I Engineering Aide Provincial Engineer's Office
	1.2 Review the letter request or resolution by the Provincial Engineer and give instruction or recommendation to responsible employee	N/A	30 Minutes	Engineer IV Asst. Provincial Engineer – Designate Provincial Engineer's Office
	1.3 For Validation and Site inspection of request to determine the extent of work to be done.	N/A	1 Day	Engineer IV Engineering Assistant Maint. Foreman Const. Maint. Foreman Const. Maint. Capataz Provincial Engineer's Office
	1.4 Schedule of Heavy Equipment needed (Available Heavy Equipment)	N/A	30 Minutes	Engineer IV Engineer III Engineer II Provincial Engineer's Office
2.Request of Certificate of	1.5 Issue Certificate of Appearance and	N/A	30 Minutes	Engineer IV Engineer III Engineer II



Appearance and Schedule of Commencement/Implementation	schedule of Commencement/Implementation			Provincial Engineer's Office
Total Response Time 2 Days 1 Hour and 10 Minutes				

2. PROJECT REQUEST FOR FUNDING AND IMPLEMENTATION

Project Request for Funding (Construction of Infrastructure Projects - Horizontal and Vertical)

Office or Divison:		Provincial Engineer's Office		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SCHEDULE OF APPROVED REQUEST (1 Original Request)		<ul style="list-style-type: none"> • LGU/Barangay 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Project Participation (Coordinate with the Office)	1. Mobilization of Heavy Equipment	N/A	1 day	<i>Engineer IV Maint. Foreman Const. Maint. Foreman Eng'ng Assistant; Const. Maint. Capataz All Heavy Equipment Operators (see attached List) Provincial Engineer's Office</i>
	Project Implementation	N/A	Project Duration	
2. Acceptance of the Client	Project Completed (Demobilization of Heavy Equipment)	Project Completed (Demobilization of Heavy Equipment)		
Total Response Time 2 days (excluding Project Duration)				

3. PROJECT REQUEST FOR FUNDING AND IMPLEMENTATION

Project Request for Funding (Construction of Infrastructure Projects - Horizontal and Vertical)



Office or Divison:		Provincial Engineer's Office		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen, G2G - Government to Government, G2P - Government to Private		
Who may Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved letter Request or Resolution by the Governor (1 Original)		<ul style="list-style-type: none"> • LGU/Barangay 		
CLIENT STEPS	PGC ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit approved letter request or resolutions (LGU/Barangay) to the office	1.1 Receiving and recording of approved letter request or resolution	N/A	15 minutes	Records Officer III Adm. Assistant I Adm Aide IV Adm. Aide II Laboratory Aide Engineering Aide Provincial Engineer's Office
	1.2 Review the letter request or resolution by the Provincial Engineer and give instruction or recommendation to responsible employee	N/A	30 minutes	Provincial Engineer – Designate Provincial Engineer's Office
	1.3 For Validation, Site inspection, gathering of data, project survey and Preparation of DED of request to determine the extent of work to be done.	N/A	7 days	Engineer IV Engineer III Engineer II Engineering Assistant Architect III Architect II Draftsman III Draftsman II Provincial Engineer's Office
	1.4 Submit Prepared DED for review	N/A	2 days	Internal Auditor III



	1.5 Review DED prior to the approval of the Governor	N/A	2 days	Provincial Engineer Provincial Engineer's Office
2. Received DED and submit to Governor's Office for his Approval	2. For Signature and Approval of DED to the Governor's Office	N/A	2 days	
3. Submit Approved DED by the Governor	3. Submit approved DED to the Finance Committee for identification of source of fund	N/A	1 day	Administrative Officer V Provincial Engineer's Office
TOTAL RESPONSE TIME 12 days and 40 minutes				

4. PROJECT REQUEST FOR FUNDING AND IMPLEMENTATION

Implementation of Approved Project Request for Local and National Funded Projects Construction/Repair/Rehab/Improvement of Infrastructure Projects (Through Public Bidding)

Office or Division:	Provincial Engineer's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2P - Government to Private			
Who may Avail	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. ALL DOCUMENTS FROM BAC AFTER PUBLIC BIDDING OR CANVASS	<ul style="list-style-type: none"> BAC Office 			
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Pre-Construction Meeting/Conference	1. Show their vaccination card or result of swab/antigen test within 24 hours before Log-in	N/A	15 minutes	Records Officer III Adm. Assistant I Adm Aide IV Adm. Aide II Laboratory Aide Engineering Aide Provincial Engineer's Office



	1.1 Conduct Pre-Construction Meeting/Conference	N/A	1 day	Provincial Engineer Architect IV Engineer IV Engineer III Engineer I Architect III Architect II Draftsman Draftsman II Provincial Engineer's Office
	1.2 To monitor supervise, implement identified and funded projects		Project Duration	Engineer I V Engineer III Engineer II Engineer I Architect IV Architect III Architect II
3. Request of Inspection	3. Project Completed	N/A		Engineer IV Engineer III Engineer II Engineer I Architect IV Architect III Architect II Architect I
TOTAL RESPONSE TIME 1 day 4 hours 15 minutes (excluding project duration)				

5. REQUEST FOR BILLING (LOCAL AND NATIONAL FUNDED PROJECTS)

Payment of Contract for the Implementation of Infrastructure Projects - Horizontal and Vertical Projects

Office or Division:	Provincial Engineer's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2P - Government to Private
Who may Avail	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<p>1. For Partial Billing</p> <p>1.1 Request letter for Billing</p> <p>1.2 Signed Certificate of Inspection</p> <p>1.3 Contractors Affidavit</p> <p>1.4 Geotagged Photos (Signed by the Project Engineer)</p> <p>1.5 Clearance from Treasury (Aggregates Utilization)</p> <p>1.6 Approved Material Testing and Results</p> <p>1.7 Approved Statement of Work Accomplishment and Time Ellapse</p> <p>1.8 Approved Time Suspension/Extension</p> <p>1.9 Approved Variation Orders</p> <p>1.10 Xerox Copy of Bidding Documents</p> <p>2. For Final billing</p> <p>2.1 Request letter for Billing</p> <p>2.2 Signed Certificate of Inspection</p> <p>2.3 Contractors Affidavit</p> <p>2.4 Geotagged Photos (Signed by the Project Engineer)</p> <p>2.5 Clearance from Treasury (Aggregates Utilization)</p> <p>2.6 Approved Material Testing and Results</p> <p>2.7 Approved Statement of Work Accomplishment and Time Ellapse</p> <p>2.8 Approved Time Suspension/Extension</p> <p>2.9 Approved Variation Orders</p> <p>2.10 Surety Bond</p> <p>2.11 Approved As Built Plan and As</p> <p>2.12 Built Quantities</p> <p>2.13 Certificate of Acceptance (From the Barangay)</p>	<ul style="list-style-type: none"> • Contractor
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CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit checklist	1. Disinfect	N/A	15minutes	<i>Records Officer</i>



Requirements for Billing (Contractor or Representative of the Contractor)	documents submitted by the client and show their vaccination card or result of swab/antigen test within 24 hours			<i>III Adm. Assistant I Adm Aide IV Adm. Aide II Laboratory Aide Engineering Aide Provincial Engineer's Office</i>
	1.1 Receiving and recording of documents submitted	N/A	10 minutes	<i>Records Officer III Adm. Assistant I Adm Aide IV Adm. Aide II Laboratory Aide Engineering Aide Provincial Engineer's Office</i>
	1.2 Check and evaluate as to completeness of the documents submitted	N/A	2 hours	<i>Adm. Officer V Eng'ng Assistant Provincial Engineer's Office</i>
	1.3 Preparation of Billing Documents with Supporting Documents	N/A	1 day	<i>Adm. Officer V Eng'ng Assistant Provincial Engineer's Office</i>
	1.4 Submit Billing Documents to Accounting for Computation of Tax & Issuance of Checklist	N/A	2 days	<i>Admin. Aide III Messenger Provincial Engineer's Office</i>
2. For Signature of Certificate of Monthly Payment (CMP)	2. Returned Billing Documents for preparation of Certificate of Monthly Payment (CMP) and completion of lacking documents (if any)	N/A	45 minutes	<i>Admin. Officer Engineering Assistant Provincial Engineer's Office</i>
	2.1 Submit to Governor's Office for his Approval	N/A	30 minutes	<i>Admin. Aide III Messenger Provincial</i>



				Engineer's Office
TOTAL RESPONSE TIME 3 days 3 hours 25 minutes				

6. REQUEST FOR REPAIR OF DAMAGE ROADS AND BUILDINGS DUE TO CALAMITY

Provision of Infrastructure Services by Administration

Office or Division:		Provincial Engineer's Office		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizen		
Who may Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved letter Request or Resolution by the Governor		<ul style="list-style-type: none"> • LGU/Barangay 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter request or resolutions (LGU/Barangay) to the office	1. Disinfect documents submitted by the client and show their vaccination card or result of swab/antigen test within 24 hours	N/A	15 minutes	<i>Records Officer III Adm. Assistant I Adm Aide IV Adm. Aide II Laboratory Aide Engineering Aide Provincial Engineer's Office</i>
	1.2 Receiving and recording of approved letter request or resolution	N/A	10 minutes	<i>Records Officer III Adm. Assistant I Adm Aide IV Adm. Aide II Laboratory Aide Engineering Aide Provincial Engineer's Office</i>
	1.3 Review the letter request or resolution by the Provincial Engineer and give instruction or recommendation	N/A	30 minutes	<i>Provincial Engineer Provincial Engineer's Office</i>



	to responsible employee			
	1.4 For Validation and Site inspection of request to determine the extent of work to be done.	N/A	1 day	Engineer IV Engineer III <i>Engineer III</i> <i>Engineer II</i> <i>Engineer I</i> <i>Architect IV</i> <i>Architect III</i> <i>Architect II</i> <i>Draftsman III</i> <i>Draftsman II</i> <i>Electrical Genreal</i> <i>Foreman</i> <i>Electrician I</i> Provincial Engineer's Office
2.Project Participation	2.1 Schedule of Heavy Equipment and Manpower needed & withdrawal materials needed (Available Heavy Equipment and manpower)	N/A	N/A	<i>Engineer IV</i> <i>Engineer III</i> <i>Engineer II</i> <i>Const. Maint.</i> <i>Foreman</i> <i>Supply Officer</i> <i>Engineering Assistant</i> Provincial Engineer's Office
	2.2 Project Implementation	N/A	Project Duration	<i>Heavy Equipment Operators</i> <i>Const. Maintenance</i> <i>Capataz</i> <i>Const. Maint. Man</i> <i>(see attached list)</i> Provincial Engineer's Office
	Project Completed (Passable Road)	N/A		
TOTAL RESPONSE TIME 2 days 55 minutes (Excluding Project Duration)				

7. REPAIR AND MAINTENANCE OF LIGHT VEHICLE AND HEAVY EQUIPMENT

Repair and Maintenance of Light Vehicle and Heavy Equipment of Different Offices

Office or Divison:	Provincial Engineer's Office
Classification:	Simple



Type of Transaction:	G2G - Government to Government
Who may Avail	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (1 Original)	<ul style="list-style-type: none"> Head of the requesting party

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the office	1. Disinfect documents submitted by the client and show their vaccination card or result of swab/antigen test within 24 hours	N/A	15 minutes	Adm Asst. III Adm. Assitant II Adm Aide IV Adm Aide III Provincial Engineer's Office
	1.1 Receiving and recording of letter request	N/A	10 minutes	Adm Asst. III Adm. Ass itant II Adm Aide IV Adm. Aide III Provincia I Engineer's Office
	1.2 Review the letter request or resolution by the Provincial Engineer and give instruction or recommendation to Motorpool	N/A	30 minutes	Provincial Engineer Provincial Engineer's Office
	1.3 For Validation and inspection of request to determine the extent of work to be done.	N/A	2 days	Engineer IV Engineer II Shop Su pervisor Provincial Engineer's



				Office
2. Requesting for a copy of Pre-Inspection Repair Report	2. Preparation and issuance of Pre-Inspection Repair Report (Basis Purchasing)	N/A	30 minutes	Engineer III Engineer II Shop Supervisor Provincial Engineer's Office
TOTAL RESPONSE TIME 2 days 1 hour 25 minutes				

8. REPAIR AND MAINTENANCE OF LIGHT VEHICLE AND HEAVY EQUIPMENT

Repair and Maintenance of Light Vehicle and Heavy Equipment of Different Offices

Office or Division:		Provincial Engineer's Office		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government		
Who may Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submit required spare parts being requested		<ul style="list-style-type: none"> Concerned office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required spare parts being requested	1. Receiving of spare parts being requested	N/A	15 minutes	Engineering Assistant Provincial Engineer's Office
	1.1 Issuance of Job Order to identified mechanics	N/A	10 minutes	Engineer III Equipment Inspector Provincial Engineer's Office
	1.2 Repair Proper	N/A	(Depends on the extent of damage)	Mechanics Crafts & Trade Helper (see attached List) Provincial Engineer's Office
2. Requesting for a copy of Post-Inspection Repair Report	Issuance Post Repair Inspection Certificate	N/A	30 minutes	Engineer IV Engineer III Equipment Inspector Provincial Engineer's Office
TOTAL RESPONSE TIME				



55 minutes (Excluding Repair Proper)

9. PROVISION OF INFRASTRUCTRE SERVICES

OfficeorDivison:		ProvincialEngineer’sOffice		
Classification:		Simple		
Typeof Transaction:		G2G-GovernmenttoGovernment		
WhomayAvail		All		
CHECKLISTOFREQUIREMENTS		WHERE TO SECURE		
1.Request Letter		<ul style="list-style-type: none"> • PEO 		
CLIENTSTEPS	PGCACTION	FEESTO BEP AID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cagayanos	1.Project identification to respond to the infrastructure needs and services to all Cagayanos.	None	1 day	<i>Planning Divisionand Architectural Division</i>
2.Cagayanos	2.Provision of Detailed Engineering Design for Horizontal and Vertical projects.		7 days	<i>Planning and Architectural Division</i>
3. Cagayanos	3.To provide administrative support and recommend financial requirements for the identified funded projects		1 day	<i>Administrative Division</i>
4. Cagayanos	4.To respond and deliver services to all approved requests for the rehabilitation and repair of roads within the province.		Project Duration	<i>Maintenance Division and Motorpool Division</i>
5.	To monitored, supervise, and implement all identified and funded projects		Project Duration	<i>Construction Division</i>
6.	To repair and maintain heavy equipment and light vehicles owned by the province		1 day	<i>Motorpool Division</i>
Total Response Time				
2 Days 1 Hour and 25 Minutes				

10. ISSUANCE OF PLANS TO PROSPECTIVE BIDDERS OF VARIOUS INFRASTRUCTURE PROJECTS FOR BIDDING

Issuance of Plans of Various Projects Requested Horizontal & Vertical Projects

Officer or Divison:		Provincial Engineer's Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Whom may Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RECEIPT OF BIDDERS BOND		<ul style="list-style-type: none"> Proposed Contractor 		
CLIENT STEPS	PG ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Official Receipt	1. Check on the authenticity of Official Receipt	N/A	1 day	Administrative Officer
	Reproduction of Required document	N/A	1 hour	Administrative Aide III
2. Acceptance of The Client				
Total Response Time 2 days (excluding Project Duration)				

11. PREPARATION OF PAYROLLS, VOUCHERS PROJECT REQUEST FOR FUNDING AND IMPLEMENTATION

Project Request for Funding (Construction of Infrastructure Projects-Horizontal and Vertical)



Office or Divison:		Provincial Engineer's Office		
Classification:		Complex		
Type of Transaction:		G2C-GovernmenttoCitizen,G2G -Government to Government, G2P - Government to Private		
Who may Avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Approved letter Request or Resolution By the Governor (1Original)		<ul style="list-style-type: none"> • LGU/Barangay 		
CLIENT STEPS	PGCACTION	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit approved letter request or resolutions (LGU/Barangay)to the office	1. Disinfect documents submitted by the client and show their vaccination card or result of swab/antigen test within 24 hours	N/A	15minutes	<i>Records Officer III</i> <i>Adm. Assistant I</i> <i>Adm Aide IV</i> <i>Adm. Aide II</i> <i>Laboratory Aide</i> <i>Engineering Aide</i> Provincial Engineer's Office
	1.1 Receiving and recording of approved letter request or resolution	N/A	10minutes	
	1.2 Review the letter request or resolution by the Provincial Engineer and give instruction or recommendation to responsible employee	N/A	30minutes	<i>Provincial Engineer</i> Provincial Engineer's Office
	1.3 For Validation, Site inspection, gathering of data, project survey and Preparation of DED of request to determine the extent of work to be done.	N/A	7 days	Engineer IV Engineer III Engineer II Engineer I Engineering Assistant Architect III Architect II Draftsman III



				Draftsman II Provincial Engineer's Office
	1.4 Submit Prepared DED for review	N/A	2 days	Internal Auditor III
	1.5 Review DED prior to the approval of the Governor	N/A	2 days	<i>Provincial Engineer</i> Provincial Engineer's Office
2. Received DED and submit to Governor's Office for his Approval	2. For Signature and Approval of DED to the Governor's Office	N/A	2 days	
3. Submit Approved DED by the Governor	3. Submit approved DED to the Finance Committee for identification of Source of fund	N/A	1 day	Administrative Officer V Provincial Engineer's Office
TOTAL RESPONSE TIME 12 days and 55 minutes				



**VICE GOVERNOR'S OFFICE & SANGGUNIANG
PANLALAWIGAN
EXTERNAL SERVICES**



1. SERVICE NAME: Request for Certified True Copies of Legislative Documents

DESCRIPTION OF THE SERVICE: Request for Certified True Copies of Legislative Documents such as Ordinances, Resolutions, and Minutes of Regular and Special Sessions and Committee Hearings

Office or Division		Sangguniang Panlalawigan (Records Section)		
Classification		Simple Transaction		
Type of Transaction		G2C, G2B, G2G		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed letter-request		Client's own secured documents		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Sign client log book	1. Interview the client 2. Refer the client to the Receiving/ Releasing Section	None	5 minutes	PACD OFFICERS
2. Submit letter-request	1. Receive the document 2. Refer the client to the Records and Archival Section	None	15 minutes	RECEIVING/ RELEASING SECTION Computer Operator II Staff and/or Administrative Assistant II Staff
3. Wait for the assessment and verification as to the availability of requested documents	Assess and verify the availability of requested documents	None	10 minutes	RECORDS and ARCHIVAL SECTION Records Officer III and/or Administrative Officer III
4. Pay the corresponding fee	If the requested document is available, refer the client to the Cashier, Provincial Treasury	Minimum of PHP 50 or PHP 20 per page, whichever is higher (as per Chapter 4	15 minutes	PROVINCIAL TREASURY OFFICE Cashier



	Office	Art. A Section 112(f) of the Revised Revenue Code of the Province of Cagayan (CY 2013)		
5. Go back to the Records and Archival Section of the Sangguniang Panlalawigan Office for the presentation of official receipt	Prepare the requested documents	None	10 Minutes	RECORDS and ARCHIVAL SECTION Records Officer III and/or Administrative Officer III
6. Receive requested documents	Release requested documents	None	5 minutes	RECORDS and ARCHIVAL SECTION Records Officer III and/or Administrative Officer III
			1 Hour	

2. SERVICE NAME: Posting of Judicial Petitions Involving Titles

DESCRIPTION OF THE SERVICE: Certification of Posting of Judicial Petitions Involving Titles

Office or Division	Sangguniang Panlalawigan (Office of the Board Secretary)			
Classification	Simple Transaction			
Type of Transaction	G2C, G2B, G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copies of the following: Court Petition / Order Original / Transfer Certificate of Title 2. Official receipt of the Secretary's/Posting Fee		Client's own secured documents		
CLIENTS STEPS	AGENCY ACTION	FEES TO	PROCESSIN	PERSONS



		BE PAID	G TIME	RESPONSIBLE
1. Sign client log book	1. Interview the client 2. Refer the client to the Office of the Board Secretary	None	5 minutes	PACD OFFICERS
2. Submit documentary requirements	1. Receive documentary requirements 2. Assess documentary requirements	None	15 minutes	OFFICE OF THE BOARD SECRETARY Board Secretary IV, LLSO IV, and /or Administrative Assistant I
3. Pay the Secretary's/posting fee	Refer the client to the Cashier, Provincial Treasury Office	Pay PHP 200 (as per Chapter 4 Art. A Section 112(g) of the Revised Revenue Code of the Province of Cagayan CY 2013)	15 minutes	PROVINCIAL TREASURY OFFICE Cashier
4. Go back to the Sangguniang Panlalawigan Office and present the receipt	1. Prepare certificate of Posting to be signed by the Secretary to the Sanggunian or his/her authorized representative 2. Record in the posting log book 3. Post certificate in the Bulletin Board	None	15 Minutes	OFFICE OF THE BOARD SECRETARY Board Secretary IV, LLSO IV, and /or Administrative Assistant I
5. Receive a copy of the Certificate	Release a copy of the Certificate of Posting	None	4 minutes	OFFICE OF THE BOARD SECRETARY Board Secretary IV, LLSO IV, and /or Administrative Assistant I
			54 Minutes	



PROVINCIAL HEALTH OFFICE EXTERNAL SERVICES



1. PROVINCIAL CAPITOL CLINIC

A frontline medical service given to all Provincial Government employees and citizens of Cagayan

Office or Division	PROVINCIAL HEALTH OFFICE			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's ID 2. Health record 3. Laboratory request 4. Laboratory results 5. Prescription		<ul style="list-style-type: none"> • Patient • Provincial health clinic • Attending physician • Laboratory room • Attending physician 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out registration form				
2. Proceed to Nurse on Duty at the Capitol Clinic				
2.1 New patient: Avail a new patient health ledger	2.1 New patient: Nurse on duty will let the patient fill out health record	None	3 minutes	<i>Nurse on Duty Nurse Attendant Nurse IV Nurse III</i> Provincial Health Office
2.2 Old patient: Present ID for retrieval of old health ledger	2.2 Old patient: Nurse on duty will retrieve patient's old health record	None	3 minutes	
3. Proceed for assessment	3. Nurse on duty will take vital signs of the patient	None	3 minutes	<i>Nurse on Duty Nurse Attendant Nurse IV Nurse III</i> Provincial Health Office
4. Undergo medical history taking, physical examination and	4. Attending physician will make thorough history taking, physical	None	15 minutes	<i>Medical Officer III</i> Provincial Health Office



treatment	examination and give necessary management			
5. If required by the physician: 5.1 Proceed to laboratory/ diagnostic room 5.2 Provide specimen for laboratory examination	5. Medical technologist on duty will perform test requested by the physician	None	1 hour	<i>Med. Tech II</i> Provincial Health Office
6. Present laboratory result	6. Attending physician will interpret laboratory results	None	5 minutes	<i>Medical Officer III</i> Provincial Health Office
7. Explain the disease process and possible complications (if applicable)	7. Attending physician will discuss the disease process to the patient, its complications and treatment modalities	None	10 minutes	<i>Medical Officer III</i> Provincial Health Office
8. Take prescription from attending physician and health teachings	8. Attending physician will prescribe medicine according to patient's need	None	10 minutes	<i>Medical Officer III</i> Provincial Health Office
9. Receive medicine instructions and health teachings	9. Nurse on duty will give instructions on how to take the prescribed medicine and give health teachings	None	5 minutes	<i>Nurse on Duty Nurse Attendant Nurse IV Nurse III</i> Provincial Health Office
TOTAL RESPONSE TIME: 1 hour and 54 minutes FOR PATIENT NEEDING LABORATORY PROCEDURES: 1 hour and 51 minutes FOR PATIENTS WITHOUT LABORATORY PROCEDURES: 46 minutes				



2. PROVINCIAL ANIMAL BITE TREATMENT CENTER

A frontline medical service that provides assessment and treatment to animal bite patients in Cagayan.

Office or Division	Provincial Health Office			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Vaccination card (ABTC form)	<ul style="list-style-type: none"> Animal Bite Treatment Center 			
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. NEW PATIENTS	1. Nurse on duty will let the patient fill out ABTC for	None	5 minutes	<i>Nurse on Duty</i> <i>Nurse Attendant</i> <i>Nurse IV</i> <i>Nurse III</i> <i>Nurse II</i> Provincial Health Office
1.1 Fill out registration form				
1.2 Fill out ABTC Form (Patient's Data Sheet)		None	5 minutes	Provincial Health Office
2. Submit ABTC Form for assessment (categorization of patient)	2. Attending physician/ Nurse on duty will categorize patient based on injury	None	15 minutes	<i>Medical Officer III</i> Provincial Health Office
3. Proceed to ABTC to receive Day 1 of anti rabies vaccine and vaccination schedule for succeeding doses	3. Nurse on duty will administer vaccine and instruct patient on the next vaccination schedule	None	15 minutes	<i>Nurse on Duty</i> <i>Nurse Attendant</i> <i>Nurse IV</i> <i>Nurse III</i> <i>Nurse II</i> Provincial Health Office



<p>4. OLD PATIENTS 4.1 Fill out registration form 4.2 Proceed to ABTC and submit vaccination schedule</p>	<p>4. Nurse on duty will verify schedule and dose to be given</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Nurse on Duty Nurse Attendant Nurse IV Nurse III Nurse II Provincial Health Office</i></p>
<p>5. Receive vaccination</p>	<p>5. Nurse on duty will administer vaccine</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Nurse on Duty Nurse Attendant Nurse IV Nurse III Nurse II Provincial Health Office</i></p>
<p style="text-align: center;">TOTAL RESPONSE TIME: FOR PATIENT NEEDING LABORATORY PROCEDURES: 1 hour and 57 minutes For patients without Laboratory procedures: 48 minutes</p>				



ALCALA MUNICIPAL HOSPITAL EXTERNAL SERVICES



1. OUT-PATIENT CARE

Outpatient care is made up of medical procedures, tests, and services that can be provided to the patient in a setting that doesn't involve an overnight hospital stay.

Office or Division:	Out-patient Division			
Classification:	Simple			
Type of transaction:	G2C-Government to Citizen			
Who may avail: Operating hours:	All Monday-Friday (9am-4Pm) Saturday Sunday and Holidays 9am-12noon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip for referred patients (1 original) 2. Hospital OPD Card (1 original)		<ul style="list-style-type: none"> From referring Health Provider OPD Department 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area and Fill out Triage Form	1.	None	5 minutes	<i>Nurse on Duty</i> Alcala Municipal Hospital
1.1 For new patient: Avail card.		None	5 minutes	<i>Nurse on Duty</i> Alcala Municipal Hospital
1.2 For old patient: Present Card.		None	5 minutes	<i>Nurse on Duty</i> Alcala Municipal Hospital
2. Submit self for assessment and screening		None	1Hr 30minutes	<i>Nurse on Duty</i> Alcala Municipal Hospital
3. Proceed to the designated waiting		None	5 minutes	<i>Nurse on Duty</i> Alcala Municipal Hospital



<p>area and wait for your name to be called for consultation</p>				
<p>4. Undergo Medical examination and treatment</p>		None	5 minutes	<p><i>Medical Officer on Duty</i> Alcala Municipal Hospital</p>
<p>5. If required by the physician: 5.1 Proceed to laboratory/diagnostic room section</p>		CBC w/ APC: PHP250 Urinalysis: PHP100 Fecalysis: PHP50	30 minutes	<p><i>Medical Technologist on Duty</i> Alcala Municipal Hospital</p>
<p>5.2 or minor operating room.</p>		RAT: PHP500	5 minutes	<p><i>Medical Technologist on Duty</i> Alcala Municipal Hospital</p>
<p>5.3 Provide specimen for laboratory examination</p>			5 minutes	
<p>6. Pay standard fees for required procedures at the Cashier (laboratory, Antigen Swab Test and other required procedures)</p>	1.1 Priority lane for PWD (Pregnant women,SC)	None	5 minutes	<p><i>Cashier</i> Alcala Municipal Hospital</p>
<p>7. Submit laboratory result/diagnostic procedure</p>	1.2 Interview patient and fill out OPD Card: Patient's Name, Age, Address, Birthday	None	5 minutes	<p><i>OPD nurse on Duty</i> Alcala Municipal Hospital</p>
<p>8. Take prescription from the physician and proceed to pharmacy.</p>	2. Assess and screen patient/client.	See Table of Pricelist of Drugs/Medicines and Supplies	5 minutes	<p><i>Pharmacist</i> Alcala Municipal Hospital</p>
<p>9. Proceed to</p>	3. OPD nurse will			



<p>Cashier's Office for payment</p> <p>10. Receive instructions for medicine and health teachings</p>	<p>refer the case to ROD then assist doctor and patient during consultation.</p> <p>4. Medical Officer will examine the patient.</p> <p>5.1 Instruct patient for procedures.</p> <p>5.2 Receive specimen</p> <p>6. Collect and issue receipt of payment.</p> <p>7. Physician will receive and analyze the result then prescribe medicines and give instruction.</p> <p>8. Pharmacist will receive prescription and issue charge slip then prepare medicine.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Cashier Alcala Municipal Hospital</p> <p>OPD nurse on Duty Alcala Municipal Hospital</p>
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2	9. Collect and issue receipt of payment.			
	10. Provide medication instructions and health teachings and ff up			
Total Response Time: 2Hours and 45 minutes				

IN-PATIENT MEDICAL CARE

To guide client of hospital services offered and its corresponding standard operating procedure

Office or Division:	Medical			
Classification:	Simple			
Type of transaction:	Government to Citizen(G2C)			
Who may avail:	All			
Operating Hour:	24/7			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral Slip for referred patients. 2. Hospital OPD Card			<ul style="list-style-type: none"> • From referring Health Provider • OPD Department 	
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Screening at triage area	1. Triage nurse will screen the patient using checklist.	None	10 minutes	<i>Nurse Alcala</i> Municipal Hospital
1.1 Holding area/room (for suspect COVID Patient)	1.1 Give instruction for specimen collection.	None	10 minutes	<i>COVID Nurse: Alcala</i> Municipal Hospital
1.2 Undergo Antigen Swab Test for patient and 1 companion/watcher	1.2 Get specimen.	500 per client	30 minutes	<i>Medical Technologist</i> Alcala Municipal Hospital
2. Proceed to Emergency Room	2. ER nurse will receive patient chart.	None	5 minutes	<i>Medical Officer</i>



3. Undergo History and Physical Examination	3. ROD performs physical examination and nurse on duty will log patient to HBSYS admission and do routine.	None	10 minutes	<i>ER Nurse/Staff Alcala Municipal Hospital</i>
4. Consent to admission/care	4. Ask patient/watcher to sign consent for admission.	None	2 minutes	<i>Medical Officer ER Nurse/Staff Alcala Municipal Hospital</i>
5. Receive initial treatment from doctor's order	5. Doctor on duty writes order and other treatment information to patient chart.	None	1 hour	
6. Transfer to Ward	6. ER nurse endorses patient to ward nurse on duty	None	15 minutes	<i>Nurse/ Nursing attendant on duty Alcala Municipal Hospital</i>
	6.1 Ward nurse will receive patient and I.W will bring patient to designated room.	None	20 minutes	
7. Discharge Patient	7. Prepare discharge order/notice, write discharge instructions and prescription for take home medicines, date of follow up check-up	None	20 minutes	<i>Medical Officer Alcala Municipal Hospital</i>
	7.1 Review chart completeness	None	1 hour	<i>Nurse on Duty Alcala Municipal Hospital</i>
8. Give chart or official receipt to nurse.	8. Bring patients chart to pharmacy forwarded to billing section and philhealth office	None for	30 minutes	<i>Nurse on Duty Alcala Municipal Hospital</i>
9. Receive final instructions regarding home care, medication and check-up.	9. Ward Nurse will check if bills are settled and with complete requirements.	Philhealth patient/ Fees varies on consumption	10 minutes	<i>Medical Officer Alcala Municipal Hospital</i>
	10. Give final instructions			



10. Patient/ Companion return watchers ID to Security Guard	regarding home care, medication and check-up schedule via text messages/phone calls/messenger or face to face OPD consultation.	None	2 minutes	<i>Nurse on Duty</i> Alcala Municipal Hospital
	11. Security Guard receive and check discharge slip and release	None		<i>Nurse on Duty</i> Alcala Municipal Hospital
				<i>Pharmacist on Duty</i> <i>Philhelt clerk</i> <i>Cashier</i> Alcala Municipal Hospital
				<i>Nurse on Duty</i> Alcala Municipal Hospital
				<i>Guard On Duty</i> Alcala Municipal Hospital
Total Response Time: 3Hours and 44minutes				

3. LABORATORY SERVICES

Test are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment and prevention disease.

Office or Division:	Laboratory
Classification:	Simple
Type of transaction:	Government to Citizen
Who may avail:	All
Operating Hour:	24/7



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request Form 2. Official Receipt		<ul style="list-style-type: none"> • Nurse Ward/ Out Patient Department • Cashier's Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT				
1. Present a duly accomplished laboratory request form by the client or significant others.	1. Receive laboratory request and fill-out in the logbook.	None	5 minutes	<i>Medical Technologist</i> Alcala Municipal Hospital
	1.1 Give charge slip and instruct client to proceed to Cashier's Office.	Fees varies on approved laboratory fees.	3 minutes	<i>Cashier</i> Alcala Municipal Hospital
2. Proceed to Cahier's Office and the cashier will collect the respective service fees	2. Received charge slip, collect payment and issue official receipt.	None	5 minutes	<i>Medical Technologist</i> Alcala Municipal Hospital
3. Present the official receipt to Med. Tech. on duty.	3. Check official receipt and log OR number to logbook.	None	20 minutes	<i>Medical Technologist</i> Alcala Municipal Hospital
4. Submit specimen needed for test.	4. Receive and check the quality of specimen given by patient and prepare materials and proceed for blood collection.	None	5 minutes	<i>Medical Technologist</i> Alcala Municipal Hospital
	4.1 Proceed to examination of specimen and write result in standard result forms and record results.	None	10 minutes	<i>Medical Technologist</i> Alcala Municipal Hospital
5. Receive laboratory result.	5. Release laboratory result and let the patient sign at the releasing logbook and instruct the client to proceed to his/her physician	None	2 minutes	<i>Medical Technologist</i> Alcala Municipal Hospital
IN-PATIENT				



1. The patient will submit a duly accomplished laboratory request form by the nurse or nursing attendant. 2. Submit specimen needed.	1. Receive and check the completeness of the laboratory request form.	None	5 minutes	Medical Technologist Alcala Municipal Hospital
	2. Receive and check the quality of specimen and if it is properly labeled and prepare materials and proceed to ward for blood collection.	None	20 minutes	Medical Technologist Alcala Municipal Hospital
	2.1 Examine specimen and write result in standard result forms and record results	None	10minutes	Medical Technologist Alcala Municipal Hospital
	2.2 Deliver laboratory results to the ward and receive laboratory result and sign at the releasing logbook.	None	5 minutes	Medical Technologist Alcala Municipal Hospital
4 Total Response Time: 1Hours and 28minutes				

PHARMACY SERVICES

The services provided by the pharmacist in monitoring of prescriptions, poison control, storage, distribution, drug procurement, counselling patients, dispensing of medicines, drug utilization review and evaluation for the betterment of patients.

Office or Division:	Pharmacy			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
Operating Hour:	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medicine Prescriptions 2. Official Receipt		<ul style="list-style-type: none"> • Medical Officer on Duty • Cashier 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT PATIENT				
1. The client will present a complete prescription signed by doctor.	1.1 Receive prescriptions. 1.2 Check stock availability 1.3 If not available, ask	None	5 minutes	Pharmacist Alcala Municipal Hospital



	the doctor for alternative medicine or instruct patient to buy outside			
	1.4 If available, price prescription and issue charge slip			
2. Receive charge slip and proceed to cashier.	2 Give charge slip and instruct client to proceed to cashier section for payment	Fees varies per medicine	5 minutes	Pharmacist Cashier Alcala Municipal Hospital
3. Present charge slips and Official Receipt to pharmacist	3 Receive and verify official receipt and copy OR number	None	5 minute	Pharmacist Alcala Municipal Hospital
4. Receive medicine.	4 Dispense medicine with patient counselling	None	5 minutes	Pharmacist Alcala Municipal Hospital
IN-PATIENT				
1. The client will present a complete prescription signed by doctor.	1.1 Receive, checks and verifies content of prescriptions. 1.2 Check stock availability of medicines and supplies. 1.3 Prepares medicines and supplies with patient name. 1.4 Charge prescriptions to patient's account on HBSYS.	None	10 minutes	Pharmacist Alcala Municipal Hospital
2. Receive medicine.	2 Dispense medicine with patient counselling	None	5 minutes	Pharmacist Alcala Municipal Hospital
Total Response Time: 35 minutes				

5. Medical and Medico-Legal Certificates

A medical and medico-legal certificate is a written statement from a physician or another medically qualified health care provider which attests to the result of medical examination of a patient.

Office or Division:	Medical Records Department
Classification:	Simple
Type of transaction:	Government to Citizen
Who may avail:	All
Operating Hour:	8AM TO 5PM



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical or Medico Legal Request 2. Official Receipt		<ul style="list-style-type: none"> Nurse Ward/ Out Patient Department Cashier's Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a duly accomplished medical or medico legal request form.	1. Receive and prepare medical or medico legal request and fill-out in the logbook.	None	20 minutes	Medical Records Clerk Alcala Municipal Hospital
2. Proceed to Cahier's for payment of respective service fees	2. Receive charge slip, collect payment and issue official receipt.	Medical Certificate – PHP100	5 minutes	Cashier Alcala Municipal Hospital
3. Receive medical/medico legal certificate and sign on releasing logbook	3. Release medical / medico legal certificate	Medico-legal Certificate – PHP 100	5 minutes	Medical Records Clerk Alcala Municipal Hospital
		None		
Total response time: 30 minutes				

6. Birth and Death Certificates

A birth certificate is a vital record that establishes the birth of child. It is an official form gives details on the time and place of a person's birth, and his or her name, sex, mother name and father name.

A death certificate is an official document setting forth particulars relating to a dead person including the name of the individual, the date of birth and the date of death.

Office or Division:	Medical Records Department
Classification:	Simple
Type of transaction:	Government to Citizen
Who may avail:	All
Operating Hour:	8am to 5pm



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth or Death Certificate Request		<ul style="list-style-type: none"> Nurse Ward/ Out Patient Department 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient will submit duly accomplished birth or death certificate request.	1. Receive and check the completeness of the birth or death certificate request.	None	5 minutes	<i>Medical Records Clerk</i> Alcala Municipal Hospital
2. Fill-up data needed in the birth or death certificate	2. Prepare and encode data given by the client.	None	5 minutes	<i>Medical Records Clerk</i> Alcala Municipal Hospital
3. The informant will sign the birth or death certificate.	3. Check the form and bring to the physician for signature.	None	5 minutes	<i>Medical Records Clerk</i> Alcala Municipal Hospital
4. Received birth or death certificate for registration NOTE: (If birth and death certificate form is not available instruct to proceed to Local Civil Registrar)	4. Released birth or death certificate for registration	None	5 minutes	<i>Medical Records Clerk</i> Alcala Municipal Hospital
Total response time: 20 minutes				

7. Philhealth Services

To guide client of hospital services offered and its corresponding standard operating procedure

Office or Division:	Philhealth Office			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Birth or Death Certificate Request 		<ul style="list-style-type: none"> Nurse Ward/ Out Patient Department 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient will	1. Receive data and	None	10 minutes	<i>Philhealth Clerk</i>



provide the data needed for verification of their Philhealth.	verify in the portal.			Alcala Municipal Hospital
2. Fill-up data needed in the birth or death certificate	2. Prepare documents to be signed by the Philhealth member.	None	15 minutes	<i>Philhealth Clerk</i> Alcala Municipal Hospital
	2.1 If do not have Philhealth, Philhealth clerk will instruct patient to go to Social Worker for an interview for Philhealth enrollment	None	15 minutes	<i>Philhealth Clerk/Social Worker</i> Alcala Municipal Hospital
3. Sign documents for Philhealth claims.	3 Checked the documents signed by the client.	None	5 minutes	<i>Philhealth Clerk</i> Alcala Municipal Hospital
4. Inform nurse on duty for their discharge.	4 Nurse check if the bills are settled or Philhealth requirements are completed and then proceed to discharge.	None	5 minutes	<i>Nurse on duty</i> Alcala Municipal Hospital
Total response time: 50minutes				



**ALFONSO PONCE ENRILE MEMORIAL
DISTRICT HOSPITAL
EXTERNAL SERVICES**



1. OUT-PATIENT CARE

Outpatient care is made up of medical procedures, tests, and services that can be provided to the patient in a setting that doesn't involve an overnight hospital stay.

Office or Division:	OUT-PATIENT DIVISION			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail?	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Referral Slip for referred patients (1 original) Hospital OPD Card (1 original) 			<ul style="list-style-type: none"> From referring Health Provider OPD Department 	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area for interview.	1. Interview and fill out triage form.	None	10 minutes	Triage Area Staff
1.1 For new patient: Avail card.	1.1 Interview patient and fill out OPD Card: Patient's Name, Age, Address, Birthday	None	15 minutes	Triage Area Staff
1.2 For old patient: Present Card.	1.2 Retrieve OPD chart.	None	15 minutes	Triage Area Staff
2. Submit self for assessment and screening	2. Assess and screen patient/client.	None	10 minutes	Triage Area Staff
3. Proceed to the designated waiting area and wait for your name to be called for consultation	3. OPD nurse will refer the case to ROD then assist doctor and patient during consultation.	None	15 minutes	Out-Patient Department Staff
4. Undergo Medical examination and treatment	4. Medical Officer will examine the patient.	None	1 hour	Out-Patient Department Staff
5. If required by the physician:				
5.1 Proceed to laboratory/diagnostic room section or minor operating room.	5.1 Instruct patient for procedures.	None	3 minutes	Out-Patient Department Staff
5.2 Provide specimen for laboratory examination	5.2 Receive specimen	None	15 minutes	Laboratory Department Staff



5.3 To X-Ray Room for procedure	5.3 Instruct patient for procedure.	None	20 minutes	X-Ray Department Staff
6. Pay standard fees for required procedures at the Cashier (laboratory, X-ray, Antigen Swab Test and other required procedures)	6. Collect and issue receipt of payment.	Refer fees provided in a separate sheet – (Annex A & B)	10 minutes	Cashier Staff
7. Submit laboratory result/diagnostic procedure	7. Physician will receive and analyze the result then prescribe medicines and give instruction.	None	20 minutes	Out-Patient Department Staff Pharmacy Staff
8. Take prescription from the physician and proceed to pharmacy.	8. Pharmacist will receive prescription and issue charge slip then prepare medicine.	Refer fees provided in a separate sheet	10 minutes	Pharmacy Staff
9. Proceed to Cashier's Office for payment	9. Collect and issue receipt of payment.	Refer fees provided in a separate sheet	5 minutes	Pharmacy Staff Business Office Staff
10. Receive instructions for medicine and health teachings	10. Provide medication instructions and health teachings	None	10 minutes	Out-Patient Department Staff
TOTAL			3 hr. & 2 mins	

*Always observe Minimum Public Health Standards all the time

2. IN-PATIENT MEDICAL CARE

To guide client of hospital services offered and its corresponding standard operating procedure

Office or Division:	MEDICAL			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail?	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
● Referral Slip for referred patients (1 original)			● From referring Health Provider	
CLIENT STEP	AGENCY ACTION	FEES TO	PROCESSING	PERSON



		BE PAID	TIME	RESPONSIBLE
1. Screening at triage area	1. Triage Nurse will screen the patient using a checklist.	None	5 minutes	Triage Staff
1.1 Holding area/room (for suspect COVID Patient)	1.1 Give instructions for specimen (swab) collection and prepare antigen request and give to Med. Tech on duty.	None	10 minutes	Triage Staff
1.2 Undergo Antigen Swab Test for patient and 1 companion/watcher	1.2 Collect specimen for Antigen test.	None	40 minutes	Triage Staff
2. Proceed to Emergency Room	2. ER Nurse shall prepare admission chart.	None	10 minutes	Emergency Room staff
3. Undergo History and Physical Examination	3. ROD performs physical examination and Nurse on duty will log patient to HBSYS admission and do routine care.	None	15 minutes	Emergency Room staff
4. Consent to admission/care	4. Ask the patient/watcher to sign consent for admission.	None	5 minutes	Emergency Room staff
5. Receive initial treatment from doctor's order	5. Doctor on duty writes order and other treatment information to the patient chart.	None	1 hour	Emergency Room staff
	ER nurse carry out doctor's order	None	15 minutes	Emergency Room staff
6. Transfer to Ward	6. ER Nurse endorses patient to ward nurse on duty	None	30 minutes	Emergency Room staff
	I.W will bring the patient to the designated room and ward Nurse will receive the patient	None	20 minutes	Staff Nurse on Duty
7. Present Philhealth ID or any valid ID	7. ER Nurses shall submit patient data for philhealth verification/Interview	None	10 minutes	Philhealth Office staff



8. Discharge Patient	8. Prepare discharge order/notice, write discharge instructions and prescription for take home medicines, date of follow up check-up	None	45 minutes	Staff Nurse on Duty
	Review chart for completeness	None	1 hour	Staff Nurse on Duty
9. Proceed to billing section and Philhealth Office then sign SOA, CSF and other Philhealth claim documents..	9. Bring patients chart to laboratory then forward to pharmacy, billing section and philhealth office	None for Philhealth patient Non-Philhealth Refer fees provided in a separate sheet-(Annex A, B & C)	1 hour & 30 minutes	Laboratory Department Staff Pharmacy Staff Business Office Staff Philhealth Office Staff
10. Receive final instructions regarding home care, medication and check-up.	10. Ward Nurse will check if bills are settled and with complete requirements.	None	15 minutes	Staff Nurse on Duty
	Give final instructions regarding home care, medication and check-up schedule via text messages/phone calls/ messenger or face to face OPD consultation.	None	15minutes	Staff Nurse on Duty
11. Patient/ Companion return watchers ID to Security Guard	11. Security Guard receive and check discharge slip and release	None	5 minutes	Security Guard
TOTAL			7 hour and 40 minutes	

*Patient must always observe Minimum Public Health Standards all the time

**Health worker shall use level II to level III protection at all times

3. LABORATORY SERVICES

Test are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment and prevention disease.



Office or Division:	LABORATORY			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail?	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Laboratory Request Form		• Nurse Ward/ Out Patient Department		
• Referral Slip for referred patients (1 original)		• Cashier's Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT				
1. Present a duly accomplished laboratory request form	1. Receive laboratory request and fill-out in the logbook.	None	5 minutes	Laboratory Department Staff
	Give charge slip and instruct client to proceed to Cashier's Office.	None	5 minutes	Laboratory Department Staff
2. Proceed to Cahier's Office and pay the corresponding amount.	2. Received charge slip, collect payment and issue official receipt.	Refer fees provided in a separate sheet- (Annex B)	5 minutes	Business Office Staff
3. Present the official receipt to Med. Tech. on duty.	3. Check official receipt and log OR number to logbook.	None	20 minutes	Laboratory Department Staff
4. Submit specimen needed for the test.	4. Receive and check the quantity of specimen given by patient and prepare materials and proceed for blood collection.	None	Blood Chemistry: 5 hours, Other lab. Test: 1 hour	Laboratory Department Staff
	4.1 Proceed to examination of specimen and write result in standard result forms and record results			Laboratory Department Staff



5. Receive result and sign in the releasing logbook	5. Release laboratory result and let the patient sign at the releasing logbook and instruct the client to proceed to his/her physician	None	5 minutes	Laboratory Department Staff
TOTAL			6 hours & 55 minutes	
IN-PATIENT				
1. Receive instruction from nurses/attendant.	1. Receive and check the completeness of the laboratory request form from nurses.	None	5 minutes	Staff Nurse on Duty
2. Submit specimen/prepare self for collection of specimen needed.	2. Receive and check the quality of specimen and if it is properly labeled and prepare materials then proceed to ward for blood collection.	None	20 minutes	Laboratory Department Staff
	2.1 Examine specimen and write result in standard result forms and record results	None	5 hours for blood chemistry and 1 hour for other lab. Test	Laboratory Department Staff
	2.2 Deliver laboratory results to the ward, nurses receive laboratory results and sign at the releasing logbook.	None	5 minutes	Laboratory Staff Staff Nurse on Duty
TOTAL:			6 hours & 30 minutes	

*Always observe Minimum Public Health Standards all the time

4. PHARMACY SERVICES

The services provided by the pharmacist in monitoring of prescriptions, poison control, storage, distribution, drug procurement, counselling patients, dispensing of medicines, drug utilization review and evaluation for the betterment of patients.

Office or Division:	PHARMACY
Classification:	Simple
Type of transaction:	Government to Citizen
Who may avail?	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
● Medicine Prescriptions		● Medical Officer on Duty		
● Official Receipt		● Cashier's Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT PATIENT				
1. The client will present a complete prescription signed by doctor.	1.1 Receive prescriptions.	None	5 minutes	Pharmacy Staff
	1.2 Check stock availability			Pharmacy Staff
	1.3 If not available, ask the doctor for alternative medicine or instruct patient to buy outside			Pharmacy Staff
	1.4 If available, price prescription and issue charge slip			Pharmacy Staff
2. Receive charge slip and proceed to cashier.	2 Give charge slip and instruct client to proceed to cashier section for payment	None	3 minutes	Pharmacy Staff
3. Proceed to Cahier's Office and pay the corresponding amount.	3 Received charge slip, collect payment and issue official receipt.	Refer fees provided in a separate sheet	8 minutes	Business Office Staff
4. Present charge slips and Official Receipt to pharmacist	4 Receive and verify official receipt and copy OR number	None	5 minutes	Pharmacy Staff
5. Receive medicine.	5 Dispense medicine with patient counseling	None	10 minutes	Pharmacy Staff
TOTAL			31 minutes	
IN-PATIENT				
1. The client will present a complete prescription signed by doctor.	1.1 Receive, checks and verifies content of prescriptions.	None	8 minutes	Pharmacy Staff



	1.2 Check stock availability of medicines and supplies.			
	1.3 Prepares medicines and supplies with patient name.			
	1.4 Charge prescriptions to patient's account on HBSYS.			
2. Receive medicine.	2 Dispense medicine with patient counselling	None	5 minutes	Pharmacy Staff
	TOTAL:		13 minutes	

*Always observe Minimum Public Health Standards all the time

5. RADIOLOGIC SERVICES

Radiology is a branch of medicine that uses imaging technology to diagnose and treat disease.

Office or Division:		RADIOLOGY DEPARTMENT		
Classification:		Simple		
Type of transaction:		Government to Citizen		
Who may avail?		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • X-ray Request Form • Official Receipt 		<ul style="list-style-type: none"> • Nurse Ward/ Out Patient Department • Cashier's Office 		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT PATIENT				
1. Proceed to ER/OPD for assessment/consultation	1. Assess the patient and give x-ray request form	None	3 minutes	OPD Staff
2. Proceed to x-ray section and present x-ray request form for instructions	2. Receive x-ray request	None	2 minutes	X-Ray Department Staff
3. Pay standard fees for the x-ray procedure at the business office	3. Receive charge slip, collect payment and issue official receipt.	Refer fees provided in a separate	3 minutes	Business Office Staff



		sheet (Annex A)		
4. Proceed to x-ray section for the procedure.	4. Position the patient for the procedure.	None	5 minutes	X-Ray Department Staff
5. Receive x-ray film and result.	4.1 Process x-ray films and send x-ray images to the Radiologist for official reading thru messenger	75 pesos reading fee per film	10 minutes	X-Ray Department Staff
	5. Release x-ray result and film.	None	5 hours	X-Ray Department Staff
TOTAL			5 hours and 23 minutes	
IN-PATIENT				
1. Proceed to x-ray room for procedures via stretcher/wheelchair.	1. Check the completeness of the x-ray request form then receive on ER/Ward logbook	None	2 minutes	Staff Nurse on Duty
	1.1 Rad. Tech. on duty requests IW to assist in-patients to proceed to x-ray section and back to their ward after the procedure.	None	15 minutes	X-Ray Department Staff
	1.2 Process x-ray films and send x-ray images to the Radiologist for official reading thru messenger	None	10 minutes	X-Ray Department Staff
	1.3 Releasing of official x-ray result and film	None	5 hours	Staff Nurse on Duty X-Ray Department Staff
TOTAL:			5 hours & 27 minutes	

*Always observe Minimum Public Health Standards all the time



6. Medical and Medico-Legal Certificates

A medical and medico-legal certificate is a written statement from a physician or another medically qualified health care provider which attests to the result of medical examination of a patient.

Office or Division:	MEDICAL RECORDS DEPARTMENT			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail?	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Medico Legal Request Letter			• Police or Barangay Captain	
• Medical Certificate Request Form			• Nurse Ward/ Out Patient Department	
• Official Receipt			• Cashier's Office	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Medical or Medico-Legal Certificate Request form from Nurse on duty.	1. Retrieve chart and Nurses/ N.A fills out request form	None	15 minutes	Staff Nurse on Duty
2. Present a duly accomplished medical or medico legal request form.	2. Receive request form, retrieve chart and prepare medical or medico legal request and fill-out in the logbook.	None	15 minutes	Medical Record Officer
3. Proceed to Cahier's Office for payment of respective service fees	3. Receive charge slip, collect payment and issue official receipt.	Medical Certificate – PHP100 Medico-legal Certificate – PHP 200 (Annex C)	3 minutes	Business Office Staff
4. Receive medical/medico legal certificate and sign on releasing logbook	4. Release medical/medico legal certificate	None	5 minutes	Medical Record Officer
TOTAL:			18 minutes	

*Always observe Minimum Public Health Standards all throughout the procedure.



7. Birth and Death Certificates

A birth certificate is a vital record that establishes the birth of child. It is an official form that gives details on the time and place of a person's birth, and his or her name, sex, mother name and father name.

A death certificate is an official document setting forth particulars relating to a dead person including the name of the individual, the date of birth and the date of death.

Office or Division:	MEDICAL RECORDS DEPARTMENT			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail?	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
● Birth or Death Certificate Request		● Nurse Ward/ Out Patient Department		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Birth/Death Certificate Request from Nurse on duty.	1. Retrieve chart and prepare Birth/Death Certificate Request Form	None	15 minutes	Staff Nurse on Duty
2. Fill out entries needed in the request form.	2. Validate entries then interview.	None	5 minutes	Medical Record Officer
3. The patient/ relative will submit duly accomplished birth or death certificate request form and present I.D	3. Receive and check the completeness of the birth or death certificate request.	None	5 minutes	Medical Record Officer
	Prepare and encode data.	None	30 minutes	Medical Record Officer
4. The informant will sign the birth or death certificate.	4. Check the form and bring to the physician for signature.	None	15 minutes	Medical Record Officer Ward Staff
5. Received birth or death certificate for registration	5. Released birth or death certificate for registration	None	5 minutes	Medical Record Officer
TOTAL:			1 hour & 5 minutes	

*Always observe Minimum Public Health Standards all the time



8. Philhealth Services

To guide client of hospital services offered and its corresponding standard operating procedure

Office or Division:	PHILHEALTH OFFICE			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail?	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
● Philhealth I.D or Member Data Record (MDR)			● Nurse Ward/ Out Patient Department	
● Birth Certificate, Marriage Contract				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient will provide the data needed for verification of their Philhealth	1. Receive data and verify in the portal.	None	5 minutes	Philhealth Office Staff
	1.1 Prepare documents to be signed by the Philhealth member.	None	15 minutes	Philhealth Office Staff
	1.2 If w/out Philhealth, the Philhealth clerk will instruct patient/client to go to Social Worker for an interview for Philhealth enrollment	None	15 minutes	Philhealth Office Staff Social Worker Staff
2. Fill-up the documents needed	2 Checked the documents signed by the client.	None	2 minutes	Philhealth Staff
3. Inform nurse on duty for their discharge.	3 Nurse on duty will check if the bills are settled or Philhealth requirements are completed and then proceed to discharge.	None	5 minutes	Staff Nurse on Duty
TOTAL:			42 minutes	

*Always observe Minimum Public Health Standards all the time



APARRI DISTRICT HOSPITAL EXTERNAL SERVICES



1. LABORATORY EXAMINATIONS (OUT-PATIENT)

Service Information	:Diagnostic examination. Laboratory Section is open 24/7			
Office or Division	:Laboratory Section			
Classification	:Highly Technical			
Type of Transaction	:G2C-(Government-to-Citizen)			
Who may avail	:Out-Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Completely filled-out Laboratory Request Form 2. OPD ID card			<ul style="list-style-type: none"> ER/OPD Requesting Physician OPD Nurse 	
CLIENTS STEPS	PG ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completely filled-out laboratory request form	1. Receives completely filled out laboratory request form from client, check for completeness.	None	10 minutes	<i>Medical Technologist</i>
	1.1 Issuance of charges slip to pay at the cashier.			
2. Pay required standard laboratory fee	1. Issuance of Official Receipt	See lab. Examination fees	5 minutes	<i>Cashier</i>
3. Proceed to Extraction area	3. Checking of Official receipt		1 minute	
	3.1 Extracts specimen from the patient. Informs the patient the time of release of the result	None	5 minutes	<i>Medical Technologist</i>
	3.2 Perform the laboratory examination		20 minutes	
4. Claiming of result	4. Hands Laboratory result to patient/client	None	2 minutes	<i>Medical Technologist</i>
TOTAL: 43 minutes				



2. LABORATORY EXAMINATIONS (IN-PATIENTS)

Service Information	: Diagnostic examination. Laboratory Section is open 24/7			
Office or Division	: Laboratory Section			
Classification	: Highly Technical			
Type of Transaction	: G2C- (Government-to-Citizen)			
Who may avail	: Out-Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Completely filled-out Laboratory Request Form			<ul style="list-style-type: none"> • Requesting Physician from ward 	
CLIENTS STEPS	PG ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely filled-out request form	1. Receives laboratory request form from NOD/NA	None	5 minutes	<i>Medical Technologist</i>
	2. Reviews completeness of laboratory request form. Enters to in-patient request logbook and creates order at iHOMIS	None	5 minutes	<i>Medical Technologist</i>
	3. Extracts specimen from the patient. Perform Laboratory examination	None	25 minutes	<i>Medical Technologist</i>
	4. Hands Laboratory result to NOD	None	2 minutes	<i>Medical Technologist</i>
TOTAL: 37 minutes				



3. X-RAYDIAGNOSTICEXAMINATION(OUT-PATIENTS)

ServiceInformation	:DiagnosticExamination.X-raySectionisopen24/7			
OfficeorDivision	:X-raySection			
Classification	:HighlyTechnical			
Typeof Transaction	:G2C-(Government-to-Citizen)			
Who mayavail	: Out-Patients			
CHECKLISTOFREQUIREMENTS			WHERE TO SECURE	
1. Completelyfilled-outX-rayRequestForm 2. OPD-IDcard			<ul style="list-style-type: none"> • ER/OPDRequestingPhysician • OPDNurse 	
CLIENTSSTEPS	PGCACTION	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completely filled-outX-rayrequest form	1. Receivesandlog in x-ray request form	None	5minutes	<i>Radiologic Technologist</i>
	1.1 Issuanceof chargeslipto pay at the cashier	None	5minutes	<i>Radiologic Technologist</i>
2. Paystandard X-ray fee	2. Issuance of OfficialReceipt	Seex-ray procedure fees	5minutes	<i>Cashier</i>
3. ProceedtoX-ray Room	3. Performs requiredX-ray procedureand processing of films.	None	15minutes	<i>Radiologic Technologist</i>
	3.1 Readingand encoding of result	None	10minutes	<i>MedicalOfficer Radiologic Technologist</i>
	3.2 Schedule the procedure (Ultrasoundonly) 3.4 Perform Ultrasound procedure, readingand encodingof result	None	1minutes 25minutes	<i>MedicalOfficer Radiologic Technologist</i>
4. Claimingofresult	4. Handsx-ray result to patient/client	None	2minutes	<i>Radiologic Technologist</i>
TOTAL: X-ray- 42 minutes Ultrasound-43minutes				

Note: Radiologist/Sonologist is available only on Sundays and Mondays. If the Radiologist/Sonologist X-rayfilmsaresubjectforReadingoutsidetheHospitalorOther Diagnostic Clinic

4. REQUISITION OF OPD MEDICAL CERTIFICATE/MEDICO-LEGAL CERTIFICATE

Service Information	: Issuance of requested OPD Medical Certificate. Open from 8:00 am to 4:00 pm			
Office or Division	: HIMD/OPD			
Classification	: Simple			
Type of Transaction	: G2C (Government-to-Citizen) : G2G (Government-to-Government)			
Who may avail	: OPD patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Completely filled-out Medical Certificate Slip Form 2. Police Request (For medico-legal certificate only)			<ul style="list-style-type: none"> • OPD Nurse • Police Station 	
CLIENTS STEPS	PG ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for medical certificate slip form	1. Interview, verify and issue medical certificate slip to patient or relative	None	10 minutes	<i>OPD Nurse</i>
2. Submits properly filled-out medical certificate slip form	2. Interview, verify and issue charge slip to patient or relative	None	2 minutes	<i>HIMD staff</i>
3. Pay at the cashier office	3. Issue official receipt	₱100.00- medical certificate ₱200.00- medico-legal cert.	5 minutes	<i>Cashier</i>
4. Wait while Medical Certificate is being processed	4. Encodes patient data and other related information. Prints, for signature and release the Medical Certificates	None	10 minutes	<i>Medical Officer HIMD staff</i>
TOTAL: 27 minutes				

5. REQUISITION OF IN-PATIENT MEDICAL CERTIFICATE/MEDICO- LEGAL CERTIFICATE

Service Information	: Issuance of requested In-Patient Medical Certificate. Open Monday to Friday from 8:00am to 5:00pm. (Except Holidays)			
Office or Division	: HIMD/WARD			
Classification	: Simple			
Type of Transaction	: G2C (Government-to-Citizen) : G2G (Government-to-Government)			
Who may avail	: Admitted patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Completely filled-out Medical Certificate Slip Form			<ul style="list-style-type: none"> • Nurse on Duty • Nursing Attendant on duty • HIMD staff 	
CLIENTS STEPS	PG ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for medical certificate slip form	1. Interview, Verify information to iHOMIS and issue medical certificate slip to patient or relative	None	10 minutes	Station 1 or 2 Nurse or Nursing Attendant on duty HIMD staff
2. Pay at the cashier office	2. Issue official receipt	₱100.00- medical certificate ₱200.00- medico-legal cert.	5 minutes	Cashier I
3. Waits while Medical Certificate is being processed	3. Encodes patient data and other related information Print out, for signature of Attending Physician and release the Medical Certificates	None	10 minutes	HIMD staff Medical Officer
TOTAL: 25 minutes				

6. PROCESSING OF DEATH CERTIFICATE

Service Information	:Processing of Death Certificates for admitted and ER patients. Open Monday to Friday from 8:00 am to 5:00 pm (Except Holidays)			
Office or Division	:HIMD-Medical Records Section/WARD/ER			
Classification	:Simple			
Type of Transaction	:G2C (Government-to-Citizen) :G2G (Government -to-Government)			
Who may avail	:Admitted patients, Hospital employees, Next of kin, Relative and Authorized Representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Discharge clearance 2. Death Certificate Form Slip 3. ID of immediate family 4. Authorization letter (If representative of the immediate family)			<ul style="list-style-type: none"> Station 1 or 2 Nurse on Duty/Nursing Attendant on duty/ER Nurse HIMD Staff Patients relative/ Representative 	
CLIENTS STEPS	PGCACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out Death Certificate Slip form	1. Receive properly filled out Death certificate slip form.	None	2 minutes	<i>HIMD staff</i>
2. Interviewed and present required documents (ID's /Authorization letter)	2. Receive properly filled out Death certificate slip form. 2.1 Verify information to iHOMIS (Admitted patients only)	None	5 minutes	<i>HIMD staff</i>
3. Waits while the Death Certificate is being processed	3. Encode patient data and other related information. Print-out, for signature of Attending Physician	None	10 minutes	<i>Medical Officer HIMD staff</i>
4. Sign in the logbook and the Death Certificate	4. Release the requested Death Certificate and instruct the next of kin / relative/ authorized person to have it signed by the embalmer (Funeral parlor) and to register Death Certificate at the Local Civil Registrar's Office, Municipality of Aparri	None	5 minutes	<i>HIMD staff</i>
TOTAL: 22 minutes				

7. PROCESSING OF BIRTH CERTIFICATE

Service Information	:Processing of Birth Certificates for admitted patients. Open Monday to Friday (Except Holidays)			
Office or Division	:HIMD-Medical Records Section/WARD/ER			
Classification	:Simple			
Type of Transaction	:G2C (Government-to-Citizen) :G2G (Government-to-Government)			
Who may avail	:Admitted patients, Hospital employees, Parents and Relative of the child.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Birth Certificate Form Slip 2. Copy of Marriage Contract-Married parents 3. Copy of Birth Cert. of both parents-Not married parents 4. Valid ID of both parents-If copy of birth cert is unavailable			<ul style="list-style-type: none"> Station 1 Nurse on Duty/ Nursing Attendant Patients relative/Representative 	
CLIENTS STEPS	PGCACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill-out Birth certificate slip	1. Issue birth certificates slip and instruct what to fill out	None	5 minutes	Station 1 Nurse or Nursing Attendant on Duty
2. Submit filled-out Birth Certificate Slip form	2. Receives properly filled out Birth certificates slip form.	None	2 minutes	HIMD staff
3. Interviewed and present required documents or ID	3. Receives properly filled out Birth certificates slip form. Verify information to iHOMIS	None	3 minutes	HIMD staff
4. Waits while Birth Certificate is being processed	4. Encodes patient data and other related informations. Print-out, for signature of Attending Physician	None	15 minutes	Medical Officer HIMD staff
5. Sign in the logbook and the Birth certificate 5.1 Both parents will sign the birth certificate if not married and the mother will only sign the affidavit to use the surname of father. Either the mother or the father will sign the birth cert if parents are married	5. Release the requested Birth Certificate and instruct the parents to register Birth Certificate at the Local Civil Registrar Office, Municipality of Aparri.	None	5 minutes	HIMD staff
TOTAL: 30 minutes				

8. ADMISSION

Service Information	:Processingadmittingpatient.Open24/7			
Office or Division	:EmergencySection			
Classification	:Simple			
Type of Transaction	:G2C(Government-to-Citizen)			
Who may avail	:Admittedpatients,Watchers/Relatives.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Triage Form 2. ER patient record 3. Patient medical record			<ul style="list-style-type: none"> • Security Guard on duty • ER Nurse • Patient's relative/ Representative 	
CLIENTS STEPS	PGCACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient submit for assessment at Triage	1. Interview patient	None	5 minutes	Security Guard on duty
2. Submit patient for Rapid antigen testing	2. Donning of PPE, instruct patient to go to the swabbing area, collect patient's specimen.	None	15 minutes	Medical Technologist
3. Rapid antigen test results POSITIVE and shows Covid-19 signs and symptoms	3. Inform Covid Ward nurse.		5 minutes	<i>Covid ward nurse</i> <i>Nursing Attendant</i>
3.1. Transported to the Covid ward	3.1 Transport patient to the Covid ward		5 minutes	<i>Medical Officer</i> <i>Covid ward nurse</i> <i>Nursing Attendant</i>
3.2 Rapid antigen test results NEGATIVE shows NO Covid -19 signs and symptoms	3.2 Assess, examine and evaluate patient condition. Take vital sign. Take vital signs, Medical history, physical examination and working diagnosis			

4. Submit patient him/herself for physical examination and evaluation	4. Assess, examine and evaluate patient condition. Take vital signs, Medical history and physical examination and working diagnosis.	None	30 minutes	Nurse Medical Officer
5. Read and sign consent for admission	5. Explain consent for admission	None	1 minute	<i>Nurse</i>
	5.1 Create and record patient data in the iHOMIS	None	5 minute	Nurse Medical Officer
	5.2 Instruct patient watcher and issue prescription for the replacement of ER medicine	None	3 minute	<i>Nurse</i> Aparri District Hospital
6. Replace ER medicine and medical supplies used	6. Dispense medicine and medical supplies and records at the iHOMIS	None	10 minutes	<i>Pharmacist</i> Aparri District Hospital
7. Endorsement to the ward	7. Inform and notify Nurse on duty about admission and patient condition	None	5 minutes	<i>Nurse</i> Aparri District Hospital
TOTAL: 1 hour and 25 minutes				

9. CONSULTATION

Service Information	: Process in the consultation of patient. Open from Monday to Friday only. From 8:00am to 12:00pm only (Except holidays)			
Office or Division	: OPD Section			
Classification	: Simple			
Type of Transaction	: G2C (Government-to-Citizen)			
Who may avail	: Out-Patients, Watchers/Relative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Triage Form 2. OPD ID card 3. OPD Record Form 4. X-ray request slip 5. Laboratory request slip 6. Prescription slip			<ul style="list-style-type: none"> • Security guard on duty • OPD Nurse • OPD Nurse • OPD Nurse • Attending Physician 	
CLIENTS STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patients submit for assessment at Triage	1. Interview patient	None	5 minutes	<i>Security Guard on duty</i>
2. Patients submit for physical examination and evaluation	2. Assess, examine and evaluate patient condition. Take vital signs, Medical history and physical examination and working diagnosis.	None	20 minutes	<i>OPD Nurse Medical Officer</i>
3. Patients submit for diagnostic procedure	3. Instruct patient and issue diagnostic procedure slip	None	5 minutes	<i>OPD Nurse Medical Officer</i>
	3.1 Advise patient to come back with the Official result	None	1 minute	<i>OPD Nurse Medical Officer</i>
4. Submit diagnostic result	4. Working diagnosis	None	10 minutes	<i>Medical Officer</i>
5. Receive instruction for medicine and health teachings	5. Issue prescription of medicine and render health teachings	None	4 minutes	<i>Medical Officer</i>



BAGGAO DISTRICT HOSPITAL EXTERNAL SERVICES

1. Out-Patient Care

Outpatient care is made up of medical procedures, tests, and services that can be provided to the patient in a setting that doesn't involve an overnight hospital stay.

Office or Division:	Out-patient Division			
Classification:	Simple			
Type of transaction:	G2C-Government to Citizen			
Who may avail: Operating hours:	All Monday-Friday (9am-4Pm) Saturday Sunday and Holidays 9am-12noon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip for referred patients (1 original) 2. Hospital OPD Card (1 original)		<ul style="list-style-type: none"> From referring Health Provider OPD Department 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area and Fill out Triage Form	1. Receive the required documents and check for completeness	None	5 minutes	<i>Nurse on Duty</i> Baggao District Hospital
1.1 For new patient: Avail card.	1.1 Priority lane for PWD (Pregnant women, SC)	None	5 minutes	<i>Nurse on Duty</i> Baggao District Hospital
1.2 For old patient: Present Card.	1.2 Interview patient and fill out OPD Card: Patient's Name, Age, Address, Birthday	None	5 minutes	<i>Nurse on Duty</i> Baggao District Hospital
2. Submit self for assessment and screening	2. Assess and screen patient/client.	None	30 minutes	<i>Nurse on Duty</i> Baggao District Hospital
3. Proceed to the designated waiting area and wait for your name to be called for consultation	3. OPD nurse will refer the case to ROD then assist doctor and patient during consultation	None	1Hr	<i>Nurse on Duty</i> Baggao District Hospital

4. Undergo Medical examination and treatment	4. Medical Officer will examine the patient.	None	5 minutes	<i>Medical Officer on Duty Baggao District Hospital</i>
5. If required by the physician:				
5.1 Proceed to laboratory/diagnostic room section 5.2 or minor operating room. 5.3 Provide specimen for laboratory examination	5.1 Instruct patient for procedures. 5.2 Receive specimen	CBC w/ APC: PHP250 Urinalysis: PHP100 Fecalysis: PHP50 RAT: PHP500	30 minutes	<i>Medical Technologist on Duty Baggao District Hospital Medical Technologist on Duty Baggao District Hospital</i>
6. Pay standard fees for required procedures at the Cashier (laboratory, Antigen Swab Test and other required procedures)	6. Collect and issue receipt of payment.	None	5 minutes	<i>Cashier Baggao District Hospital</i>
7. Submit laboratory result/diagnostic procedure	7. Physician will receive and analyze the result then prescribe medicines and give instruction.	None	5 minutes	<i>Medical Officer on duty Baggao District Hospital</i>
8. Take prescription from the physician And proceed to pharmacy.	8. Pharmacist will receive prescription and issue charge slip then prepare medicine.	See Table of Pricelist of Drugs/Medicines and Supplies	5 minutes	<i>Pharmacist on Duty Baggao District Hospital</i>
9. Proceed to Cashier's Office for payment	9. Collect and issue receipt of payment.	None	5 minutes	<i>Cashier Baggao District Hospital</i>
10. Receive instructions	10. Provide	None	5 minutes	<i>OPD nurse on Duty</i>

for medicine and health teachings	medication instructions and health teachings and ff up			Baggao District Hospital
Total Response Time: 2Hours and 45 minutes				

2. IN-PATIENT MEDICAL CARE

To guide client of hospital services offered and its corresponding standard operating procedure

Office or Division:	Medical			
Classification:	Simple			
Type of transaction:	Government to Citizen(G2C)			
Who may avail:	All			
Operating hours:	24/7			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Referral Slip for referred patients (1 original) 2. Hospital OPD Card	<ul style="list-style-type: none"> • From referring Health Provider • OPD Department 			
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Screening at triage area	1. Triage nurse will screen the patient using checklist.	None	10 minutes	<i>Nurse</i> Baggao District Hospital
1.1 Holding area/room (for suspect COVID Patient)	1.1 Give instruction for specimen Collection.	None	10 minutes	<i>COVID Nurse</i> Baggao District Hospital
1.2 Undergo Antigen Swab Test for patient and 1 companion/watcher	1.2 Get specimen.	500 per client	30 minutes	<i>Medical Technologist</i> Baggao District Hospital

2. Proceed to Emergency Room	2. ER nurse will receive patient chart.	None	5 minutes	<i>Medical Office ER Nurse/Staff Baggao District Hospital</i>
3. Undergo History and Physical Examination	3. ROD performs physical examination and nurse on duty will log patient to HBSYS admission and do routine.	None	10 minutes	<i>Medical Officer Nurse on Duty Baggao District Hospital</i>
4. Consent to admission/care	4. Ask patient/watcher to sign consent for admission.	None	2 minutes	<i>Nurse/ Nursing attendant on duty Baggao District Hospital</i>
5. Receive initial treatment from doctor's order	5. Doctor on duty writes order and other treatment information to patient chart.	None	1 hour	<i>Medical Officer Baggao District Hospital</i>
6. Transfer to Ward	6. ER nurse endorses patient to ward nurse on duty Ward nurse will receive patient and I.W will bring patient to designated room.	None	15 minutes	<i>Nurse on Duty Baggao District Hospital</i>

7. Discharge Patient	7. Prepare discharge order/notice, write discharge instructions and prescription for take home medicines, date of follow up check-up	None	20 minutes	<i>Medical Officer</i> Baggao District Hospital
	7.1 Review chart completeness	None	20 minutes	<i>Nurse on Duty</i> Baggao District Hospital
	7.2 Bring patients chart to pharmacy forwarded to billing section and philhealth office	None	1 hour	<i>Nurse on Duty</i> Baggao District Hospital
8. Give chart or official receipt to nurse.	8. Ward Nurse will check if bills are settled and with complete requirements.	None for Philhealth patient/ Fees varies on consumption	30 minutes	<i>Pharmacist on Duty</i> <i>Philhealth clerk</i> <i>Cashier</i> Baggao District Hospital
9. Receive final instructions regarding home care, medication and check-up.	9 Give final instructions regarding home care, medication and check- up schedule via text messages/phone calls/ messenger or face to face OPD consultation.	None	10 minutes	<i>Nurse on Duty</i> Baggao District Hospital
10. Patient/ Companion return watchers ID to Security Guard	10. Security Guard receive and check discharge slip and release	None	2 minutes	<i>Guard On Duty</i> Baggao District Hospital

Total Response Time: 2 Hours and 45 minutes

3. LABORATORY SERVICES

Test are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment and prevention disease.

Office or Division:		Laboratory		
Classification:		Simple		
Type of transaction:		Government to Citizen		
Who may avail?		All		
Operating Hour:		24/7		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request Form 2. Official Receipt		<ul style="list-style-type: none"> ● Nurse Ward/ Out Patient Department ● Cashier's Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT				
1. Present a duly accomplished laboratory request form by the client or significant others.	1. Receive laboratory request and fill-out in the logbook. Give charge slip and instruct client to proceed to Cashier's Office.	None	5 minutes	<i>Medical Technologist</i> Baggao District Hospital
2. Proceed to Cahier's Office and the cashier will collect the respective service fees	2. Received charge slip, collect payment and issue official receipt.	Fees varies on approved laboratory fees.	3 minutes	<i>Cashier</i> Baggao District Hospital

3. Present the official receipt to Med. Tech. on duty.	3. Check official receipt and log OR number to logbook.	None	5 minutes	<i>Medical Technologist</i> Baggao District Hospital
4. Submit specimen needed for test.	4. Receive and check the quality of specimen given by patient and prepare materials and proceed for blood collection.	None	20 minutes	<i>Medical Technologist</i> Baggao District Hospital
	4.1 Proceed to examination of specimen and write result in standard result forms and record results.	None	5 minutes	<i>Medical Technologist:</i> Baggao District Hospital
5. Receive laboratory result.	5. Release laboratory result and let the patient sign at the releasing logbook and instruct the client to proceed to his/her physician	None	10 minutes	<i>Medical Technologist</i> Baggao District Hospital

IN-PATIENT

1. The patient will submit a duly accomplished laboratory request form by the nurse or nursing attendant.	1. Receive and check the completeness of the laboratory request form.	None	5 minutes	<i>Medical Technologist</i> Baggao District Hospital
2. Submit specimen needed.	2. Receive and check the quality of specimen and if it is properly labeled and prepare materials and proceed to ward for blood collection.	None	20 minutes	<i>Medical Technologist</i> Baggao District Hospital

	2.1 Examine specimen and write result in standard result forms and record results	None	10minutes	<i>Medical Technologist</i> Baggao District Hospital
	2.2 Deliver laboratory results to the ward and receive laboratory result and sign at the releasing logbook.	None	5 minutes	<i>Medical Medical Technologist</i> Baggao District Hospital
Total Response Time: 1Hours and 28minutes				

4. PHARMACY SERVICES

The services provided by the pharmacist in monitoring of prescriptions, poison control, storage, distribution, drug procurement, counselling patients, dispensing of medicines, drug utilization review and evaluation for the betterment of patients.

Office or Division:	Pharmacy			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
Operating Hour:	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medicine Prescriptions 2. Official Receipt		<ul style="list-style-type: none"> • Medical Officer on Duty • Cashier 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT PATIENT				
1. The client will present a complete prescription signed by doctor.	1. Receive prescriptions	None	5 minutes	<i>Pharmacist</i> Baggao District Hospital

	<p>1. Check stock Recavailability</p> <p>1.2 If not available, ask the doctor for alternative medicine or instruct patient to buy outside</p> <p>1.3 If available, price prescription and issue charge slip</p>			
2. Receive charge slip and proceed to cashier.	2. Give charge slip and instruct client to proceed to cashier section for payment	Fees varies per medicine	5 minutes	<i>Pharmacist /Cashier</i> Baggao District Hospital
3. Present charge slips and Official Receipt to pharmacist	3. Receive and verify official receipt and copy OR number	None	5 minute	<i>Pharmacist</i> Baggao District Hospital
4. Receive medicine.	4. Dispense medicine with patient counselling	None	5 minutes	<i>Pharmacist</i> Baggao District Hospital
IN-PATIENT				
1. The client will present a complete prescription signed by doctor.	<p>1.1 Receive, checks and verifies content of prescriptions.</p> <p>1.2 Check stock availability of medicines and supplies.</p> <p>1.3 Prepares medicines and supplies with patient name.</p> <p>1.4 Charge prescriptions to patient's account on HBSYS.</p>	None	10 minutes	<i>Pharmacist</i> Baggao District Hospital
2. Receive medicine.	2. Dispense medicine with patient counselling	None	5 minutes	<i>Pharmacist</i> Baggao District Hospital

Total Response Time: 35 minutes

5. Medical and Medico-Legal Certificates

A medical and medico-legal certificate is a written statement from a physician or another medically qualified health care provider which attests to the result of medical examination of a patient.

Office or Division:	Medical Records Department			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
Operating Hour:	8AM TO 5PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical or Medico Legal Request 2. Official Receipt		<ul style="list-style-type: none"> • Nurse Ward/ Out Patient Department • Cashier's Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a duly accomplished medical or medico legal request form.	1. Receive and prepare medical or medico legal request and fill-out in the logbook.	None	20 minutes	<i>Medical Records Clerk</i> Baggao District Hospital
2. Proceed to Cahier's for payment of respective service fees	2. Receive charge slip, collect payment and issue official receipt.	Medical Certificate – PHP100 Medico-legal Certificate – PHP 100	5 minutes	<i>Cashier</i> Baggao District Hospital
3. Receive medical/medico legal certificate and sign on releasing logbook	3. Release medical / medico legal certificate	None	5 minutes	<i>Medical Records Clerk</i> Baggao District Hospital
Total response time: 30 minutes				

6. Birth and Death Certificates

A birth certificate is a vital record that establishes the birth of child. It is an official form that gives details on the time and place of a person's birth, and his or her name, sex, mother name and father name.

A death certificate is an official document setting forth particulars relating to a dead person including the name of the individual, the date of birth and the date of death.

Office or Division:	Medical Records Department			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail: Operating Hour	All 8am to 5pm			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth or Death Certificate Request		<ul style="list-style-type: none"> Nurse Ward/ Out Patient Department 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient will submit duly accomplished birth or death certificate request.	1. Receive and check the completeness of the birth or death certificate request.	None	5 minutes	<i>Medical Records Clerk</i> Baggao District Hospital
2. Fill-up data needed in the birth or death certificate	2. Prepare and encode data given by the client.	None	5 minutes	<i>Medical Records Clerk</i> Baggao District Hospital
3. The informant will sign the birth or death certificate.	3. Check the form and bring to the physician for signature	None	5 minutes	<i>Medical Records Clerk</i> Baggao District Hospital
4. Received birth or death certificate for registration	4. Released birth or death certificate for registration	None	5 minutes	<i>Medical Records Clerk</i> Baggao District Hospital
NOTE: (If birth and death certificate form is not available instruct to proceed to Local Civil Registrar)				
Total response time: 20 minutes				

8. Philhealth Services

To guide client of hospital services offered and its corresponding standard operating procedure

Office or Division:	Philhealth Office			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth or Death Certificate Request		<ul style="list-style-type: none"> Nurse Ward/ Out Patient Department 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient will provide the data needed for verification of their Philhealth.	1. Receive data and verify in the portal.	None	10 minutes	<i>Philhealth Clerk</i> Baggao District Hospital
	1.1 Prepare documents to be signed by the Philhealth member.	None	15 minutes	<i>Philhealth Clerk</i> Baggao District Hospital
	1.2 If do not have Philhealth, Philhealth clerk will instruct patient to go to Social Worker for an interview for Philhealth enrollment	None	15 minutes	<i>Philhealth Clerk</i> <i>Social Worker</i> Baggao District Hospital
2. Fill-up data needed in the birth or death certificate	2. Checked the documents signed by the client.	None	5 minutes	<i>Philhealth Clerk</i> Baggao District Hospital



3. Sign documents for Philhealth claims.	3. Nurse check if the bills are settled or Philhealth requirements are completed and then proceed to discharge.	None	5 minutes	<i>Nurse on duty</i> Baggao District Hospital
Total response time: 50 minutes				



BALLESTEROS DISTRICT HOSPITAL EXTERNAL SERVICES

1. 1. Out-Patient Services

Outpatient Department Consultation of patients is a service provided by the hospital for patients who needs services that do not require urgent medical attention and hospitalization.

Office or Division	OUT PATIENT DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail?	Patients who have non-urgent health condition seeking medical check-up			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. TRIAGE FORM 2. OPD QUEUING Number 3. OPD CARD for NEW patients 4. OPD DATA FORM	<ul style="list-style-type: none"> • SECURITY GUARD • SECURITY GUARD • OPD NURSE • OPD NURSE 			
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
1. For NON COVID patient Approach the Triage Area and accomplish COVID Pre-screening form.	1. Interview the patient for the accomplishment of the form.	None	3 minutes	Nurse Security Guard
2. Non COVID patient proceed to OPD	2. Obtain patient data, chief complaint and vital signs then refer to ROD	None	3 minutes	Nurse Security Guard

<p>3. For Suspect COVID-19 cases: Proceed to Holding Area for covid suspect.</p> <p>For non-COVID-19 cases: Proceed to #3</p>	<p>3. Inform the med tech for swabbing.</p>	None	15 minutes	Nurse Security Guard
	<p>3.1 Inform the ROD for the result</p>	None	2 minutes	Medical Technologist
	<p>3.2 Immediate action of the ROD</p>	None	3 minutes	Resident on Duty
<p>4. Patient/ Companion gets the queuing number from the Guard-on-duty</p> <p>For PWD/Senior Citizen/pregnant woman: Present valid ID and get the Priority Number</p>	<p>4. Distribute the queuing and priority numbers</p>	None	2 minutes	Security Guard
<p>5. Bring OPD Card and OPD queuing number to the OPD Section</p>	<p>5. The OPD nurse will retrieve the OPD folder for old patients.</p>	None	7 minutes	OPD Nurse
	<p>5.1 OPD nurse will interview new patients and accomplish OPD form and issue</p>	None	2 Minutes	OPD Nurse

	OPD number			
6. Proceed to patient waiting area and wait for your number to be called	6. Calls out the number of the patient	None	30 minutes	OPD Nurse
7. Once number is called, proceed to OPD nurse for assessment and taking of vital signs	7. Vital signs and chief complaints be taken and recorded	None	5 minutes	OPD Nurse
8. Patients will undergo examination by the physicians on duty	8.1 Examine the patient and request necessary diagnostic procedure and give the needed prescriptions	None	10 minutes	Resident on Duty
	8.2 Follow up check-up will be instructed as needed		1 minute	
9. If patient needs financial assistance proceed to social service office	9. interview and classify the patients	None	5 minutes	Medical Social Worker
Total Response Time: 1 hour and 28 minutes				

2. Emergency Department Services

Emergency Department services is responsible for the provision of medical and surgical care for patients with life-threatening and emergency cases or those who are in need of immediate care.

Office or Division	EMERGENCY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail?	Patients needing immediate/emergency care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TRIAGE AREA		<ul style="list-style-type: none"> Security Guard/ ER Nurse/ Triage Section 		
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
1. Proceed to emergency room immediately.	1. Obtain vital sign	None	3 minutes	ER Nurse
	1.1 Assess patient and do the appropriate action with precautionary measures.	None	5 minutes	
	1.2 Gathering data of the patient.	None	3 minutes	

2. If RAT negative, proceed to emergency room		None	5 minutes	ER Nurse
2.1 If RAT positive, proceed to covid tent	2.1 Obtain patient data, chief complaints and vital signs and refers assessment to the Resident-on-Duty.	None	15 minutes	ER Nurse Resident on Duty Nurse
3. Refer to ROD for assessment and treatment (non-covid)	3. Examination and treatment by the ROD	None	15 minutes	Resident on Duty
3.1 For covid patients	3.1 Examination, admission and treatment by the ROD	None	10 minutes	
Total Response Time: 56 minutes				

3. In-patient Services / Newborn Screening and Hearing Services for OB

Admission of patients with more serious ailments and trauma that require inpatient care for one or more days of overnight stay in the hospital.

Office or Division	Emergency Room/Admitting Section			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail?	Patients who need inpatient care and will be admitted in the hospital			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Admitting Orders	<ul style="list-style-type: none"> • Attending Physician/Emergency Room nurse/OPD nurse/ward nurse 			
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
1. Inform the patient for admission	1. Prepare the chart and secure consent for admission	None	15 minutes	Nurse Resident on Duty
	1.1 Give chart to ROD for doctor's order	None	15 minutes	Nurse
	1.2 Carry out doctor's	None	10 minutes	Nurse

2. Transport patient to ward	order	None	10 minutes	Nurse
	1.3 Logs admission	None	10 minutes	Nurse
	2. inform the ward nurse about the admission			
	2.1 wheeled the patient to the ward	None	5 minutes	Nurse
	2.2 endorse the patient to the ward nurse on duty			
3. Newborn Screening and Newborn Hearing Services for OB patients - The mother is advised to proceed at Newborn Screening Section together with their babies.	FOR NEWBORN SCREENING 3.1 Preparation of NBS kits 3.2 Extraction of Blood Sample	ENBS P 2,950.00 (PHIC Package)	3 minutes 5 minutes	Nurse II
	FOR NEWBORN HEARING 3.1 Preparation of Instruments	NHS OPD P 400.00 INP P200.00	30 minutes	
Total Response Time: 1 hour and 43 minutes				

4. Discharge In-patient Services

Discharge of patients with improved condition in the hospital.

Office or Division	Ward Section			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail?	In-patients for discharge			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Discharge Orders	<ul style="list-style-type: none"> Ward on duty 			
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
1. Secure discharge clearance	1. Accomplish/ fill – up clearance form	None	2 minutes	Nurse
	1.1 Instruct the watcher/patient to process the discharge clearance form	None	10 minutes	Nurse
2. Bring back the accomplish discharge clearance form to the ward nurse on duty	2. Issue the discharge summary	None	2 minutes	Nurse
	2.1 Instruct/Health educate patient for follow-up check-up and continuation of home medication	None	3 minutes	Nurse

3. Discharge slip to guard on duty	3. Let the patient/bantay to log the discharge logbook	None	1 minute	Security Guard
Total Response Time: 18 minutes				

5. Pharmacy Services

Department in-charge for dispensing of drugs and medicines for out-patients and in-patients.

Office or Division	PHARMACY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail?	Patients who are in need of drugs and medicines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Prescription 2. Charge Slip 3. Official Receipt		<ul style="list-style-type: none"> • RESIDENT-ON-DUTY • PHARMACY • CASHIER 		
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
FOR OUTPATIENTS				
1. Patient Presents prescription signed by the attending physician to the pharmacist	1.1 Receive and evaluate completeness of prescription from patient	None	1 minute	Pharmacist
	1.2 Check	None	5 minutes	Pharmacist

	<p>availability of medicine in the pharmacy</p> <p>1.2.1 If drugs and medicines are not available inform the resident doctor on duty</p> <p>1.2.2 If drugs and medicines are available, fill up charge slip</p>			
<p>2. Pharmacist notify the patient the corresponding fees and Proceed to Cashier for payment</p>	<p>2. Instruct the patient to pay to the cashier the corresponding fees</p> <p>2.1 Collect payment and issue official receipt.</p> <p>2.1.1 For PWD/Senior Citizens present valid IDs for discount</p> <p>For patient cannot afford to pay, Refer to Social Service Citizen's Charter</p>	<p>None</p> <p>See pricelist at https://hfpa.doh.gov.ph</p>	<p>3 minutes</p> <p>5 minutes</p>	<p>Pharmacist</p> <p>Cashier I</p>

3. Present the official receipt at Pharmacy	3. Receive charge slip and verify official receipt.	None	5 minutes	Pharmacist
4. Claim the medicine	4. Dispense and instruct the patient regarding the medicine	None	2 minutes	Pharmacist
	4.1 Record the drugs and medicines issued and file prescription	None	3 minutes	Pharmacist
Total Response Time: 24 minutes				

6. Laboratory Services

Laboratory services are services provided for out-patients requiring laboratory work-up to assist medical officers in diagnosing and treating patients.

Office or Division	LABORATORY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail?	All patients who submit themselves for consultation and admission in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request Form		<ul style="list-style-type: none"> • Attending Physician/ OPD/ER Nurse-on-duty/ Ward Nurse 		
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
For Out-Patients				
1. Receive laboratory request from OPD/ER/	1. Receive request for laboratory examination	None	3 minutes	Nurse

WARD nurse on duty				
2. Present accomplished laboratory request form to extraction area	2. Receive laboratory request form	None	3 minutes	Medical Technologist
	2.1 Verify patient information and laboratory procedure requested 2.2 Instruct patient to pay corresponding laboratory fees	See attached list laboratory services and prices	2 minutes	Medical Technologist
3. Submit specimen or patient for sample collection	3. Receive specimen (urine/stool/sputum) or extract blood from the patient *NOTE: For emergency cases: Medical Technologist will go to Emergency Room for extraction of sample	None	5 minutes	Medical Technologist
4. Present official receipt and Claim laboratory result	4. Issue laboratory results	None	2 minutes	Medical Technologist
Total Response Time: 15 minutes				

7. Radiology Services

Radiology services perform radiology procedures required during diagnosis.

Office or Division		RADIOLOGY DEPARTMENT		
Classification		Simple Transaction		
Type of Transaction		Government-to-Citizen (G2C)		
Who may avail?		All patients who submit themselves for consultation and admission in the hospital		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. X-ray Request Form		<ul style="list-style-type: none"> OPD/ ER Nurse-on-duty 		
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
FOR IN-PATIENTS				
1. Present X-ray request to x-ray technician.	1. Receive and evaluate the doctor's request for the procedure and check for previous X-ray records	None	3 minutes	Radiologic Technologist
	1.1 For OPD cases: Issue charge slip for procedure to be done 1.2 For Emergency Cases: Proceed to Step 4	See attached list of radiologic procedures and prices	5 minutes	Radiologic Technologist
2. Proceed to Cashier/Billing Department	2. Collect payment and issue	Depend on the procedure to be done	5 minutes	Cashier

	Official Receipt			
	2.1 Conduct X-ray examination and processing	None	20 minutes	Radiologic Technologist
	2.2 Write name, case no and type of exam in the x-ray logbook and insert radiologic film and x-ray request inside envelope	None	3 minutes	Radiologic Technologist
3. Submit film to OPD/ER Physician on duty	3. Relay the initial reading of the obtained images	None	10 minutes	Nurse Resident on Duty
	3.1 Submit & Releasing of X-ray reading result	P 50.00	1 day	Radiologist
	3.2 Release Official Reading to patient/Authorized Representative and let them sign the issuance logbook	P50.00	2 minutes	Radiologic Technologist
Total Response Time: 1 day, 48 minutes				

8. Dietary Services

Dietary services are in-charge of providing safe and nutritious food for patients through efficient dietary planning and preparation.

Office or Division	DIETARY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail?	All patients who are admitted in the hospital			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Daily Census Form 2. Diet List			<ul style="list-style-type: none"> • NURSING SERVICE • NURSING SERVICE 	
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
	1. Check daily census and dietary requirements of admitted patients	None	5 minutes	Nutritionist/Dietitian
	1.1 Prepare procurement list of market order form based on cycle menu plan	None	15 minutes	Nutritionist/Dietitian
	2. Purchase food supplies from the market	None	1 hour & 20 minutes	Nutritionist/Dietitian Food Service Worker

	2.1 Check food items and store perishable goods in the cold storage area		10 minutes	Nutritionist/Dietitian Food Service Worker
	3. Prepare and cook menu based on the types of diet needed by patients	None	1 hour and 20 minutes	Nutritionist/Dietitian Food Service Worker
	4. Prepare food trays and verify type of diet ordered per patient	None	10 minutes	Nutritionist/Dietitian Food Service Worker
1. Receive food served by Dietary staff	5. Provide food supplies to patient in the ward.	None	15 minutes	Nutritionist/Dietitian Food Service Worker
Total Response Time: 3 hours and 35 minutes				

9. Records Section Services

Records Section is where patients can seek and request or pertinent medical records such as Medical Certificate, Medico-legal Certificate, Birth Certificate and Death Certificate.

Office or Division	RECORDS SECTION (HOSPITAL MANAGEMENT INFORMATION SECTION)			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C) & Government-to-Government (G2G)			
Who may avail?	All patients/relatives needing medical records/ Birth & MC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Police request for Medico-legal certificates 2. Request for Medical Certificate Form (accomplished by nurses) 3. Marriage contract for birth certificate (for married) 4. Death information sheet 5. Community tax 6. New born information sheet 			<ul style="list-style-type: none"> • POLICE STATION/BARANGAY • SECURITY GUARD • PERSONAL • Security guard • Respective barangay or municipal hall • Ward nurse 	
ISSUANCE OF BIRTH CERTIFICATE				
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
1. Fill out pre-live birth form	1. Interview patient and verify information written in pre-live birth form	None	8 minutes	Nurse
	1.1 Accomplished Pre-live birth form with attached Certificate of Live Birth (COLB) Form to Medical Record	None	5 minutes	Nurse

	Section			
<p>2. For Married Parents: Present Marriage Contract</p> <p>For Unmarried Parents who wants to use the surname of father: The Father must present Community Tax Certificate and Sign the Acknowledgement of Paternity</p>	2. Encode information and print data in the Official Certificate of Live Birth Form (3 copies)	None	6 minutes	Records Clerk
	2.1 Present birth certificate to parents for verification of entries	None	2 minutes	Records Clerk
	2.2 Forward accomplished CLOB to Attending Physician for Signature			
	2.3 Let the parents/representative sign in the birth certificate			
4. Proceed to cashier for payment of corresponding fee.	4. Issue charge slip and instruct relative/patient to pay at cashier	P100	2 minutes	Cashier
5. Submit printed and signed Certificate of Live Birth to Municipal Civil Registrar Office	5. Released Birth Certificate for registration at Municipal Civil Registrar Office	None	1 minute	Records Clerk

6. Proceed to the Medical Records Office	6. Submit one copy of registered Birth Certificate to Medical Records Section for filing	None	1 minute	Records Clerk
7. Request for Medical /Medico-Legal Certificate	7. Ward Nurse/Nurse on Duty give the patient chart/record to medical clerk	None	5 minutes	Nurse
	7.1 Prepare the medical certificate	None	3 minutes	Records Clerk
	7.2 Instruct the patient to pay at Cashier	P100 (Med Cert) P200 (Medico-legal Cert)	2 minutes	Cashier
Total Response Time: 35 minutes				

10. Records Section Services

Records Section is where patients can seek and request or pertinent medical records such as Medical Certificate, Medico-legal Certificate, Birth Certificate and Death Certificate.

Office or Division	RECORDS SECTION (HOSPITAL MANAGEMENT INFORMATION SECTION)			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C) & Government-to-Government (G2G)			
Who may avail?	All patients/relatives needing medical records (Death Certificate)			
ISSUANCE OF DEATH CERTIFICATE				
(1) Client Steps and	(2) Agency action	(3) Fees (if	(4) Response Time	(5) Responsible Person

Procedures		applicable)		
1. Fill up death information sheet	1. Interviews patient relatives and prepare draft of death certificate Attach 3 copies of Death Certificate	None	8 minutes	Nurse
	1.1 Complete details on the cause, time and date of death in the patients chart	None	5 minutes	Resident on Duty
	1.2 Submit accomplished draft of Death Certificate form with attached Official Death Certificate Form to Medical Record Section	None	5 minutes	Nurse
	1.3 Validate entries in the draft form by interviewing patient's relatives 1.4 Encode informatio	None	6 minutes	Records Clerk

	n and print data in the Official Death Certificate Form (3 copies)			
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10.1. Records Section Services

Records Section is where patients can seek and request or pertinent medical records such as Medical Certificate, Medico-legal Certificate, Birth Certificate and Death Certificate.

Office or Division	RECORDS SECTION (HOSPITAL MANAGEMENT INFORMATION SECTION)
Classification	Simple Transaction
Type of Transaction	Government-to-Citizen (G2C) & Government-to-Government (G2G)
Who may avail?	All patients/relatives needing medical records (Death Certificate)

ISSUANCE OF DEATH CERTIFICATE

(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
1. Bring accomplished form to LCR	1 Advises patient's relative to register the death certificate to the local civil registrar & request that party to bring back to the records section one registered copy.	None	1 minute	Records Clerk
	1.1 File death certificate accordingly	None	1 minute	Records Clerk
Total Response Time: 26 minutes				

11. Medical Social Services

Medical Social Service is responsible for facilitating assistance to patients with financial limitations for their laboratory work-up and treatment.

Office or Division	MEDICAL SOCIAL SERVICE			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail?	All patients/relatives needing medical assistance			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Charge slip 2. Proof of Indigency if any	<ul style="list-style-type: none"> Department where services are requested Personal			
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
1. Present hospital charges and express need for medical assistance	1. MSW collaborates with the OPD/Ward Staff/Cashier regarding patient's need for assistance	None	5 minutes	Medical Social Worker
2. Submit proof of indigency if any	2. Assess and evaluate patients if eligible for Phil Health or not.	None	5 minutes	Medical Social Worker
	2.1 If the patient is not eligible for Phil Health, MSW and the patient cannot afford to pay the			

	<p>procedure, medicines and others, the cashier forwards the patient bill to MSW for proper classification using the A.O #51 of the Department of Health.</p> <p>2.2 If upon assessment, patient can be classified as indigent: Endorse to Chief of Hospital or Administrative Office for signature of waiving payment of procedures and medicines.</p>	None	10 minutes	Medical Social Worker
	<p>2.3 FOR INPATIENTS If eligible for Phil health:</p> <p>2.3.1 If eligible for Phil health, MSW forwards the admission slip to Philhealth staff</p> <p>2.3.2 If the patient is not eligible for Philhealth MSW enroll the patient to Point of</p>	None	4 minutes	Medical Social Worker
		None	5 minutes	Medical Social Worker Philhealth Clerk
		None	10 minutes	Medical Social Worker



	Service.			
	2.4 However, if the patient is for referral to other hospital, HAMA of less than 24 hours and others, the patient will be re-clarify using the AO #51 of the Department of Health.	None	10 minutes	Medical Social Worker
Total Response Time: 49 minutes				

12. Cashier/Billing Services (FOR OUT-PATIENTS)

The official receipt is issued for every payment made depending on the type of accommodation, length of stay, diagnosis and treatment, type of procedures ordered by your doctor upon consultation or admission. It also includes laboratory tests, diagnostic and imaging services, use of the operating room, equipment usage, medicines, nursing services, doctors' professional fees and other fees that may apply.

Office or Division	CASHIER/BILLING DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail?	All patients or Authorized representatives			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
FOR IN-PATIENTS 1. Billing statement 2. PWD or Senior Citizen Card	<ul style="list-style-type: none"> • Billing Section • OSCA/DSWD 			
FOR OUT-PATIENTS 1. Charge slip 2. PWD or Senior Citizen Card	<ul style="list-style-type: none"> • Department where services are requested • OSCA/DSWD 			
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
FOR OUT-PATIENTS				
1. Present the required charge slip or bill to patient. *Make sure to present your Senior Citizen, Person with Disability ID for verification &	1. Receive charge slip	None	2 minutes	Cashier

discount				
2. Pay the total required amount.	2. Accept cash payment	Based on services availed	3 minutes	Cashier
3. Receive the Official receipt, charge slip	3. Issues official receipt	None	5 minutes	Cashier I
4. Proceed to department where services will be availed	4. Instruct client to go to the department where services are availed	None	2 minutes	Concerned department where services are availed
Total Response Time: 12 minutes				

12.1 Cashier/Billing Services (FOR IN-PATIENTS)

The official receipt is issued for every payment made depending on the type of accommodation, length of stay, diagnosis and treatment, type of procedures ordered by your doctor upon consultation or admission. It also includes laboratory tests, diagnostic and imaging services, use of the operating room, equipment usage, medicines, nursing services, doctors' professional fees and other fees that may apply.

Office or Division	CASHIER/BILLING DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail?	All patients or Authorized representatives			
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if available)	(4) Response Time	(5) Responsible Person

FOR IN-PATIENTS				
1. Present billing statement *Make sure to present your Senior Citizen, Person with Disability ID for verification & discount	1. Receive billing statement 1.1 Assess completeness of the bill and compute amount to be paid	None	3 minutes	Cashier
2. Pay the total required amount.	2. Accept cash payment	Based on services availed	2 minutes	Cashier
2.1 Receive the Official receipt, billing statement for payments made.	2.1 Issues official receipt 2.1.1 Stamp the billing discharge clearance/charge slips. 2.1.2 Give the OR, SOA and the stamped billing discharge clearance to the client.	None	5 minutes	Cashier
3. Proceed to concerned Department and facilitate clearance	3. Instruct client to go and give the stamped billing discharge clearance/charge slip to the nurse station or nurse station for procedure.	None	5 minutes	Cashier
Total Response Time: 15 minutes				

13. Ambulance Services (FOR IN-PATIENTS)

Office or Division	ADMINISTRATIVE DEPARTMENT
Classification	Simple Transaction
Type of Transaction	Government-to-Citizen (G2C)
Who may avail?	In-patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
FOR IN-PATIENTS				
1. Secure clearance	1. Informed the bantay of the patient for referral	None	2 minutes	Driver
	1.2 Issue the clearance form	None	10 minutes	Driver
	1.3 Prepare the patient for transport to other hospital	None	5 minutes	Driver
2. Go to Medical Social Worker for assistance and evaluation	2. Interview and classify the financial capabilities of the patient	None	10 minutes	Medical Social Worker
	2.1 Informed the ambulance driver for the transport of patient	None	2 minutes	Nurse
	2.2 The ambulance driver wheeled the patient to the ambulance for transport to another hospital of choice	None	5 minutes	Driver
Total Response Time: 34 minutes				

13.1. Ambulance Services (FOR OUT-PATIENTS)

Office or Division	ADMINISTRATIVE DEPARTMENT
Classification	Simple Transaction

Type of Transaction	Government-to-Citizen (G2C)			
Who may avail?	Out-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
FOR OUT-PATIENTS				
For out-patients that needs Medical check-up and dialysis to other hospital. 1. Patient or bantay patient come to the hospital and request for ambulance services.	1.1 Refer the patient/bantay patient to the COH for his knowledge and approval 1.2 In the absence of the COH, the AO will then acknowledge the request for the approval 1.3 Upon granting the request, the AO or security guard will informed the ambulance driver for the transport services of a patient on their convenient time as scheduled	None None None	6 minutes 6 minutes 3 minutes	Chief of Hospital Administrative Officer IV Driver
Total Response Time: 15 minutes				

Annex A List of drugs and medicines (Pricelist) refer to website <https://hfpa.doh.gov.ph>

Annex B List of laboratory services and prices

Laboratory services are services provided for out-patients requiring laboratory work-up to assist medical officers in diagnosing and treating patients.

Office or Division		LABORATORY DEPARTMENT		
Classification		Simple Transaction		
Type of Transaction		Government-to-Citizen (G2C)		
Who may avail?		All patients who submit themselves for consultation and admission in the hospital		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request Form		<ul style="list-style-type: none"> • Attending Physician/ OPD/ER Nurse-on-duty/ Ward Nurse 		
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
For Out-Patients				
Clinical Hematology	CBC with Platelet Count	P 250.00	15 minutes	Medical Technologist
	Clotting Time / Bleeding Time	P 100.00	30 minutes	
	Blood Typing	P 100.00	15 minutes	
Clinical Microscopy	Urinalysis	P 100.00	15 minutes	
	Fecalysis	P 100.00	15 minutes	
	Pregnancy Test	P 100.00	15 minutes	
	*Occult Blood	P 150.00	15 minutes	
Clinical Chemistry	Fasting Blood	P 150.00	5 minutes	

	Sugar (FBS)			
	Random Blood Sugar (RBS)	P 150.00	5 minutes	
	Lipid Profile			
		P 500.00		
	Cholesterol	P 150.00	10 minutes	
	Triglycerides	P 200.00	10 minutes	
	HDL			
	LDL	P 250.00	30 minutes	
	Blood Urea Nitrogen (BUN)	P 150.00	10 minutes 20 minutes	
	Creatinine			
	Blood Uric Acid (BUA)	P 150.00	3 minutes 5 minutes	
	AST / SGOT			
	ALT / SGPT	P 200.00	5 minutes	
	Potassium	P 200.00	5 minutes	
	Sodium	P 200.00	5 minutes	
	Chloride	P 200.00	5 minutes	
	HBA1c	P 200.00	5 minutes	
		P 900.00	10 minutes	

Annex B List of laboratory services and prices

Laboratory services are services provided for out-patients requiring laboratory work-up to assist medical officers in diagnosing and treating patients.

Office or Division	LABORATORY DEPARTMENT
Classification	Simple Transaction
Type of Transaction	Government-to-Citizen (G2C)
Who may avail?	All patients who submit themselves for consultation and admission in the hospital
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Laboratory Request Form		Attending Physician/ OPD/ER Nurse-on-duty/ Ward Nurse		
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
For Out-Patients				
Blood Banking	Cross-matching		1 hour	Medical Technologist
Serology	HbsAg (Screening)	P 200.00	20 minutes	
	Dengue Rapid Tests			
	Non-Specific Antigen 1 (NS1)	P 450.00	20 minutes	
	IgM & IgG	P 500.00	15 minutes	
	Typhoid Rapid Test	P 200.00	15 minutes	
	*Leptospirous Rapid Test	P 250.00		
	Rapid Diagnostic Test for COVID-19 (Antigen/Antibody)	P 500.00	30 minutes	

Annex B List of laboratory services and prices

Laboratory services are services provided for out-patients requiring laboratory work-up to assist medical officers in diagnosing and treating patients.

Office or Division	LABORATORY DEPARTMENT
Classification	Simple Transaction

Type of Transaction		Government-to-Citizen (G2C)		
Who may avail?		All patients who submit themselves for consultation and admission in the hospital		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request Form		<ul style="list-style-type: none"> Attending Physician/ OPD/ER Nurse-on-duty/ Ward Nurse 		
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
For In-Patients				
Clinical Hematology	CBC with Platelet Count	P 450.00	15 minutes	Medical Technologist
	Clotting Time / Bleeding Time	P 100.00	30 minutes	
	Blood Typing	P 100.00	15 minutes	
Clinical Microscopy	Urinalysis	P 150.00	15 minutes	
	Fecalysis	P 100.00	15 minutes	
	Pregnancy Test	P150.00	15 minutes	
	*Occult Blood	P 350.00	15 minutes	
Clinical Chemistry	Fasting Blood Sugar (FBS)	P 200.00	5 minutes	
	Random Blood Sugar (RBS)	P200.00	5 minutes	
	Lipid Profile	P 600.00		
	Cholesterol	P 200.00	10 minutes	
	Triglycerides	P 250.00	10 minutes	
	HDL	P 350.00	30 minutes	
	LDL		10 minutes	
	Blood Urea Nitrogen (BUN)	P 200.00	20 minutes	

Annex B List of laboratory services and prices

Laboratory services are services provided for out-patients requiring laboratory work-up to assist medical officers in diagnosing and treating patients.

Office or Division	LABORATORY DEPARTMENT
Classification	Simple Transaction

Type of Transaction		Government-to-Citizen (G2C)		
Who may avail?		All patients who submit themselves for consultation and admission in the hospital		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request Form		<ul style="list-style-type: none"> Attending Physician/ OPD/ER Nurse-on-duty/ Ward Nurse 		
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
For In-Patients				
Clinical Chemistry	Creatinine	P 200.00	3 minutes	Medical Technologist
	Blood Uric Acid (BUA)	P 200.00	5 minutes	
	AST / SGOT	P 300.00	5 minutes	
	ALT / SGPT	P 300.00	5 minutes	
	Potassium	P 200.00	5 minutes	
	Sodium	P 200.00	5 minutes	
	Chloride	P 200.00	5 minutes	
	HBA1c	P 1200.00	10 minutes	
Blood Banking	Cross-matching	P 500.00	1 hour	
Serology	HbsAg (Screening)	P 250.00	20 minutes	
	Dengue Rapid Tests			
	Non-Specific Antigen 1 (NS1)	P 850.00	20 minutes	
	IgM & IgG	P 500.00	15 minutes	
	Typhoid Rapid Test	P 250.00	15 minutes	
	*Leptospirosis Rapid Test	P 300.00		
	Rapid Diagnostic Test for COVID-19 (Antigen /	P 1500.00	30 minutes	

	Antibody)			
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Annex C List of radiologic procedures and prices

Radiology services perform radiology procedures required during diagnosis.

Office or Division		RADIOLOGY DEPARTMENT		
Classification		Simple Transaction		
Type of Transaction		Government-to-Citizen (G2C)		
Who may avail?		All patients who submit themselves for consultation and admission in the hospital		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. X-ray Request Form		<ul style="list-style-type: none"> OPD/ ER Nurse-on-duty 		
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
FOR OUT-PATIENTS				
X-ray Examination	Chest PA/LAT (Adult)	P 350.00	20 minutes	Radiologic Technologist
	Chest APL (Pedia)	P 250.00	15 minutes	
	Chest PA			
	Chest Bucky	P 200.00	10 minutes	
	T-Cage	P 200.00	10 minutes	
	Thoraco-lumbar APL	P 250.00	30 minutes	
		P 400.00	30 minutes	
	Flat Plate Abdomen			
	Abdomen Upright/Supine	P 250.00	15 minutes	
		P 400.00	30 minutes	
	Lumbo-sacral APL			
	PNS	P 400.00	20 minutes	
	Pelvic/Hip			
	Skull APL	P 350.00	30 minutes	

Mandible	P 350.00	10 minutes
Nasal Bone	P 350.00	15 minutes
AP/Both	P 350.00	20 minutes
LAT	P 350.00	15 minutes
Cervical APL		
Shoulder/Clavicle	P 350.00	15 minutes
Wrist		
APL/Elbow		
APL/Hand	P 350.00	10 minutes
APO	P 350.00	10 minutes
Knee		
APL/Ankle		
APL/Foot		
APL		
Arm	P 350.00	10 minutes
APL/Forearm APL		
Leg		
APL/Femur	P 350.00	15 minutes
APL	P 350.00	15 minutes

Annex C List of radiologic procedures and prices

Radiology services perform radiology procedures required during diagnosis.

Office or Division		RADIOLOGY DEPARTMENT		
Classification		SimpleTransaction		
Type of Transaction		Government-to-Citizen (G2C)		
Who may avail?		All patients who submit themselves for consultation and admission in the hospital		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. X-ray Request Form		<ul style="list-style-type: none"> OPD/ ER Nurse-on-duty 		
(1) Client Steps and Procedures	(2) Agency action	(3) Fees (if applicable)	(4) Response Time	(5) Responsible Person
FOR IN-PATIENTS				

X-ray Examination	Chest PA/LAT (Adult)	P 450.00	20 minutes	Radiologic Technologist
	Chest APL (Pedia)	P 350.00	15 minutes	
	Chest PA	P 250.00	10 minutes	
	Chest Bucky	P 250.00	10 minutes	
	T-Cage	P 350.00	30 minutes	
	Thoraco-lumbar APL	P 500.00	30 minutes	
	Flat Plate Abdomen	P 350.00	15 minutes	
	Abdomen Upright/Supine	P 500.00	30 minutes	
	Lumbo-sacral APL	P 500.00	20 minutes	
	PNS	P 600.00	30 minutes	
	Pelvic/Hip	P 500.00	10 minutes	
	Skull APL	P 500.00	15 minutes	
	Mandible	P 500.00	20 minutes	
	Nasal Bone AP/Both LAT	P 500.00	15 minutes	
	Cervical APL	P 500.00	15 minutes	
	Shoulder/Clavicle	P 500.00	10 minutes	
	Wrist APL/Elbow APL/Hand APO	P 500.00	10 minutes	
	Knee APL/Ankle APL/Foot APL	P 500.00	10 minutes	
	Arm APL/Forearm APL	P 500.00	15 minutes	
	Leg APL/Femur APL	P 500.00	15 minutes	



GATTARAN EMERGENCY HOSPITAL EXTERNAL SERVICES

1. IN-PATIENT (ADMISSION)

Health care facility designed for diagnosis, observation, consultation, consultation, treatment, and intervention services to the people with health problems, but does not require admission at the moment.

Office or Division:	MEDICAL SERVICES			
Classification:	Simple Transaction			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Patients Record			<ul style="list-style-type: none"> • Registration 	
2. Triage Form			<ul style="list-style-type: none"> • Triage 	
CLIENT STEPS	PGC ACTION S	FEES	RESPONSE TIME	RESPONSIBLE PERSON
1. Proceed to TRIAGE area for assessment and interview 1.1 EMERGENCY WALK IN 1.2 EMERGENCY REFERRAL 1.3 OPD WALK IN	1. Assess and Interview	NONE	5 minutes	<i>Triage Officer</i> Gattaran Emergency Hospital <i>Doctor On Duty</i> Gattaran Emergency Hospital
2. HOLDING AREA (swabbing for walk in patients with bantay)	2. Collect Specimen		30 minutes	<i>Medical Technologist</i> Gattaran Emergency Hospital
3. EMERGENCY ROOM ADMISSION	3. Attend with the Patient	None	5 minutes	<i>Doctor On Duty</i> <i>Er Nurse On Duty</i> Gattaran Emergency Hospital
	3.1 Undergo HISTORY and PHYSICAL EXAMINATION	None	10 minutes	<i>Doctor On Duty</i> Gattaran Emergency Hospital
	3.2 Carry Out DOCTOR'S ORDER	None	30 minutes	<i>ER Nurse On Duty</i> Gattaran Emergency Hospital
	3.3 Printing of PBEF for those with active Philhealth	None	5 minutes	<i>Philhealth Staf</i> Gattaran Emergency Hospital

	Membershi p 3.4No Philhealth/ Non-Active membershi p, endorse to SOCIAL WORKER for assessme nt and enrollment to Point of Service.		10 minutes	<i>Social Worker</i> Gattaran Emergency Hospital
	3.5 Endorse to WARD	None	10 minutes	<i>ER Nurse On Duty</i> Gattaran Emergency Hospital
4. DIAGNOSTIC PROCEDURE LABORATORY	4.1. Send request FORM to LABORAT ORY	None	30 minutes	Representative of the Patient
TOTAL RESPONSE TIME: 4 hours and 50 minutes				

2. ADMINISTRATIVE SERVICE

Provide necessary services/activities to allow and guide the facility to operate smoothly and efficiently.

Office or Division:	Administrative Service			
Classification:	Simple Transaction			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request form			• Requesting Party	
2. Official Receipt			• Cashier	
CLIENT STEPS	PGC ACTION	FEES	RESPONSE TIME	RESPONSIBLE PERSON

1. MEDICAL CERTIFICATE E1.1 Request for Medical Certificate	1. Check request form	No fee for PHIC PATIENT, 100 for None Phic patient.	15 minutes	<i>Medical Records Officer</i> Gattaran Emergency Hospital
2. Medico-Legal Certificate 2.1 Request for Medico-Legal Certificate	2. Validate information	None for PHIC PATIENT, 100 for None Phic patient.	15 minutes	<i>Medical Records Officer</i> Gattaran Emergency Hospital
3. Releasing of Medical / Medico-Legal Certificate 3.1 Sign on releasing logbook	3. Release Medical/ Medico-Legal Certificate	None	5 minutes	<i>Medical Records Officer</i> Gattaran Emergency Hospital
4. Birth Certificate / Death Certificate	4. Interview and check filled out forms	None	20 minutes	<i>Medical Records Officer</i> Gattaran Emergency Hospital
5. Releasing Sign waiver to register 5.2 Release of Birth / Death Certificate	5. Issue releasing documents 5.1 Release Birth / Death Certificate	Medical Certificate - P100.00 Medical Abstract - P200.00 Medico-legal Cert - P200.00	5 minutes	<i>Medical Records Officer</i> <i>Cashier</i> <i>Adm. Aide II</i> Gattaran Emergency Hospital
TOTAL RESPONSE TIME: 1 hour				

3. IN-PATIENT (DISCHARGE)

Health care facility designed for continuous care prior to discharge and until follow-up consultation.

Office or Division:	MEDICAL SERVICES
Classification:	Simple Transaction

Type of Transaction: G2C, G2G				
Who may avail: All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Patients Chart				
CLIENT STEPS	PGC ACTION	FEES	RESPONSE TIME	RESPONSIBLE PERSON
1. Carry out DISCHARGE ORDER	1. Fill up ALAGANG TAGUBILIN FORM which includes Home Medications / Health Teachings and follow - up check-up)	None	5 minutes	<i>Ward Nurse</i> Gattaran Emergency Hospital
2. Accomplish Evaluation Form	2. Assist	None	5 minutes	Representative of the Patient
3. Health Teachings	3. Explain Alagang Tagubilin Health Teachings	None	5 minutes	<i>Ward Nurse</i> Gattaran Emergency Hospital
4. Review of CHART's completeness		None	10 minutes	<i>Ward Nurse</i> Gattaran Emergency Hospital
5. Forward CHART to PHARMACY, BILLING, PhilHealth Office		None	10 minutes	<i>Ward Nurse</i> Gattaran Emergency Hospital
6. Proceed to PhilHealth Office for eligibility checking (PIN), processing of claims,		None	30 minutes	<i>PhilHealth Staff</i> Gattaran Emergency Hospital

releasing				
7.Proceed to SOCIAL WORKER if patient is INDIGENT		None	10 minutes	<i>Social Worker</i> Gattaran Emergency Hospital
8.Payment to CASHIER for Non-Philhealth			5 minutes	<i>Patient or Representative</i>
9.Present Discharge Clearance for both PhilHealth and Non-PhilHealth patients		NONE	5 minutes	<i>Patient or Representative</i>
10.Medical Certificate/ Medical Abstract/Medico-legal		Medical Certificate - P100.00 Medical Abstract - P200.00 Medico-legal Cert - P200.00	5 minutes	<i>Medical Records Officer</i> <i>Doctor On Duty</i> Gattaran Emergency Hospital
11.Present Guard Pass		None	5 minutes	<i>Guard</i> Gattaran Emergency Hospital
TOTAL RESPONSE TIME: 1 hour and 30 minutes				

4. LABORATORY

Clinical Chemistry, Hematology, Immunology, Clinical Microscopy, Bacteriology Tests (Walk-In Patients)

Office or Division:	LABORATORY SERVICES
Classification:	Simple Transaction
Type of Transaction:	G2C, G2G, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory Request			• Triage/ OPD	
2. Official Receipt			• Cashier	
CLIENT STEPS	PGC ACTION	FEES	RESPONSE TIME	RESPONSIBLE PERSON
OUT-PATIENT				
1. Receive laboratory request form the client and check for its completeness and get the official receipt given by the Cashier.	1. Collect laboratory request	NONE	5 minutes	<i>Medical Technologist</i> Gattaran Emergency Hospital
2. Proceed with blood extraction and specimen collection.	2. Collection of specimen	Refer to the laboratory fees posted	5 minutes	<i>Cashier</i> Gattaran Emergency Hospital
3. While performing the test, instruct the client to go back to the OPD/waiting area		NONE	5 minutes	<i>Medical Technologist</i> Gattaran Emergency Hospital
4. Release laboratory result	4. Release laboratory result and let the patient sign at the releasing logbook and instruct the client to go back to his/her	NONE	5 minutes	<i>Medical Technologist</i> Gattaran Emergency Hospital

	physician			
IN-PATIENT				
5. The nurse/nursing attendant will submit to the Medical Technologist on duty a duly accomplished laboratory request form.	5. Submit / Receive laboratory request	NONE	5 minutes	<i>Nurse, Nursing Attendant On Duty</i> <i>Medical Technologist Gattaran Emergency Hospital</i>
6. The Medical Technologist on duty will check and receive the request form, log to receiving logbook, prepare the materials and proceed to ward for blood collection.	6. Collection of specimen	NONE	20 minutes	<i>Medical Technologist Gattaran Emergency Hospital</i>
7. Process the specimen and write result in standard result forms and log the result to each designated logbook.	7. Filling up of laboratory logbook	NONE	4 hours for Blood Chemistry and 1 hour for other laboratory tests	<i>Medical Technologist Gattaran Emergency Hospital</i>

8. Deliver laboratory result to the ward, have the receiving Nurse-on-duty/Nursing attendant sign at the releasing logbook.	8. Release laboratory result to be received by the Nurse/Nursing Attendant on duty	NONE	5 minutes	<p style="text-align: center;"><i>Nurse, Nursing Attendant On Duty</i></p> <p style="text-align: center;"><i>Medical Technologist Gattaran Emergency Hospital</i></p>
TOTAL RESPONSE TIME UP TO 2- 4 HOURS (depending on the type of LABORATORY TEST)				

5. OUTPATIENT CONSULTATION

Health care facility designed for diagnosis, observation, consultation, treatment, and intervention services to the people with health problems, but does not require admission at the moment.

Office or Division:		Out-Patient Department		
Classification:		Simple Transaction		
Type of Transaction:		G2C, G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OPD card/ ID (1) 2. Queuing number (1) 3. Tagubilin (if patient is for follow up check-up) (1)		<ul style="list-style-type: none"> • Registration • Registration • From previous consultation at the hospital or upon discharge from ward 		
CLIENT STEPS	PGC ACTION	FEES	RESPONSE TIME	RESPONSIBLE PERSON
1. Proceed to TRIAGE ARE 1.1 Go to the records section to secure OPD card/patient's record.	1. Nurses perform Physical Examination and assessment of vital signs and chief complaints	NONE	10 minutes	<p style="text-align: center;"><i>Nurse Nursing Attendant Doctor On Duty Gattaran Emergency Hospital</i></p>
2. Proceed to the OPD Section for	2. Nurses perform Physical	NONE	5 minutes	<p style="text-align: center;"><i>Opd Nurse On Duty Opd Nursing</i></p>

4. Proceed to the laboratory.	4. Get the official receipt and give laboratory request for blood extraction/specimen collection. Instruct the patient to go back to the waiting/OPD area while performing the laboratory test.	DEPENDS ON THE EXAMINATION	4 hours	<i>Medical Technologist</i> Gattaran Emergency Hospital
5. Once laboratory result is available, present it to ROD to receive prescription/health teachings	5. Get laboratory result and present to ROD	NONE	10 minutes	<i>Doctor On Duty</i> Gattaran Emergency Hospital
6. Get medicine from PHARMACY and receive instructions on dosage and duration of medicines.	6. Check the completeness of the prescription presented	NONE	5 minutes	<i>Pharmacist</i> Gattaran Emergency Hospital
Total response time: 50 minutes to 4 hours (depending on the laboratory test requested)				

6. PHARMACY SECTION DISPENSING COUNTER (CASH TRANSACTION)

The Pharmacy is located at the ground floor. Its function is to provide medicines and required medical/surgical supplies to Gattaran Emergency Hospital patients (In-and Out-Patients) and the general public.

Office or Division:	PHARMACY/BILLING DEPARTMENT	
Classification:	Simple Transaction	
Type of Transaction:	G2C, G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

CLIENT STEPS	PGC ACTIONS	FEES	RESPONSE TIME	RESPONSIBLE PERSON
1.OUT-PATIENT				
1.1 The client will present a complete prescription signed by the resident on duty.	1.1.1 Receive prescription 1.1.2 Check stocks availability 1.1.2 If not available, ask the doctor for alternative medicine 1.1.3 If still not available, give instructions to buy outside. 1.1.4 If available, give the price of the prescribed medicines and issue charge slip.	None	5 minutes	<i>Pharmacist</i> Gattaran Emergency Hospital
1.2 Give charge slip and inform client of the total bill to be paid	1.2.1 Give total bill to be paid	Depends on the prescribed medicine	5 minutes	<i>Cashier</i> Gattaran Emergency Hospital
1.3 Receive payment and charge.	1.3.1 Issue an official receipt	None	5 minutes	<i>Cashier</i> Gattaran Emergency Hospital
1.4 Prepare medicine and dispense.	1.4.1 Prepare medicine and dispense	None	5 minutes	<i>Pharmacist</i> Gattaran Emergency Hospital
2. IN-PATIENT				
2.1 The client will present an order slip requested by	2.2.1 Receives, checks and verifies content of	None	10 minutes	<i>Pharmacist</i> Gattaran Emergency Hospital

the nurse on duty	<p>prescription</p> <p>2.2.2 Check the availability of medicines and supplies.</p> <p>2.2.3 Prepares medicines and supply with patient's name.</p> <p>2.2.4 Charge prescription to patient's account and HBSYS.</p>			
2.2 Dispenses medicine		None	5 minutes	<i>Pharmacist</i> Gattaran Emergency Hospital
3. Discharged Patients				
3.1 The client will present a complete prescription signed by doctor	<p>3.1.1 Receives, checks and verifies prescription.</p> <p>3.1.2 Check the availability</p> <p>3.1.3 If not available ask the doctor for alternative medicine</p> <p>3.1.4 If still not available, give instructions to by outside.</p> <p>3.1.5 If available, price prescription and issue charge slip.</p>	None	5 minutes	<i>Pharmacist</i> Gattaran Emergency Hospital
3.2 Give charge slip and inform		Depend on the prescribed	5 minutes	<i>Cashier</i> <i>Pharmacist</i> Gattaran

clients the total bill of the medicines and bills not covered by Philhealth		meds		Emergency Hospital
3.3 Receive payment and charge.	3.3.1 Issue an official receipt		5 minutes	<i>Cashier</i> Pharmacist Gattaran Emergency Hospital
3.4 Prepare and dispense medicines with patient counselling	3.4.1 Prepare medicine and dispense		5 minutes	<i>Pharmacist</i> Gattaran Emergency Hospital
TOTAL RESPONSE TIME: 55 minutes				



LASAM DISTRICT HOSPITAL EXTERNAL SERVICES

1. Out-Patient Consultation

Outpatient Department Consultation is a service provided by the hospital for patients who need services that do not require urgent medical attention and hospitalization.

Office or Division	OUT PATIENT DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	Patients who have non-urgent health condition seeking medical check-up			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. OPD Number 2. OPD Card for OLD patients 3. OPD Folder 4. OPD Data Form 5. Valid IDs for PWD & Senior Citizens 		<ul style="list-style-type: none"> • SECURITY GUARD • RECORDS SECTION • RECORDS SECTION • RECORDS SECTION • Patient 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Request for the OPD folder and OPD Form from the Records Section	<ol style="list-style-type: none"> 1.1 For OLD patients, the Records Officer will issue the OPD folder and Data Form for 1.2 For NEW patients, enrol the patient in the database and issue OPD number and Folder 	None	10 minutes	<i>Records Officer I</i>
2. Patient/Companion gets the queuing number from the Guard-on-duty For PWD/Senior Citizen: Present valid ID and get the Priority Number	2.1 Distribute the queuing number.	None	3 minutes	<i>Security Guards</i>

3. Proceed to patients' waiting area and wait for your number to be called	3.1 Call the queuing number of the patient	None	30 minutes	<i>Nurse/ Nursing Attendant</i>
4. Once number is called, proceed to VITAL SIGNS Assessment <i>Patients with priority numbers will be called first.</i>	4.1 Assess Vital Signs and record chief complaints	None	5 minutes	<i>Nurse /Nursing Attendant</i>
5. Undergo medical examination & treatment	5.1 Examine the patient & provide medical advice & prescription	None	10 minutes	<i>Medical Officer III</i>
If required by physician: 6.1 Proceed to Laboratory/ Radiology Department for any Diagnostic Procedure 6.2 Submit Laboratory request 6.3 Once with result, go back to Step 7	6.1 Request for necessary diagnostic procedure as needed 6.2 Receive request and perform required laboratory procedure 6.4 Release Official Result to patient	None Refer to "Laboratory Price List" for the cost of requested procedure	2 minutes 1 hour	<i>Medical Officer III</i> <i>Medical Technologist</i>
7. If with prescribed medicines, present the official prescription to the Pharmacy Department	7.1 Receive prescription and issue charge slip if prescribed medicine is available in the pharmacy. 7.2 Release medicine & instruct patient once paid	Refer to "Pharmacy Price List" for the cost of drugs & medicines	5 minutes	<i>Pharmacist</i>
8. Pay standard fees in the Billing	8.1 Receive payment & issue official receipt	None	10 minutes	<i>Cashier/Billing Clerk</i>

Department for laboratory procedures done & medicines from the pharmacy				
9. If the patient needs financial assistance, proceed to SOCIAL SERVICE office	9.1 Classify the patient based on financial capabilities & provide corresponding financial assistance as needed	None	15 minutes	<i>Social Worker I</i>
TOTAL for Non-COVID cases:		Refer to Pharmacy and Laboratory Price List for Services availed	2 hours, 30 minutes	

2. Emergency Department Consultation

Emergency Department is responsible for the provision of medical and surgical care for patients with life-threatening and emergency cases or those who are in need of immediate care.

Office or Division	EMERGENCY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	Patients needing immediate/emergency care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health Declaration Form		<ul style="list-style-type: none"> • Triage Area 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient proceed to Emergency Department	1.1 Obtain patient data, check vital signs and refer assessment to the Resident-on-Duty. 1.2 Obtain chief complaints and history of illness and	None	5 minutes	<i>Nurse/ Nursing Attendant</i>

	physically examine patient			
2. Await disposition by Resident-on-Duty	2.3 Stabilize patient's condition with medications and/or emergency procedures	None	2 hours	<i>Medical Officer III</i>
	2.4 Issue request for diagnostic procedures as needed			
	2.5 Monitor condition of patient			
	2.1 Determine disposition of patient, either for admission, observation, discharge or referral	None	5 minutes	<i>Medical Officer III</i>
	A. Patient for Admission	A. Perform admitting procedures (<i>Refer to admission procedures</i>)	None	45 minutes
B. Patient for Referral	B. Prepare Referral Slip and inform Ambulance Responder and Driver regarding referral	None	10 minutes	<i>Medical Officer III</i>
C. Patient for discharge - Outright discharge - Home Against Medical Advice	C. Indicate order for discharge For Home Against Medical Advice, secure consent for HAMA	None	5 minutes	<i>Nurse/ Nursing Attendant</i>

3. Pay necessary fees and secure clearance prior to discharge	3.5 Provide discharge instructions 3.6 Update charges for billing	Refer to Pharmacy and Laboratory Price List for Services availed & medications given	10 minutes	<i>Nurse/ Nursing Attendant</i>
TOTAL:		Refer to Pharmacy and Laboratory Price List for Services availed	3 hours, 20 minutes	

3. Admitting Procedures for Ward & Private Rooms

Admission of patients with more serious health conditions requiring inpatient care for one or more days of hospital stay

Office or Division	Emergency Room Department/Admitting Section				
Classification	Complex				
Type of Transaction	Government-to-Citizen (G2C)				
Who may avail	Patients who need inpatient care and will be admitted in the hospital				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Admitting Orders			Attending Physician/Emergency Room/ OPD Nurse		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to Emergency Room Department	1.1 Receive patient's chart and check for completeness of admitting orders	None	5 minutes	<i>Nurse</i>	
2. Sign Consent to Care	2.1 Accomplish Clinical Cover Sheet and secure consent to care	None	10 minutes	<i>Nurse</i>	
	2.2 Log admission to		45 minutes	<i>Nurse</i>	

<p>2.1 Sign consent for confinement in Private room upon confirmation of room availability</p>	<p>Admission Logbook and Hospital System 2.3 Perform admission care 2.4 Notify ward nurse regarding the new admission.</p> <p>For patients availing the private rooms</p> <p>a. Confirm availability of private room b. Secure consent for admission in private room</p>		<p>5 minutes</p>	<p><i>Nurse/ Nursing Attendant</i></p>
<p>3.</p>	<p>3.1 Transport patient to ward/private room.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Utility Workers</i></p>
<p>4.</p>	<p>4.1 Endorse patient to ward nurse</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Nurse</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>1 hour, 25 minutes</p>	



4. Dispensing of Drugs for Out-Patients for Cash Payment

Pharmacy Department is in-charge for dispensing of drugs and medicines for out-patients for cash payment.

Office or Division	PHARMACY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All Out-Patients who are in need of drugs and medicines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Prescription Charge Slip Official Receipt Valid ID for PWD and Senior Citizens		RESIDENT-ON-DUTY PHARMACY CASHIER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents official prescription signed by the attending physician	1.1 Receive and evaluate prescription 1.2 Check availability of medicine in the pharmacy	None	5 minutes	<i>Pharmacist</i>
2. Receive Charge Slip	2.1 Issue charge slip detailing the amount to be paid	None	5 minutes	<i>Pharmacist</i>
3. Proceed to Billing Department and pay the corresponding fee for drugs and medicines	3.1 Collect payment and issue official receipt. 3.1.1 For PWD/Senior Citizens present valid IDs for discount 3.1.2 For patient who cannot afford to pay, refer to Social Service	Refer to Pharmacy Price List for medications given	10 minutes	<i>Cashier/ Billing Clerk</i>

4. Claim the drugs and medicines	4.1 Dispense and instruct the patient regarding the medicine regimen	None	5 minutes	Pharmacist
	4.2 Record the drugs and medicines issued	None	5 minutes	Pharmacist
		Refer to Pharmacy Price List for the cost of drugs and medicine	30 minutes	

5. Dispensing of Drugs for In-patients

Pharmacy Department is in-charge for dispensing of drugs and medicines for all admitted patients.

Office or Division	PHARMACY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All Out-Patients who are in need of drugs and medicines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Prescription		<ul style="list-style-type: none"> ATTENDING PHYSICIAN 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents official prescription signed by the attending physician	1. Receive and evaluate prescription 1.1 Check availability of medicine in the pharmacy 1.2 If drugs and medicines are not available inform the resident doctor	None	10 minutes	Pharmacy Department Lasam District Hospital

	on duty			
2. Receive the medicine & affix signature in the requisition form	2. Release drugs and medicines and update patient's requisition form	None	10 minutes	<i>Pharmacy Department</i> Lasam District Hospital
3. Submit drugs and medicines to ward nurse	3.3 Receive the medicine	None	5 minutes	<i>Nursing Department</i> Lasam District Hospital
TOTAL: 25 minutes				

6. Laboratory Work up for Out-Patient & Emergency Department

Laboratory Department provides clinical laboratory test for out-patients requiring laboratory workup to assist medical officers in diagnosing and treating patients.

Office or Division	LABORATORY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients who submit themselves for consultation and admission in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Form Official Receipt Valid ID for PWD and Senior Citizens		OPD Nurse Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete laboratory request form to laboratory receiving area	1.1 Receive laboratory request form 1.2 Verify patient information and laboratory procedure requested	None	5 minutes	<i>Medical Technologist</i> <i>/Laboratory Aide</i>

<p>2. Submit specimen or patient for sample collection</p>	<p>2.1 Receive specimen e.g. urine/stool/sputum 2.2 Collect blood sample, Nasopharyngeal or Oropharyngeal swab 2.3 For emergency cases: Medical Technologist will go to Emergency Room for extraction of samples needed</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Medical Technologist</i></p>
<p>3. Receive charge slip from laboratory personnel</p>	<p>3.2 Issue charge slip for payment</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Medical Technologist /Laboratory Aide</i></p>
<p>4. Proceed to Cashier/Billing Department & pay amount indicated</p>	<p>4.1 Collect payment and issue official receipt 4.1.1 For PWD/Senior Citizens present valid IDs for discount 4.1.2 For patient who cannot afford to pay, (<i>Refer to Social Service</i>)</p>	<p>Refer to “Laboratory Price List” for the cost of requested procedure</p>	<p>10 minutes</p>	<p><i>Cashier/Billing Clerk</i></p>
<p>5. Present Official Receipt to Laboratory Department</p>	<p>5.1 Perform the requested laboratory procedure 5.2 Encode result and sign official result 5.2 Record result in laboratory logbook</p>	<p>None</p>	<p>1 hour & 30 minutes</p>	<p><i>Medical Technologist</i></p>
<p>6. Claim the official result and submit to OPD department</p>	<p>6.1 Release result to the patient 6.2 For STAT request in Emergency Room, the</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Medical Technologist</i></p>

	medical technologist will send the result to the ER Nurse/ ER Resident-on-Duty			
	TOTAL:	Refer to “Laboratory Price List” for the cost of requested procedure	2 hours	

7. Laboratory Work up for Admitted Patients

Laboratory Department provides clinical laboratory test for admitted patients requiring laboratory workup.

Office or Division	LABORATORY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients who submit themselves for consultation and admission in the hospital			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory Request Form			Attending Physician/Ward Nurse	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete laboratory request form to laboratory receiving area	1.1 Receive laboratory request form 1.2 Verify patient information and laboratory procedure requested	None	5 minutes	<i>Medical Technologist /Laboratory Aide</i>
2. Submit specimen or patient for sample collection	2.1 Receive specimen e.g. urine/stool/sputum submitted by patient’s relatives	None	5 minutes	<i>Medical Technologist</i>
	2.2 Proceed to ward to collect blood sample needed	None	15 minutes	<i>Medical Technologist</i>
	2.3 Label all specimens collected properly	None	1 hour & 30 minutes	<i>Medical Technologist</i>
	2.4 Perform the requested			

	laboratory procedure 2.5 Encode result and sign official result 2.6 Record result in laboratory logbook			
	3.1 Release result to the ward nurse on duty and let them sign the receiving logbook	None	5 minutes	<i>Medical Technologist /Laboratory Aide</i>
TOTAL:		None	2 hours	

Comprehensive List of Laboratory Services

Services	Type of Transaction	Response Time	Fees to be paid
HEMATOLOGY			
Complete Blood Count with Actual Platelet Count (CBC with APC)	Simple	30 minutes	250.00
Clotting time/bleeding time	Simple	10 minutes	100.00
CLINICAL MICROSCOPY AND PARASITOLOGY			
Urinalysis (U/A)	Simple	25 minutes	100.00
Fecalysis (F/A)	Simple	15 minutes	50.00
Pregnancy Test	Simple	20 minutes	100.00
CLINICAL CHEMISTRY			
Fasting/Random Blood Sugar	Simple	1 hour	150.00
Lipid Profile (Cholesterol/Triglyceride/HDL/LDL)	Simple	1 hour	500.00
Total Cholesterol	Simple	1 hour	150.00
Triglycerides	Simple	1 hour	200.00
Blood Uric Acid	Simple	1 hour	150.00
Blood Urea	Simple	1 hour	150.00
Creatinine	Simple	1 hour	150.00
Alanine Aminotransferase (SGPT)	Simple	1 hour	200.00
Aspartate Aminotransferase (SGOT)	Simple	1 hour	200.00
Serum Electrolytes (all analyte)	Simple	1 hour	300.00
Na, K, Cl	Simple	1 hour	200.00/analyte

HBA1C	Simple	1 hour	900.00
BLOOD BANK			
Cross Matching	Simple	1 hour	500.00
Blood Typing with Rh	Simple	20 minutes	150.00
SEROLOGY			
Dengue NS1	Simple	15 minutes	450.00
HBsAg Screening	Simple	20 minutes	200.00
Typhoid (Rapid)	Simple	10 minutes	200.00
Leptospirosis	Simple	20 minutes	250.00
Syphilis	Simple	10 minutes	250.00
COVID Antigen Test	Simple	45 minutes	800.00
Expanded Newbornscreening	Simple	30 minutes	1750.00

8. Radiology Services to Out-Patients and Emergency Cases

Performance of radiology procedures for out-patients

Office or Division	RADIOLOGY DEPARTMENT			
Classification	Complex Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients who submit themselves for consultation and admission in the hospital			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
X-ray Request Form Official Receipt Valid ID for PWD and Senior Citizens Claimant's ID (when requesting official reading)			OPD/ ER Nurse-on-Duty Duty Cashier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present X-ray request to Radiology department	1.1 Receive and evaluate the doctor's request for the procedure and check for previous X-ray records	None	5 minutes	<i>Radiologic Technologist</i>
2. Receive charge slip from Radiology personnel	2.1 For OPD cases: Issue charge slip for procedure to be done 2.2 For Emergency Cases: Proceed to Step 4	None	5 minutes	<i>Radiologic Technologist</i>



3. Proceed to Cashier/Billing Department	3.1 Collect payment and issue Official Receipt	Refer to "Radiology Services Price List"	10 minutes	Cashier/ Billing Clerk Billing Department
4. Submit patient for Radiologic procedure	4.1 Conduct X-ray examination and processing	None	30 minutes	Radiologic Technologist
4.2 Go back to Out-patient Department/Emergency Room	4.2 Relay obtained images to the requesting Resident-on-Duty for initial wet reading	None	10 minutes	Radiologic Technologist
5.	5.1 Log procedure done including patient's information in the X-ray Logbook and insert radiologic film and x-ray request inside the envelope	None	10 minutes	Rosito Calaoagan Radiology Department
6.	6.1 Submit obtained images for Official Reading by outsourced Radiologist	PHP 75.00/film	5 days	Rosito Calaoagan Radiology Department
7. Present Valid ID and Official Receipt and affix signature at the X-ray Logbook as claimant	7.1 Release Official Reading to patient/Authorized Representative and let them sign the issuance logbook	None	5 minutes	Rosito Calaoagan Radiology Department
TOTAL FOR RADIOLOGIC PROCEDURE		See attached "Price List for Radiology Services"	1 hour, 15 minutes	

9. Radiology Services to Admitted Patients

Performance of radiology procedures for admitted patients

Office or Division	RADIOLOGY DEPARTMENT			
Classification	Complex Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients who submit themselves for consultation and admission in the hospital			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
X-ray Request Form Claimant's ID (when requesting official reading)			Ward Nurse-on-Duty	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive instructions from Ward Nurse regarding Radiologic procedures	1.1 Inform patient regarding radiologic procedure to be done	None	10 minutes	<i>Nurse</i>
	1.2 Facilitate transport of patient to Radiology Department	None	10 minutes	<i>Utility Worker</i>
2.	2.1 Receive and evaluate the doctor's request for the procedure and check for previous X-ray records	None	5 minutes	<i>Radiologic Technologist</i>
3. Submit patient for Radiologic procedure	3.1 Conduct X-ray examination and processing	None	30 minutes	<i>Radiologic Technologist</i>
4. Go back to Ward/Private Room	4.2 Relay initial reading of the obtained images to the requesting Resident-on-Duty	None	10 minutes	<i>Nurse</i>
5.	5.1 Log procedure done including patient's information in the X-ray Logbook and insert radiologic film and x-ray request inside the envelope	None	10 minutes	<i>Radiologic Technologist</i>
6.	6.1 Official Reading of obtained images	PHP 75.00	2 days	<i>Radiologic Technologist</i>
7. Present Valid ID and Official Receipt and affix signature at the X-ray Logbook as claimant	7.1 Release Official Reading to patient/Authorized Representative and let them sign the issuance logbook	None	5 minutes	<i>Radiologic Technologist</i>



TOTAL FOR RADIOLOGIC PROCEDURE	See attached "Price List for Radiology Services" for procedures done	1 hour, 20 minutes	
TOTAL FOR OFFICIAL READING		Php 75.00/film for Official Reading	

Comprehensive Pricelist of Radiology Services

Services	Type of Transaction	Fees to be Paid	Processing Time
CXR PA	Simple	150.00	
CXR PAL/APL	Simple	200.00	
CHEST BUCKY	Simple	150.00	
FLAT PLATE OF THE ABDOMEN	Simple	200.00	
LUMBOSACRAL XRAY (APL)	Simple	300.00	
PNS (3 VIEWS)	Simple	300.00	
PELVIC X-RAY	Simple	350.00	
LEG	Simple	350.00	
ARM	Simple	350.00	

10. Issuance of Medical/Medico-Legal, Medical Abstract and Certificate of Confinement

Records Section issues pertinent medical records of patients such as Medical Certificate, Medico-legal Certificate, Medical Abstract and Certificate of Confinement.

Office or Division	RECORDS SECTION
Classification	Simple Transaction
Type of Transaction	Government-to-Citizen (G2C) & Government-to-Government (G2G)
Who may avail	All patients/relatives needing medical records
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



OPD folder for OPD patients Police request for Medico-legal certificates Valid ID of the Requesting Party Request for Medical Certificate Form Official Receipt Valid ID of requesting party			RECORDS SECTION POLICE STATION NURSE STATION CASHIER CASHIER	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request for Medical Certificate Form from the Nurse-on-Duty & submit to Records Officer For Medico-legal Certificate: Present police request/request from an authorized party	1.1 Receive formal request for medical and medico-legal certificate from an authorized party or police authority	None	3 minutes	Records Officer I
	1.2 Retrieves medical records from file and validate request	None	15 minutes	Records Officer I
2. Receive charge slip	2.1 Instructs requesting party to pay the fee to the Cashier	None	2 minutes	Records Officer I
3. Proceed to Cashier/ Billing Office for payment	3.1 Collect corresponding fee and issue Official Receipt	PHP200.00 for medico-legal PHP020.00 for medical Certificate, Medical Abstract or Certificate of Confinement	10 minutes	Cashier/ Billing Clerk
4. Present Official Receipt	4.1 Prepare certificates in duplicate copies 4.2 Forward certificate for signature of Attending Physician	None	10 minutes 5 minutes	Records Officer I Records Officer I
5. Proceed to waiting Area while waiting for the certificate to be signed	5.1 Affixes signature to certificate 5.2 Return to Records Section for dry sealing	None	5 minutes 5 minutes	Medical Officer III Nurse/Nursing Attendant
6. Receive the requested certification	6.3 Record transaction in logbook and issue certificate to patient or his/her Authorized Representative	None	5 minutes	Records Officer I



	PHP200.00 for medico- legal PHP100.00 for Medical Certificate, Medical Abstract & Certificate of Confinement	1 hour	
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11. Issuance of Birth Certificate

Records Section issues Birth Certificate of all newborns delivered in the hospital

Office or Division	RECORDS SECTION			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All mothers who gave birth in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Contract (if married) Valid Community Tax Certificate of Father (if unmarried) If not married and wants to use the surname of the father - Personal Appearance of the father who will sign the acknowledgement/admission of paternity				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit needed requirements for verification	1.1 Interview patient and accomplish pre-live birth registration form 1.2 Submit accomplished Pre-live birth form and attach 4 copies of Certificate of Live Birth (COLB) Form to Medical Record Section	None	15 minutes	<i>Nurse/ Nursing Attendant</i>
		None	10 minutes	<i>Nurse/ Nursing Attendant</i>



2. For Married Parents: Present Marriage Contract For Unmarried Parents who wants to use the surname of father: The Father must present Community Tax Certificate and Sign the Acknowledgment of Paternity	2.1 Encode information and print data in the Official Certificate of Live Birth Form in 4 copies	None	15 minutes	Records Officer I
	a. Present birth certificate to parents for verification of entries	None	5 minutes	Records Officer I
	2.3 Forward printed CLOB to Attending Physician for Signature	None	10 minutes	Records Officer I
2. Affix signature in the Birth Certificate	3.1 Let the parents/representative sign in the birth certificate	None	2 minutes	Records Officer I
	4.1 Released Birth Certificate for registration at Municipal Civil Registrar Office	None	1 hour	Municipal Civil Registrar
5. Submit one copy of registered Birth Certificate to Medical Records Section for filing	5.1 File copy of the registered birth certificate	None	5 minutes	Records Officer I
TOTAL:	None	2 hours, 2 minutes		

12. Issuance of Death Certificate

Records Section issues Birth Certificate to all patients who died in the hospital

Office or Division	RECORDS SECTION			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients who was declared as dead by a Resident Physician			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of the nearest kin of the patient who died				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID as requesting party	1.1 Interviews patient's relatives and prepare draft of death certificate	None	10 minutes	Nurse



	1.2 Attach 4 copies of Death Certificate			
2.	2.1 Completes details on the cause, time and date of death in the patients chart	None	10 minutes	<i>Medical Officer III</i>
3. Proceed to Record's Section	3.1 Submit accomplished draft of Death Certificate form to Medical Record Section	None	5 minutes	<i>Nurse</i>
4. Inform Records staff regarding patient's information	4.1 Validate entries in the draft form by interviewing patient's relatives 4.2 Encode information and print data in the Official Death Certificate Form (4 copies)	None	15 minutes	<i>Records Officer I</i>
5. Proceed to Local Civil Registrar to register Death of relative	5.1 Instruct patient's relative to register the death certificate in the Local Civil Registrar & request for a copy of the registered death certificate	None	1 hour	<i>Records Officer I</i>
6. Submit a copy of the registered Death Certificate to Records' Section	6.1 File death certificate accordingly	None	5 minutes	<i>Records Officer I</i>
TOTAL:		None	1 hour, 45 minutes	

13. Procedures in Availing Financial/Medical Assistance

Medical Social Service is responsible for facilitating assistance to patients with financial limitations for their laboratory work-up and treatment.

Office or Division	MEDICAL SOCIAL SERVICE
Classification	Simple Transaction



Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients/relatives needing medical assistance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Charge slip Proof of Indigency if any Clinical Abstract/Medical Certificate (if admitted)			Department where services are availed Records Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present hospital charges and request for medical assistance	1.1 Coordinate with concerned department where the patient is availing services	None	10 minutes	<i>Social Worker I</i>
2. For Admitted patients: Submit Clinical Abstract & Certificate of Confinement For patient for Referral or Home Against Medical Advice: Present hospital bill	a. If inactive member and cannot be enrolled to POS: Classify patient properly using the A.O. # 51 of DOH	None	10 minutes	<i>Social Worker I</i>
	2.1 <i>If upon assessment, patient can be classified as indigent:</i> Endorse to Chief of Hospital or Administrative Office or Resident-on-Duty for signature of waiving payment of procedures and medicines.	None	5 minutes	<i>Social Worker I</i>
	2.2 Assess and classify patient and indicate recommended patient share on the hospital bill and the amount of approved medical assistance	None	10 minutes	<i>Social Worker I</i>

<p>3. Receive hospital bill and bring to the cashier for payment if there is any and facilitate discharge clearance</p> <p>If fully covered by NBB policy, proceed directly to concerned ward and facilitate discharge clearance</p>	<p>3.1 Instruct the patient/relative to go to cashier for payment if there is any or to proceeds to concerned ward for facilitation of clearance</p>	<p>Based on the hospital charges and patients classification /approved medical assistance received</p> <p>None</p>	<p>10 minutes</p> <p>10 minutes</p>	<p>Social Worker I</p>
		<p>Based on the hospital charges and patients classification /approved medical assistance received</p>	<p>55 minutes</p>	

14. Issuance of Official Receipt for payment of services

The official receipt is issued for every payment made depending on the type of accommodation, length of stay, diagnosis and treatment, type of procedures ordered by your doctor upon consultation or admission. It also includes laboratory tests, diagnostic and imaging services, use of the operating room, equipment usage, medicines, nursing services, doctors' professional fees and other fees that may apply.

Office or Division	CASHIER/BILLING DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients or Authorized representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Billing statement PWD or Senior Citizen Card Charge Slip			Philhealth Office OSCA/DSWD Pharmacy/Laboratory/Radiology	
FOR OUT-PATIENTS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.1 Present the charge slip or Hospital bill	1.1 Receive and compute slip	None	2 minutes	Cashier/ Billing Clerk
1.2 Present Senior Citizen, PWD ID for verification & discount	1.2 Inform the patient the amount to be paid	None	2 minutes	Cashier/ Billing Clerk
	1.3 If patient cannot afford to pay, forward the patient's bill to Medical Services evaluation	None	10 minutes	Cashier/ Billing Clerk
2. Pay the total required amount.	2.1 Accept cash payment	Refer to Price List of Hospital Services	3 minutes	Cashier/ Billing Clerk
3. Receive the Official receipt	3.1 Issues Official Receipt	None	5 minutes	Cashier/ Billing Clerk
4. Go back to department where services will be availed	a. Instruct client to proceed to the department where services will be availed	None		Cashier/ Billing Clerk
		Refer to Price List of Hospital Services	22 Minutes	

FOR IN-PATIENTS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present billing statement	1.1 Receive billing statement	None	3 minutes	Cashier/ Billing Clerk
1.2 Present your Senior Citizen, Person with Disability ID for verification & discount	1.2 Assess completeness of the bill and compute amount to be paid			
2. Pay the total required amount.	2.1 Accept cash payment	Refer to Price List of Hospital Services	2 minutes	Cashier/ Billing Clerk

3. Receive the Official receipt, billing statement for payments made.	3.1 Issues Official Receipt 3.1.1 Stamp the billing discharge clearance/ charge slips. 3.1.2 Give the OR, SOA and the stamped billing discharge clearance to the client.	None	5 minutes	Cashier/ Billing Clerk
4. Facilitate discharge clearance	4.1 Instruct client to go ward and give the stamped billing discharge clearance.	None	5 minutes	Cashier/ Billing Clerk
		Refer to Price List of Hospital Services	15 Minutes	

1. Philhealth Services for Outright Deduction

Step by step procedure in submission and processing of Philhealth Claims with complete documentary requirements for outright deduction.

Office or Division	PHILHEALTH SECTION			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients or Authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID, Proof of Identity – photocopy *if there is a discrepancy of member/dependent’s name and date of birth *If member is incapacitated and need a representative to sign on claim forms				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Proof of Philhealth Membership or dependency if any	1.1 Receive and verify the documents presented for evaluation/ processing	None	10 minutes	Philhealth Clerk



2. Wait for any questions for verification to determine eligibility	2.1 Check on the eligibility of patients to avail Philhealth Benefits through Philhealth System (Printing of Philhealth Benefit Eligibility form - PBEF) 2.2 Outright deduction of Philhealth Benefit Package to patient's bills and issuance of Claim signature form and other Philhealth Claim Forms	None	15 minutes	<i>Philhealth Clerk</i>
	2.3 Philhealth staff to instruct the patient/ relative to obtain members signature on all forms that needs to be signed.			
3. To receive the documents given by the Philhealth staff to obtain the patient/member signature on all pertinent documents	3.1 Instruct the patient/relative to pass the completed form with signature of the member to the staff who performed assessment/evaluation.	None	10 minutes	<i>Philhealth Clerk</i>
4. Submit completed form with signature to Philhealth section	4.1 Philhealth staff to receive the forms for checking	None	10 minutes	<i>Philhealth Clerk</i>
5. Proceed to concerned Department and facilitate clearance	5.1 Instruct the patient to facilitate clearance in all departments prior to discharge	None	10 minutes	<i>Philhealth Clerk</i>
TOTAL:		None	55 minutes	



MATILDE A. OLIVAS DISTRICT HOSPITAL EXTERNAL SERVICES

1. Out-Patient Services

Out-patient Department Consultation of patients is a service provided by the hospital for patients who needs services that do not require urgent medical attention and hospitalization.

Office or Division	OUT PATIENT DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	Patients who have non-urgent health condition seeking medical check-up			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HEALTH DECLARATION FORM ID for VERIFICATION OPD FORM DIAGNOSTIC REQUEST FORM		OPD SECTION RECORDS SECTION		
Client steps	Agency action	Fees to be paid	Processing time	Person responsible
1. Proceed to TRIAGE AREA for accomplishment of Health Declaration Form	1.1 Instruct/assist the patient in accomplishing the form	None	2 minutes	OPD Nurse/
2. Assessment and Screening Submit patient for immediate assessment and screening for covid suspect and emergency care	2.1 Nurse on Duty performs immediate assessment and screening of patients	None	3 minutes	OPD Nurse/
3. Present patient for Examination and Treatment/Procedure	3.1 The Nurse on Duty assists the Resident on Duty in Examination and Treatment/Procedure	None	15 minutes	Triage Nurse
4. <i>If required by the Resident on Duty: LABORATORY PROCEDURES:</i> Submit patient for blood extraction and specimen collection	4.1 Proceed to LABORATORY and present REQUEST 4.2 Submit patient for blood extraction and specimen collection	Please see Attached Fees for LABORATORY	1 hour	Medical Technologist



<p>5. If required by the Resident on Duty: RADIOLOGY PROCEDURES: Submit patient for blood extraction and specimen collection</p>	<p>5.1 Proceed to RADIOLOGY and present REQUEST 5.2 Submit patient for blood extraction and specimen collection</p>	<p>Please see Attached Fees for RADIOLOGY</p>	<p>1 hour</p>	<p>Medical Technologist</p>
<p>6. Payment at the CASHIER of the standard fees</p>	<p>6.1 Cashier receives payment for standard fees and issues OFFICIAL RECEIPT</p>	<p>Amount of Diagnostic procedure to be done</p>	<p>2 minutes</p>	<p>Cashier</p>
<p>7. Claiming of DIAGNOSTIC RESULTS: Present OFFICIAL RECEIPT to the DIAGNOSTIC DEPARTMENT and get the examination results</p>	<p>7.1 DIAGNOSTIC DEPARTMENT release RESULTS to patient upon verification of OFFICIAL RECEIPT and Logs released results</p>	<p>None</p>	<p>3 minutes</p>	<p>Laboratory: Radiology:</p>
<p>8. Submit diagnostic results to Nurse on Duty/ Resident on Duty</p>	<p>8.1 Nurse on Duty refers result to Resident on Duty for appropriate actions/ instructions</p>	<p>None</p>	<p>5 minutes</p>	<p>Nurse on Duty</p>
<p>9. Patient receives prescriptions, instructions for medicine and health teachings</p>	<p>9.1 Nurse on Duty and Resident on Duty gives Health Teachings, Prescriptions and instructions for follow up check up if needed</p>	<p>None</p>	<p>5 minutes</p>	<p>Nurse on Duty or Resident on Duty</p>
<p>10. Patient gets medicines from PHARMACY after presentation of prescription and payment</p>	<p>10.1 Pharmacist dispenses drugs/supplies and gives Health Teachings on drugs to be taken.</p>	<p>None</p>	<p>5 minutes</p>	<p>Pharmacist</p>
<p align="center">Total Response Time: 40 minutes +120 minutes (if with LABORATORY) +120 minutes (if with RADIOLOGY)</p>				
<p align="center">Please accomplish Client Feedback Form and drop at the Suggestion Box in front of each Building.</p>				
<p align="center">END OF TRANSACTION</p>				

2. Emergency Department Services

Emergency Department services is responsible for the provision of medical and surgical care for patients with life-threatening and emergency cases or those who are in need of immediate care.

Office or Division	EMERGENCY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	Patients needing immediate/emergency care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. TRIAGE FORM 3. ER FORM 4. MEDICO-LEGAL FORM 5. REFERRAL FORM		EMERGENCY ROOM – TRIAGE AREA RECORDS SECTION		
Client steps	Agency action	Fees to be paid	Processing time	Person responsible
1. Proceed to TRIAGE area or assessment and interview <i>*NOTE: Emergency cases with life-threatening condition needing resuscitation directly proceeds to emergency room for immediate intervention</i>	1.1 Triage patients 1.2 Guide patients to designated areas for proper immediate actions	None	5 minutes	Triage Nurse
2. Patient proceeds to Emergency Department	2.1 Nurse on Duty obtains patient data, chief complaints and history of illness, record vital signs and refers assessment to the Resident-on-Duty.	None	5 minutes	Emergency Room Nurse

4. PATIENT FOR RESUSCITATION	<p>4.1 If vital signs are absent: Give immediate resuscitative measures and refers patient to physician on duty</p> <ul style="list-style-type: none"> ▪ resuscitative measures fail, pronounces Dead on Arrival (DOA). ▪ Give post mortem care ▪ If medico-legal case, physician performs assessment/autopsy and accomplish medico-legal forms 	Depends on the procedures to be done and medication given	No definite time on reviving of critical patient	Emergency Room Nurse and Resident on Duty
5. DOCTORS ORDER	<p>5.1 Resident on Duty performs physical examination, obtains history and writes doctors order for immediate medical care</p>	None	15 minutes	Resident-on-Duty
6. CARRY OUT DOCTORS ORDER and STABILIZATION OF STATUS	<p>6.1 Nurse on Duty carries out doctors' order 6.2 Stabilize patient's condition with medications and/or emergency procedures 6.3 Send request form for diagnostic procedures and bring patient for work up once stable 6.4 Monitor condition of patient 6.5 Determine disposition of patient, either for admission, observation, discharge or transfer</p>	None	30 minutes	Emergency Room Nurse



7	Patient and Bantay waits for disposition of Resident on Duty	7.1 Nurse and Resident on Duty explains to patient/ bantay the disposition of the patient	Depends on the procedures to be done and medication given	5 minutes	Emergency Room Nurse
8	PATIENT FOR OUTHRIGHT DISCHARGE/REFERRAL	8.2 Indicate order for discharge 8.3 Provide discharge instructions 8.4 Facilitate clearance of the following prior to discharge	Depends on the procedures to be done and medication given	5 minutes	Emergency Room Nurse
Total Response Time: 95 minutes					
Please accomplish Client Feedback Form and drop at the Suggestion Box in front of each Building.					
END OF TRANSACTION					

3. Admission Services

Admission of patients with more serious ailments and trauma that require inpatient care for one or more days of overnight stay in the hospital.

Office or Division	Emergency Room Department/Admitting Section				
Classification	Complex				
Type of Transaction	Government-to-Citizen (G2C)				
Who may avail	Patients who need inpatient care and will be admitted in the hospital				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Admitting Orders			OPD Nurse Attending Physician/Emergency Room/		
Client steps	Agency action	Fees to be paid	Processing time	Person responsible	



<p>2. Submit admitting documents to Emergency Room Department</p>	<p>1.1 Receives patient's chart with accomplished History Sheet, Physical Examination and Doctor's Order Sheet. 1.1.1 If emergency case, perform initial assessment and immediately execute stat doctor's orders. 1.1.1 Fill up patient's chart accurately. 1.2 Secure consent for admission</p>	<p>None</p>	<p>15 minutes</p>	<p>Emergency Room Nurse</p>
	<p>1.3 Performs admission care & carries out doctor's order 1.3.1 Establish intravenous line 1.3.2 Test and Administer medications 1.4.3 Facilitate laboratory procedures and other diagnostic examinations 1.4.4 Prepare Kardex, bed tags, IV tickets and medication cards.</p>	<p>None</p>	<p>30 minutes</p>	<p>Emergency Room Nurse</p>
	<p>1.4 Notifies ward nurse regarding the new admission. 1.5 Endorse patient and necessary admitting papers to ward nurse</p>	<p>None</p>	<p>15 minutes</p>	<p>Ward Nurse</p>
<p>Total Response Time: 60 minutes</p>				
<p>Please accomplish Client Feedback Form and drop at the Suggestion Box in front of each Building.</p>				
<p>END OF TRANSACTION</p>				



Laboratory Services

Laboratory services are services provided for out-patients and in-patients requiring laboratory work-up to assist medical officers in diagnosing and treating patients.

Office or Division	LABORATORY DEPARTMENT			
Classification	Complex Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail?	All patients who submit themselves for consultation and admission in the hospital			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory Request Form			Attending Physician OPD/ ER Nurse-on-duty	
(1) Client Steps and Procedures	(2) Agency action	(3) Fees to be paid	(4) Response Time	(5) Responsible Person
FOR OPD-PATIENTS				
1. Present Laboratory request.	1.1 Receive and evaluate the doctor's request check for previous laboratory records		5 minutes	Medical Technologist
2.	2.1 For OPD cases: Issue charge slip for procedure to be done 2.2 For Emergency Cases: Proceed to Step 4	See attached list of laboratory examinations and prices	5 minutes	Medical Technologist
3. Proceed to Cashier/Billing Department	3.1 Collect payment and issue Official Receipt 3.2.1 For PWD/Senior Citizens present valid IDs for discount 3.2.2 For patient cannot afford to pay or indigent patients, Refer to Social Service Citizen's Charter	Depend on the laboratory examination request.	5 minutes	Cashier
4.	4.1 Extract Blood or specimen collection		15 minutes	Medical Ttechnologist



<p>5. For Emergency Cases: Proceed to Step 3</p>	<p>5.1 Verify Official Receipt and process specimen for requested laboratory procedure <ul style="list-style-type: none"> • For STAT request for patients with emergency cases, specimen can be processed and results to be released immediately prior to issuance of charge slip and payment </p> <p>5.2 Encode result and sign official result</p> <p>5.3 Record result in laboratory logbook</p>		<p>6 hours depending on the laboratory examination</p> <p>For STAT requests, 3 hours depending on the laboratory examination</p>	<p>Medical Technologist</p>
<p>6. Receive laboratory result form</p> <p>6.1 Sign in the receiving logbook</p> <p>6.2 Present laboratory result to Requesting Physician or OPD Nurse-on-Duty</p>	<p>6.3 Release result to patient <ul style="list-style-type: none"> • For result of patient in Emergency Department, the medical technologist will send the result to the ER Nurse/physician </p>		<p>5 minutes</p>	<p>Medical Technologist</p>
<p>Total Response Time: 6 hours and 35 minutes</p>				
<p>Please accomplish Client Feedback Form and drop at the Suggestion Box in front of each Building.</p>				
<p>END OF TRANSACTION</p>				



Office or Division	LABORATORY DEPARTMENT			
Classification	Complex Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail?	All patients admitted in the hospital with additional or repeat laboratory requests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Form		Ward Nurse-on-duty		
(1) Client Steps and Procedures	(2) Agency action	(3) Fees to be paid	(4) Response Time	(5) Responsible Person
FOR IN-PATIENTS				
1.	1.1 Receive and evaluate the doctor's request for the laboratory examination and check for previous laboratory records	None	5 minutes	Medical Technologist
2.	2.1 For Blood Extraction/OPS/NPS collection: Medical Technologist extracts blood/ collect OPS/NPS specimen from patient in their room 2.2 For urine/stool specimen: Nursing Attendant to transport specimen to laboratory	None	30 minutes	Medical Technologist Nursing Attendant
3.	3.1 Process specimen for requested laboratory procedure • For STAT request, specimen must be processed with priority and results to be released immediately. 3.2 Encode result and sign official result 3.3 Record result in laboratory logbook	Attach charge slip to chart. See attached list of laboratory examinations and prices	6 hours depending on the laboratory examination For STAT requests, 3 hours depending on the laboratory examination	Medical Technologist
4.	4.1 Release result to ward Nurse-on-duty		5 minutes	Medical Technologist
Total Response Time: 6 hours and 40 minutes				
Please accomplish Client Feedback Form and drop at the Suggestion Box in front of each Building.				
END OF TRANSACTION				

5. Pharmacy Services

Department in-charge for dispensing of drugs and medicines for out-patients and in-patients.

Office or Division	PHARMACY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	Patients who are in need of drugs and medicines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Prescription Charge Slip Official Receipt and		RESIDENT-ON-DUTY PHARMACY CASHIER		
Client steps	Agency action	Fees to be paid	Processing time	Person responsible
FOR OUTPATIENTS				
5. Presents prescription signed by the attending physician to the pharmacist	5.1 Receive and evaluate completeness of prescription from patient 5.2 Check availability of medicine in the pharmacy 5.2.1 If drugs and medicines are not available inform the resident doctor on duty 5.2.2 If drugs and medicines are available, fill up charge slip	None	1 minute 3 minutes	Pharmacist
6.	6.1 Issue charge slip and instruct patient/relatives to pay at the Cashier/Billing Department	None	3 minutes	Pharmacist
7. Proceed to Cashier/Billing Department for payment of the corresponding fee for drugs and medicines	7.1 Collect payment and issue official receipt. 7.1.1 For PWD/Senior Citizens present valid IDs for discount 7.1.2 For patient cannot afford to pay, Refer to	Cost of drugs and medicine Depends on the cost of drug and medicines	7 minutes	Cashier



	Social Service Citizen's Charter			
8. Present the official receipt at Pharmacy	8.1.1 Receive charge slip and verify official receipt.	None	3 minutes	Pharmacist
9. Claim the medicine	9.1 Dispense and instruct the patient regarding the medicine	None	7 minutes	Pharmacist
	9.2 Record the drugs and medicines issued and file prescription		3 minutes	
Total Response Time: 27 minutes				
Please accomplish Client Feedback Form and drop at the Suggestion Box in front of each Building.				
END OF TRANSACTION				

10. Radiology Services

Radiology services perform radiology procedures required during diagnosis.

Office or Division	RADIOLOGY DEPARTMENT				
Classification	Complex Transaction				
Type of Transaction	Government-to-Citizen (G2C)				
Who may avail	All patients who submit themselves for consultation and admission in the hospital				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
X-ray Request Form			OPD/ ER Nurse-on-duty		
Client steps	Agency action	Fees to be paid	Processing time	Person responsible	
FOR OPD-PATIENTS					
1. Present X-ray request to radiology department	1.1 Receive and evaluate the doctor's request for the procedure and check for previous X-ray records		5 minutes	Radiologic Technologist	



2.	2.1 For OPD cases: Issue charge slip for procedure to be done 2.2 For Emergency Cases: Proceed to Step 4	See attached list of radiologic procedures and prices	5 minutes	Radiologic Technologist
3. Proceed to Cashier/Billing Department	3.1 Collect payment and issue Official Receipt	Depend on the procedure to be done	5 minutes	Cashier
4.	4.1 Conduct X-ray examination and processing		30 minutes	Radiologic Technologist
5.	5.1 Write name, case no and type of exam in the x-ray logbook and insert radiologic film and x-ray request inside envelope		10 minutes	Radiologic Technologist
6. Submit film to OPD/ER Physician on duty	6.1 Relay the initial reading of the obtained images		10 minutes	OPD/ER Physician on duty
7.	7.1 Submit X-ray films for Official Reading in Aparri daily		8 hours	Out-sourced Radiologist
8.	8.1 Release Official Reading to patient/Authorized Representative and let them sign the issuance logbook		5 minutes	Radiologic Technologist
Total Response Time: 9 hours and 10 minutes				
Please accomplish Client Feedback Form and drop at the Suggestion Box in front of each Building.				
END OF TRANSACTION				



Office or Division	RADIOLOGY DEPARTMENT			
Classification	Complex Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients admitted in the hospital for x-ray			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
X-ray Request Form			OPD/ ER/ Ward Nurse-on-duty	
Client steps	Agency action	Fees to be paid	Processing time	Person responsible
FOR OUT-PATIENTS				
1. Present X-ray request and specimen to laboratory department	1.1 Receive and evaluate the doctor's request for the procedure and check for previous X-ray records	None	5 minutes	Radiologic Technologist
2.	2.1 Facilitate transport of patient to Radiology Department	None	10 minutes	Utility Worker on duty
3.	3.1 Conduct X-ray examination and processing	None	15 mins (Auto processor) 45 mins. (Manual processor)	Radiologic Technologist
4.	4.1 Write name, case no and type of exam in the x-ray logbook and insert radiologic film and x-ray request inside envelope	None	10 minutes	Radiologic Technologist
5.	5.1 Submit X-ray films for Official Reading in Aparri everyday	PHP 50.00	24 hours	Out-sourced Radiologist
6.	6.1 Release Official Reading to patient/Authorized Representative and let them sign the issuance logbook		5 minutes	Radiologic Technologist Charmie Ann
TOTAL		Php 50.00 For Official Reading Radiologic fee depends on what procedures were done	50 mins for the procedure	
Total Response Time: 25 hours and 35 minutes				
Please accomplish Client Feedback Form and drop at the Suggestion Box in front of each Building.				
END OF TRANSACTION				



11. Dietary Services

Dietary services are in-charge of providing safe and nutritious food for patients through efficient dietary planning and preparation.

Office or Division	DIETARY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients who are admitted in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Census Form Diet List		NURSING SERVICE NURSING SERVICE		
Client steps	Agency action	Fees to be paid	Processing time	Person responsible
1.	1.2 Check daily census and dietary requirements of admitted patients 1.3 Prepare procurement list of market order form based on cycle menu plan	None	15 minutes	Nutritionist/ Dietician
2.	2.1 Purchase food supplies from the market 2.2 Check food items and store perishable goods in the cold storage area	None	2 hours	Dietary Staff
3.	3.1 Prepare and cook menu based on the types of diet needed by patients	None	2 hours	Dietary Staff
4.	4.1 Prepare food trays and verify type of diet ordered per patient	None	1 hour	Nutritionist/Dietitian/ Dietary Staff
5. Receive food served by Dietary staff	5.1 Provide food supplies to patient in the ward	None	15 minutes	Dietary Staff
Total Response Time: 5 hours and 30 minutes				
Please accomplish Client Feedback Form and drop at the Suggestion Box in front of each Building.				
END OF TRANSACTION				



12. Records Section Services

Records Section is where patients can seek and request or pertinent medical records such as Medical Certificate, Medico-legal Certificate, Birth Certificate and Death Certificate.

Office or Division	RECORDS SECTION (HOSPITAL MANAGEMENT INFORMATION SECTION)				
Classification	Simple Transaction				
Type of Transaction	Government-to-Citizen (G2C) & Government-to-Government (G2G)				
Who may avail	All patients/relatives needing medical records				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
OPD folder for OPD patients Police request for Medico-legal certificates Request for Medical Certificate Form (accomplished by nurses) Marriage contract for birth certificate			RECORDS SECTION POLICE STATION NURSE STATION PERSONAL		
ISSUANCE OF BIRTH CERTIFICATE					
Client steps	Agency action	Fees to be paid	Processing time	Person responsible	
3. Fill out pre-live birth form	1.1 Interview patient and verify information written in pre-live birth form	None	8 minutes	Delivery Room Nurse/ Ward Nurse	
4.	2.1 Submit accomplished pre-live birth form to Records Officer		5 minutes	Ward Nurse	
5. For Married Parents: Present Marriage Contract For Unmarried Parents who wants to use the surname of father: The Father must present Community Tax Certificate and Sign the Acknowledgement of Paternity	5.1 Encode information and print data in the Official Certificate of Live Birth Form (4 copies)		10 minutes	Medical Records Clerk	
	5.2 Present birth certificate to parents for verification of entries		2 minutes		
	5.3 Forward accomplished CLOB to Attending Physician for Signature		2 minutes		
	5.4 Let the parents/representative sign in the birth certificate		1 minute		
6. Submit printed and signed Certificate of Live Birth to Municipal Civil Registrar Office	6.1 Released Birth Certificate for registration at Municipal Civil Registrar Office		20 minutes	Municipal Civil Registrar Office Clerk	



7. Proceed to the Medical Records Office	7.1 Submit one copy of registered Birth Certificate to Medical Records Section for filing	None	1 minute	Medical Records Clerk
Total Response Time: 49 minutes				
Please accomplish Client Feedback Form and drop at the Suggestion Box in front of each Building.				
END OF TRANSACTION				

Office or Division	RECORDS SECTION (HOSPITAL MANAGEMENT INFORMATION SECTION)			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C) & Government-to-Government (G2G)			
Who may avail	All patients/relatives needing medical records/ Birth & MC			
ISSUANCE OF DEATH CERTIFICATE				
Client steps	Agency action	Fees to be paid	Processing time	Person responsible
2. Proceed to Medical Record Section	2.1 Retrieve record of patient	None	5 minutes	Medical Records Clerk
3.	3.1 Interviews patient relatives and prepare draft of death certificate	None	5 minutes	Medical Records Clerk
3.	3.1 Encode information and print data in the Official Death Certificate Form (4 copies)	None	5 minutes	Medical Records Clerk
4.	4.1 Secure signature of attending physician	None	3 minutes	Medical Records Clerk
5.	5.1 Secure signature of attending physician	None	3 minutes	Medical Records Clerk
6.	6.1 Advises patient's relative to register the death certificate to the local civil registrar & request that party to bring back to the records section one registered copy	None	20 minutes	Medical Records Clerk
7.	7.1 File death certificate accordingly	None	5 minutes	Medical Records Clerk
Total Response Time: 46 minutes				



Please accomplish **Client Feedback Form** and drop at the Suggestion Box in front of each Building.

END OF TRANSACTION

Office or Division	RECORDS SECTION (HOSPITAL MANAGEMENT INFORMATION SECTION)
Classification	Simple Transaction
Type of Transaction	Government-to-Citizen (G2C) & Government-to-Government (G2G)
Who may avail	All patients/relatives needing medical records & MC

ISSUANCE OF MEDICAL CERTIFICATE

Client steps	Agency action	Fees to be paid	Processing time	Person responsible
1. For ER/OPD patients	1.1 Retrieve record of patient at OPD/ER 1.2 For Medico-Legal cases present Police request		10 minutes	OPD/ER nurse on duty
2. For In-Patient proceed to record section	2.1 Retrieve record of patient on file		5 minutes	Medical Records Clerk
3.	3.1 Encode medical certificate/ Medico-legal		5 minutes	Medical Records Clerk
4.	4.1 Secure signature of attending physician		2 minutes	Medical Records Clerk
5. Proceed to cashier for payment of corresponding fee.	Issue charge slip and instruct relative/patient to pay @ cashier	PHP 100.00 for MC PHP 200.00 for medico-legal	2 minutes	Cashier

Total Response Time: 24 minutes

Please accomplish **Client Feedback Form** and drop at the Suggestion Box in front of each Building.

END OF TRANSACTION



13. Medical Social Services

Medical Social Service is responsible for facilitating assistance to patients with financial limitations for their laboratory work-up and treatment.

Office or Division	MEDICAL SOCIAL SERVICE			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients/relatives needing medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge slip Proof of Indigency if any		Barangay or Municipal Social Worker Hospital Medical Social Worker Philhealth Section		
Client steps	Agency action	Fees to be paid	Processing time	Person responsible
3. Present hospital charges and express need for medical assistance	3.1 MSW collaborates with the OPD/Ward Staff/Cashier regarding patient's need for assistance	None	5 minutes	Medical Social Worker
4. Submit proof of indigency if any	4.1 Interview, assess and evaluate patients if eligible for Phil Health or not.	None	15 minutes	Medical Social Worker
5.	5.1 If the patient is not eligible for Phil Health, MSW and the patient cannot afford to pay the procedure, medicines and others, the cashier forwards the patient bill to MSW for proper classification using the A.O #51 of the Department of Health.	None	10 minutes	Medical Social Worker
6.	6.1 If upon assessment, patient can be classified as indigent: Endorse to Chief of Hospital or Administrative Office for signature of waiving payment of procedures and medicines.	None	5 minutes	Medical Social Worker Chief Of Hospital
	6.2 FOR INPATIENTS			Phil health Staff



	<p>If eligible for Phil health:</p> <p>6.2.1 If eligible for Phil health, MSW forwards the admission slip to Phil health staff</p> <p>6.2.2 If the patient is not eligible for Phil health MSW enroll the patient to Point of Service.</p>			Medical Social Worker
	<p>4.1 However, if the patient is for referral to other hospital, HAMA of less than 24 hours and others, the patient will be re-clarify using the AO</p> <p>4.2 #51 of the Department of Health.</p>	None	10 minutes	Medical Social Worker
Total Response Time: 45 minutes				
Please accomplish Client Feedback Form and drop at the Suggestion Box in front of each Building.				
END OF TRANSACTION				

14. Cashier/Billing Services

The official receipt is issued for every payment made depending on the type of accommodation, length of stay, diagnosis and treatment, type of procedures ordered by your doctor upon consultation or admission. It also includes laboratory tests, diagnostic and imaging services, use of the operating room, equipment usage, medicines, nursing services, doctors' professional fees and other fees that may apply.

Office or Division	CASHIER/BILLING DEPARTMENT	
Classification	Simple Transaction	
Type of Transaction	Government-to-Citizen (G2C)	
Who may avail	All patients or Authorized representatives	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



FOR IN-PATIENTS				
Billing statement PWD or Senior Citizen Card		Philhealth Office OSCA/DSWD		
FOR OUT-PATIENTS				
Charge slip PWD or Senior Citizen Card		Department where services are requested OSCA/DSWD		
Client steps	Agency action	Fees to be paid	Processing time	Person responsible
FOR OUT-PATIENTS				
2. Present the required charge slip or bill to patient. *Make sure to present your Senior Citizen, Person with Disability ID for verification & discount	1.2 Receive charge slip	None	2 minutes	Concerned department where services are availed
3. Pay the total required amount.	2.1 Accept cash payment	Based on services availed	3 minutes	Cashier/ Billing Clerk Eunice B. Cachola
4. Receive the Official receipt, charge slip	3.2 Issues official receipt	None	5 minutes	Cashier/ Billing Clerk Eunice B. Cachola
5. Proceed to department where services will be availed	4.1 Instruct client to go to the department where services are availed	None	Depending on the service needed	Concerned department where services are availed
Total Response Time: 10 minutes				
Please accomplish Client Feedback Form and drop at the Suggestion Box in front of each Building.				
END OF TRANSACTION				

Office or Division	CASHIER/BILLING DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients or Authorized representatives			
Client steps	Agency action	Fees to be paid	Processing time	Person responsible
FOR IN-PATIENTS				



<p>3. Present billing statement</p> <p>*Make sure to present your Senior Citizen, Person with Disability ID for verification & discount</p>	<p>1.1 Receive billing statement</p> <p>1.3 Assess completeness of the bill and compute amount to be paid</p>	<p>None</p>	<p>3 minutes</p>	<p>Cashier/ Billing Clerk Eunice B. Cachola</p>
<p>4. Pay the total required amount.</p>	<p>4.1 Accept cash payment</p>	<p>Based on services availed</p>	<p>2 minutes</p>	<p>Cashier/ Billing Clerk Eunice B. Cachola</p>
<p>5. Receive the Official receipt, billing statement for payments made.</p>	<p>3.1 Issues official receipt</p> <p>5.1.1 Stamp the billing discharge clearance/charge slips.</p> <p>5.1.2 Give the OR, SOA and the stamped billing discharge clearance to the client.</p>	<p>None</p>	<p>5 minutes</p>	<p>Cashier/ Billing Clerk Eunice B. Cachola</p>
<p>6. Proceed to concerned Department and facilitate clearance</p>	<p>4.1 Instruct client to go and give the stamped billing discharge clearance/charge slip to the nurse station or nurse station for procedure.</p>	<p>None</p>	<p>5 minutes</p>	<p>Concerned department where services are availed</p>
<p>Total Response Time: 15 minutes</p>				
<p>Please accomplish Client Feedback Form and drop at the Suggestion Box in front of each Building.</p>				
<p>END OF TRANSACTION</p>				



NORTHERN CAGAYAN DISTRICT HOSPITAL EXTERNAL SERVICES

1. Out-Patient Care

Outpatient care is made up of medical procedures, tests, and services that can be provided to the patient in a setting that doesn't involve an overnight hospital stay.

Office or Division:	Out-patient Division			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Referral Slip for referred patients (1 original) Hospital OPD Card (1 original) 			<ul style="list-style-type: none"> From referring Health Provider OPD Department 	
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area for interview.	1. Interview and fill out triage form.	None	3 minutes	Nurse Northern Cagayan District Hospital
1.1 For new patient: Avail card	1.1 Interview patient and fill out OPD Card: Patient's Name, Age, Address, Birthday	None	2 minutes	Nurse Northern Cagayan District Hospital
1.2 For old patient: Present Card.	1.2 Retrieve OPD CHART	None	15 minutes	Nurse Midwife Northern Cagayan District Hospital
2. Submit self for assessment and screening	2. Assess and screen patient/client.	None	5 minutes	Nurse Northern Cagayan District Hospital



3. Proceed to the designated waiting area and wait for your name to be called for consultation	3. OPD nurse will refer the case to ROD then assist doctor and patient during consultation	None	15 minutes	Nurse Northern Cagayan District Hospital
4. Undergo Medical examination and treatment	4. Medical Officer will examine the patient	None	1 hour	Medical Officer Northern Cagayan District Hospital
5. If required by the physician: 5.1 Proceed to laboratory/diagnostic room section or minor operating room.	5.1 Instruct patient for procedures.	None	3 minutes	Medical Technologist Radiology Technologist Northern Cagayan District Hospital
5.2 Provide specimen for laboratory examination	5.2 Receive specimen	None	5 minutes	Medical Technologist Northern Cagayan District Hospital
5.3 To X-Ray Room for procedure	5.3 Instruct patient for procedure	None	5 minutes	Radiology Technologist Northern Cagayan District Hospital
6. Pay standard fees for required procedures at the Cashier (laboratory, X-ray, Antigen Swab Test and other required procedures)	6. Receive Payment	CBC w/ APC:250.00 Urinalysis:100. 00 Fecalysis:50.0 0 Chest Xray(AP):150.0 0	10 minutes	Cashier Northern Cagayan District Hospital



7. Submit laboratory result/diagnostic procedure	7. Assist the client	None	3 minutes	<i>Medical Officer</i> Northern Cagayan District Hospital
8. Take prescription from the physician and proceed to pharmacy.		Celecoxib: 10pcs/80.00 Co-Amoxiclab: 14 pcs/ 280	3 minutes	<i>Pharmacist</i> Northern Cagayan District Hospital
9. Proceed to Cashier's Office for payment	9. Receive payment	None	3 minutes	<i>Cashier</i> Northern Cagayan District Hospital
10. Receive instructions for medicine and health teachings		None	3 minutes	<i>Medical Officer</i> <i>OPD Nurse</i> Northern Cagayan District Hospital
TOTAL 1hr. & 32 minutes				

2. IN-PATIENT MEDICAL CARE

To guide client of hospital services offered and its corresponding standard operating procedure.

Office or Division:	Medical
Classification:	Simple
Type of transaction:	Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip for referred patients. (1 original)		<ul style="list-style-type: none"> From referring Health Provider 		
CLIENTS STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Screening at triage area	1. Triage Nurse will screen the patient using a checklist.	None	5 minutes	<i>Nurse</i> Northern Cagayan District Hospital
1.1 Holding area/room (for suspect COVID Patient)	1.1 Give instruction for specimen (swab) collection.	None	10 minutes	<i>Nurse</i> Northern Cagayan District Hospital
1.2 Undergo Antigen Swab Test for patient and 1 companion / watcher	1.2 Prepare antigen request and give request to Med. Tech. On duty. 1.3 Collect specimen for antigen test.	None	30 minutes	<i>Medical Technologist</i> Northern Cagayan District Hospital
2. Proceed to Emergency Room	2. ER Nurse shall prepare admission chart.	None	1 minute	<i>Medical Officer</i> Northern Cagayan District Hospital
3. Undergo History and Physical Examination	3. ROD performs physical examination and Nurse on duty will log patient to HBSYS admission and do routine care.	None	5 minutes	<i>Medical Officer</i> <i>Nurse</i> Northern Cagayan District Hospital
4. Consent to admission/care	4. Ask the patient/watcher to sign consent for admission.	None	1 minute	<i>Medical Officer</i> Northern Cagayan District Hospital
5. Receive initial treatment from doctor's order	5. Doctor on duty writes order and other treatment information to the patient chart. 5.1 ER nurse carry out doctor's order.	None	1 hour	<i>Nurse</i> <i>Nursing Attendant</i> Northern Cagayan District Hospital

6. Transfer to Ward	6. ER Nurse endorses patient to ward nurse on duty Ward Nurse will receive the patient and I.W will bring the patient to the designated room.	None	15 minutes	<i>Medical Officer</i> Northern Cagayan District Hospital
7. Discharge Patient	7. Prepare discharge order/notice, write discharge instructions and prescription for take home medicines, date of follow up check-up	None	20 minutes	<i>Nurse</i> Northern Cagayan District Hospital
	Review chart completeness Bring patients chart to Pharmacy, Laboratory and Xray room then forward to billing section and Phil-health office	None	10 minutes	<i>Pharmacist</i> <i>Medical Technologist</i> <i>Radiology Technologist</i> Northern Cagayan District Hospital
8. Proceed to billing section and Phil-health Office then sign SOA, CSF and other Phil-health claim documents.	8. Ward Nurse will check if bills are settled and with complete requirements.	None	20 minutes	<i>Nurse</i> Northern Cagayan District Hospital
9. Receive final instructions regarding home care, medication and check-up.	9. Give final instructions regarding home care, medication and check-up schedule via text messages/phone calls/ messenger	None	10 minutes	<i>Nurse</i> Northern Cagayan District Hospital

	or face to face OPD consultation.			
10. Patient/ Companion return watchers ID to Security Guard	10. Security Guard receive and check discharge slip and release	None	2 minutes	<i>Security Guard</i> Northern Cagayan District Hospital
3 hours and 9 minutes				

3. LABORATORY SERVICES

Test are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment and prevention disease.

Office or Division:	Laboratory			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail?	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request Form 2. Official Receipt		<ul style="list-style-type: none"> • Nurse Ward/ Out Patient Department • Cashier's Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT				
1. Present a duly accomplished laboratory request form	1. Receive laboratory request and fill-out in the logbook. Give charge slip and instruct client to proceed to Cashier's Office.	None	5 minutes	<i>Medical Technologist</i> Northern Cagayan District Hospital
2. Proceed to Cahier's Office and the cashier will collect the respective service fees	2. Received charge slip, collect payment and issue official receipt.	Cbc & Apc: 250 Urinalysis: 100 Fecalysis: 50	3 minutes	<i>Cashier</i> Northern Cagayan District Hospital



3. Present the official receipt to Med. Tech. on duty.	3. Check official receipt and log OR number to logbook.	None	5 minutes	<i>Medical Technologist</i> Northern Cagayan District Hospital
4. Submit specimen needed for the test.	4. Receive and check the quality of specimen given by patient and prepare materials and proceed for blood collection. 4.1 Proceed to examination of specimen and write result in standard result forms and record results.	None	Blood Chemistry: 5 hours, Other lab. Test: 1 hour	<i>Medical Technologist</i> Northern Cagayan District Hospital
5. Receive result and sign in the releasing logbook	5. Release laboratory result and let the patient sign at the releasing logbook and instruct the client to proceed to his/her physician	None	5 minutes	<i>Medical Technologist</i> Northern Cagayan District Hospital
TOTAL 6 hours and 38 minutes				
IN-PATIENT				
1. Receive instruction from nurses / attendant.	1. Receive and check the completeness of the	None	5 minutes	<i>Nurse on Duty</i> Northern Cagayan District Hospital

	laboratory request form from nurses. Receive and check the quality of specimen and if it is properly labeled and prepare materials and proceed to ward for blood collection.			
2. Submit specimen/ prepare self for collection of specimen needed.	2. Examine specimen and write result in standard result forms and record results 2.1 Deliver laboratory results to the ward and receive laboratory result and sign at the releasing logbook.	None None	5 hours for blood chemistry and 1 hour for other lab. Test 5 minutes	<i>Medical Technologist</i> Northern Cagayan District Hospital <i>Medical Technologist</i> Northern Cagayan District Hospital
TOTAL: 6 hours and 30 minutes				

4. PHARMACY SERVICES

The services provided by the pharmacist in monitoring of prescriptions, poison control, storage, distribution, drug procurement, counselling patients, dispensing of medicines, drug utilization review and evaluation for the betterment of patients.

Office or Division:	Pharmacy
Classification:	Simple
Type of	Government to Citizen



transaction:				
Who may avail:	All			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
1. Medicine Prescriptions 2. Official Receipt		<ul style="list-style-type: none"> • Medical Officer on Duty • Cashier 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT				
1. The client will present a complete prescription signed by doctor.	1. Receive, checks and verifies content of prescriptions. 1.1 Check stock availability of medicines and supplies. 1.2 Prepares medicines and supplies with patient name. 1.3 Charge prescriptions to patient's account on HBSYS.	None	8 minutes	<i>Pharmacist</i> Northern Cagayan District Hospital
2. Receive charge slip and proceed to cashier.	2. Give charge slip and instruct client to proceed to cashier section for payment	Fees varies per medicine	3 minutes	<i>Pharmacist</i> Northern Cagayan District Hospital
3. Present charge slips and Official Receipt to pharmacist	3. Receive and verify official receipt and copy OR number	None	1 minute	<i>Pharmacist</i> Northern Cagayan District Hospital
4. Receive medicine.	4. Dispense medicine with patient counseling	None	2 minutes	<i>Pharmacist</i> Northern Cagayan District Hospital
TOTAL: 11 minutes				
IN-PATIENT				
1. The client will present a complete prescription signed by doctor.	1.1 Receive, checks and verifies content of prescriptions. 1.2 Check stock availability of medicines and supplies.	None	8 minutes	<i>Pharmacist</i> Northern Cagayan District Hospital

	1.3 Prepares medicines and supplies with patient name. 1.4 Charge prescriptions to patient's account on HBSYS.			
2. Receive medicine.	2. Dispense medicine with patient counselling	None	2 minutes	<i>Pharmacist</i> Northern Cagayan District Hospital
TOTAL: 10 minutes				

5. RADIOLOGIC SERVICES

Radiology is a branch of medicine that uses imaging technology to diagnose and treat disease.

Office or Division:	Radiologic Department			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. X-ray Request Form 2. Official Receipt		<ul style="list-style-type: none"> • Nurse Ward/ Out Patient Department • Cashier's Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT				
1. Present a duly accomplished x-ray/ultrasound request form.	1. Receive x-ray/ultrasound request and fill-out in the logbook.	None	3 mins. (x-ray) 5 mins. (UTZ)	<i>Radiologic Technologist</i> Northern Cagayan District Hospital
2. Proceed to Cahier's Office and pay corresponding fees	2. Receive charge slip, collect payment, and issue official receipt. Whole abdomen: 1,173	None	5 mins. (x-ray & UTZ)	<i>Cashier</i> Northern Cagayan District Hospital
3. The client will present the official receipt to Rad. Tech	3. Check official receipt and log OR number to logbook.	None	5 mins. (x-ray & UTZ)	<i>Radiologic Technologist</i> Northern Cagayan District Hospital

4. Patient enter to the x-ray room/ultrasound room for the procedure.	4. Position the patient for the procedure. 4.1 Develop, dry, and send shots to Radiologist for official reading thru messenger/google drive.	None	10 mins.(x-ray) 45 mins. (UTZ)	<i>Radiologic Technologist</i> Northern Cagayan District Hospital <i>Radiologic Technologist</i> Northern Cagayan District Hospital
5. Receive x-ray/ultrasound result.	5. Release x-ray / Ultrasound result and film/images.	None	8 hours (x-ray/UTZ)	<i>Radiologic Technologist</i> Northern Cagayan District Hospital

TOTAL
12 hours & 21 mins. (x-ray)
9 hours & 28 mins. (UTZ)

IN-PATIENT

1. Wait for the call then proceed to x-ray/ultrasound room for procedures via stretcher/wheelchair.	1. Receive and check the completeness of the x-ray/ultrasound request form.	None	5 mins. (X-ray) 10 mins. (UTZ)	<i>Nurse</i> Northern Cagayan District Hospital
	2. Rad. Tech. on duty requests IW to assist in-patients to proceed to x-ray / ultrasound and back to their ward after the procedure.	None	5 mins. (X-ray) 45 mins. (UTZ)	<i>Radiologic Technologist</i> Northern Cagayan District Hospital
	2.1 Develop, dry, and send films to the Physician on duty.	None	1 hour	<i>Radiologic Technologist</i> Northern Cagayan District Hospital
	2.2 Rad. Tech.	None	10 mins. (X-ray) 1 hour (UTZ)	<i>Radiologic Technologist</i> Northern Cagayan District Hospital



	shall send shots to Radiologist for official reading thru messenger. 2.3 Releasing of official x-ray/ultrasound result and film	None	1 day	<i>Nurse Radiologic Technologist Northern Cagayan District Hospital</i>
TOTAL: 9 hours & 20 minutes (X-ray) 1 hour & 55 mins.(UTZ)				

*Always observe Minimum Public Health Standards all the time

5. Medical and Medico-Legal Certificates

A medical and medico-legal certificate is a written statement from a physician or another medically qualified health care provider which attests to the result of medical examination of a patient.

Office or Division:	Medical Records Department			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medico Legal Request letter from the police/brgy. capt. 2. Medical Certificate Request Form 3. Official Receipt		<ul style="list-style-type: none"> • Nurse Ward/ Out Patient Department • Cashier's Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a duly accomplished medical or medico legal request form.	1. Receive and prepare medical or medico legal request and fill-out in the logbook.	None	10 minutes	<i>Medical Records Clerk Northern Cagayan District Hospital</i>



2. Proceed to Cahier's for payment of respective service fees	2. Receive charge slip, collect payment and issue official receipt.	Medical Certificate – PHP100 Medico-legal Certificate – PHP 200	3 minutes	Cashier Northern Cagayan District Hospital
3. Receive medical/medico legal certificate and sign on releasing logbook	3. Release medical/medico legal certificate	None	5 minutes	
TOTAL: 18 minutes				

6. Birth and Death Certificates

A birth certificate is a vital record that establishes the birth of child. It is an official form that gives details on the time and place of a person's birth, and his or her name, sex, mother name and father name.

A death certificate is an official document setting forth particulars relating to a dead person including the name of the individual, the date of birth and the date of death.

Office or Division:	Medical Records Department			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Birth or Death Certificate Request			<ul style="list-style-type: none"> Nurse Ward/ Out Patient Department 	
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient/ relative	1. Receive and check	None	5 minutes	<i>Medical</i>



will submit duly accomplished birth or death certificate request and present I.D	the completeness of the birth or death certificate request.	None	5 minutes	<i>Records Clerk Northern Cagayan District Hospital</i>
2. Fill-up data needed in the birth or death certificate.	2. Prepare and encode data given by the client.	None	5 minutes	<i>Medical Records Clerk Northern Cagayan District Hospital</i>
3. The informant will sign the birth or death certificate.	3. Check the form and bring to the physician for signature.	None	2 minutes	<i>Medical Records Clerk Northern Cagayan District Hospital</i>
4. Received birth or death certificate for registration	4. Released birth or death certificate for registration			<i>Medical Records Clerk Northern Cagayan District Hospital</i>
TOTAL: 17 minutes				

7. Phil-health Services

To guide client of hospital services offered and its corresponding standard operating procedure

Office or Division:	Phil-health Office
Classification:	Simple
Type of transaction:	Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Philhealth I.D or Member Data Record	<ul style="list-style-type: none"> Nurse Ward/ Out Patient Department

(MDR) 2. Birth Certificate, Marriage Contract				
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient will provide the data needed for verification of their Phil-health.	1. Receive data and verify in the portal.	None	5 minutes	<i>Philhealth Clerk Northern Cagayan District Hospital</i>
2. Fill-up data needed (PMRF	2. Prepare documents to be signed by the Phil-health member.	None	15 minutes	<i>Philhealth Clerk Northern Cagayan District Hospital</i>
	2.1 If non- Phil-health, the Phil-health clerk will instruct patient to go to Social Worker for an interview for Phil-health enrollment.	None	15 minutes	
3. Sign documents for Phil-health claims.	3. Checked the documents signed by the client.	None	1 minutes	<i>Philhealth Clerk Northern Cagayan District Hospital</i>
	4. Nurse check if the bills are settled or Phil-health requirements are completed and then proceed to discharge.	None	5 minutes	<i>Social Worker Philhealth Clerk Northern Cagayan District Hospital</i>



				<i>Nurse</i> Northern Cagayan District Hospital
TOTAL: 42 minutes				



NUESTRA SRA. DE PIAT DISTRICT HOSPITAL EXTERNAL SERVICES



1. Out-Patient Care

Outpatient care is made up of medical procedures, tests, and services that can be provided to the patient in a setting that doesn't involve an overnight hospital stay.

Office or Division:	Out-patient Division			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip for referred patients (1 original)		<ul style="list-style-type: none"> From referring Health Provider 		
2. Hospital OPD Card (1 original)		<ul style="list-style-type: none"> OPD Department 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area and Fill out Triage Form	1. Receive the required documents and check for completeness	None	3 minutes	<i>Nurse</i> Nuestra Sra De Piat District Hospital
1.1 For new patient: Avail card.	1.1 Interview patient and fill out OPD Card: Patient's Name, Age, Address, Birthday	None	2 minutes	<i>Nurse</i> Nuestra Sra De Piat District Hospital
1.2 For old patient: Present Card.	1.2 Present OPD Card	None	2 minutes	<i>Nurse</i> Nuestra Sra De Piat District



				Hospital
2. Submit self for assessment and screening	2. Assess and screen patient / client.	None	5 minutes	<i>Nurse Medical Officer Nuestra Sra De Piat District Hospital</i>
3. Proceed to the designated waiting area and wait for your name to be called for consultation	3. OPD nurse will refer the case to ROD then assist doctor and patient during consultation.	None	15 minutes	<i>Nurse Nuestra Sra De Piat District Hospital</i>
4. Undergo Medical examination and treatment	4. Medical Officer will examine the patient.	None	15 minutes	<i>Medical Officer Nuestra Sra De Piat District Hospital</i>
5. If required by the physician:				
5.1 Proceed to laboratory/diagnostic room section or minor operating room.	5.1 Instruct patient for procedures.	None	1 hour	<i>Medical Technologist Radiologic Technologist Nuestra Sra De Piat District Hospital</i>
5.2 Provide specimen for laboratory examination	5.2 Receive specimen	None	5 minutes	<i>Medical Technologist Nuestra Sra De Piat District Hospital</i>
5.3 To X-Ray Room for procedure	5.3 Instruct patient for procedure.	None	5 minutes	<i>Radiologic Technologist Nuestra Sra De Piat District Hospital</i>
6. Pay standard fees for required procedures at the Cashier (laboratory, X-ray, Antigen Swab Test and other required procedures)	6. Collect and issue receipt of payment.	CBC w/ APC: 250.00	3 minutes	<i>Billing Officer Nuestra Sra De Piat District Hospital</i>
		Urinalysis: 100.00	5 minutes	<i>Billing Officer Nuestra Sra De Piat District</i>



		Fecalysis: 50.00		Hospital
7. Submit laboratory result / diagnostic procedure	7. Physician will receive and analyze the result then prescribe medicines and give instruction.	Chest X-ray (AP)- 250.00	5 minutes	<i>Medical Officer on duty</i> Nuestra Sra De Piat District Hospital
8. Take prescription from the physician and proceed to pharmacy.	8. Pharmacist will receive prescription and issue charge slip then prepare medicine.	None	15 minutes	<i>Pharmacist</i> Nuestra Sra De Piat District Hospital
9. Proceed to Cashier's Office for payment	9. Collect and issue receipt of payment.	Celecoxib: 10pcs/80.00	3 minutes	<i>Billing Officer</i> Nuestra Sra De Piat District Hospital
		Co-Amoxiclab : 14 pcs/ 280.00		
10. Receive instructions for medicine and health teachings	10. Provide medication instructions and health teachings.	None	10 minutes	<i>Medical Officer</i> <i>OPD nurse</i> Nuestra Sra De Piat District Hospital
TOTAL: 2 hr. & 33 mins				



2. IN-PATIENT MEDICAL CARE

To guide client of hospital services offered and its corresponding standard operating procedure

Office or Division:	Medical	
Classification:	Simple	
Type of transaction:	Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Referral Slip for referred patients. (1 original)	<ul style="list-style-type: none"> From referring Health Provider 	

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Screening at triage area	1. Triage Nurse will screen the patient using a checklist.	None	5 minutes	<i>Nurse</i> Nuestra Sra De Piat District Hospital
1.1 Holding area/room (for suspect COVID Patient)	1.1 Give instruction for specimen collection.	None	10 minutes	<i>COVID Nurse</i> Nuestra Sra De Piat District Hospital
1.2 Undergo Antigen Swab Test for patient and 1 companion/watcher	1.2 Get the specimen.	None	30 minutes	<i>Medical Technologist</i> Nuestra Sra De Piat District Hospital
2. Proceed to Emergency Room	2. ER Nurse will receive patient chart.	None	2 minutes	<i>ER Nurse/Staff</i> Nuestra Sra De Piat District Hospital



3. Undergo History and Physical Examination	3. ROD performs physical examination and Nurse on duty will log patient to HBSYS admission and do routine.	None	5 minutes	<i>Medical Officer ER Nurse/Staff Nuestra Sra De Piat District Hospital</i>
4. Consent to admission/care	4. Ask the patient/watcher to sign consent for admission.	None	5 minutes	<i>Medical Officer on duty Nuestra Sra De Piat District Hospital</i>
5. Receive initial treatment from doctor's order	5. Doctor on duty writes order and other treatment information to the patient chart.	None	1 hour	<i>Nurse/ Nursing attendant on duty Nuestra Sra De Piat District Hospital</i>
6. Transfer to Ward	6. ER Nurse endorses patient to ward nurse on duty	None	10 minutes	<i>Medical Officer Nurse on duty Nuestra Sra De Piat District Hospital</i>
	6.1 Ward Nurse will receive the patient and I.W will bring the patient to the designated room.		10 minutes	<i>Ward nurse I.W. Nuestra Sra De Piat District Hospital</i>
7. Discharge Patient	7. Prepare discharge order/notice, write discharge instructions and prescription for take home medicines, date of follow up check-up	None	20 minutes	<i>Medical Officer Nurse on duty Nuestra Sra De Piat District Hospital</i>
	7.1 Review chart completeness	None	20 minutes	<i>Resident Nurse Nuestra Sra De Piat</i>



	7.2 Bring patients chart to pharmacy then forward to billing section and philhealth office	None	1 hour	District Hospital
8. Proceed to billing section and Philhealth Office then sign SOA, CSF and other Philhealth claim documents.	8. Ward Nurse will check if bills are settled and with complete requirements.	None for Philhealth patient/ Fees varies on consumption	1 hour	<i>Pharmacist Billing Clerk Philhealth Clerk</i> Nuestra Sra De Piat District Hospital
9. Receive final instructions regarding home care, medication and check-up.	9. Give final instructions regarding home care, medication and check- up schedule via text messages/phone calls/ messenger or face to face OPD consultation.	None	10 minutes	<i>Ward Nurse on duty</i> Nuestra Sra De Piat District Hospital
10. Patient / Companion return watchers ID to Security Guard	10. Security Guard receive and check discharge slip and release	None	5 minutes	<i>Security Guard</i> Nuestra Sra De Piat District Hospital
TOTAL 5 hour and 12 minutes				

3. LABORATORY SERVICES

Test are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment and prevention disease.

Office or Division:	Laboratory
Classification:	Simple



Type of transaction:	Government to Citizen			
Who may avail?	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request Form		• Nurse Ward/ Out Patient Department		
2. Official Receipt		• Cashier's Office		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT				
1. Present a duly accomplished laboratory request form by the client or significant others.	1. Receive laboratory request and fill-out in the logbook.	None	5 minutes	<i>Medical Technologist</i> Nuestra Sra De Piat District Hospital
	1.1 Give charge slip and instruct client to proceed to Cashier's Office.	None	5 minutes	<i>Medical Technologist</i> Nuestra Sra De Piat District Hospital
2. Proceed to Cahier's Office and the cashier will collect the respective service fees	2. Received charge slip, collect payment and issue official receipt.	Cbc & Apc: 250.00 Urinalysis: 100.00 Fecalysis: 50	3 minutes	<i>Billing Clerk</i> Nuestra Sra De Piat District Hospital
3. Present the official receipt to Med. Tech. on duty.	3. Check official receipt and log OR number to logbook.	None	5 minutes	<i>Medical Technologist</i> Nuestra Sra De Piat District Hospital

4. Submit specimen needed for test.	4. Receive and check the quality of specimen given by patient and prepare materials and proceed for blood collection.	None	20 minutes	Medical Technologist:
	4.1 Proceed to examination of specimen and write result in standard result forms and record results.	None	Blood Chemistry: 5 hours, Other lab. Test: 1 hour	<i>Medical Technologist</i> Nuestra Sra De Piat District Hospital
5. Receive laboratory result.	5. Release laboratory result and let the patient sign at the releasing logbook and instruct the client to proceed to his/her physician	None	5 minutes	<i>Medical Technologist</i> Nuestra Sra De Piat District Hospital
TOTAL 6 hours & 53 minutes				

IN-PATIENT				
1. The patient will submit a duly accomplished laboratory request form by the nurse or nursing attendant.	1. Receive and check the completeness of the laboratory request form.	None	5 minutes	<i>Nurse on duty</i> <i>Medical Technologist</i> Nuestra Sra De Piat District Hospital



2. Submit specimen needed.	2. Receive and check the quality of specimen and if it is properly labeled and prepare materials and proceed to ward for blood collection.	None	20 minutes	<i>Medical Technologist</i> Nuestra Sra De Piat District Hospital
	2.1 Examine specimen and write result in standard result forms and record results		5 hours for blood chemistry and 1 hour for other lab. Test	<i>Medical Technologist</i> Nuestra Sra De Piat District Hospital
	2.2 Deliver laboratory results to the ward and receive laboratory result and sign at the releasing logbook.	None	5 minutes	<i>Medical Technologist</i> Nuestra Sra De Piat District Hospital
TOTAL: 6 hours & 30 minutes				

4. PHARMACY SERVICES

The services provided by the pharmacist in monitoring of prescriptions, poison control, storage, distribution, drug procurement, counselling patients, dispensing of medicines, drug utilization review and evaluation for the betterment of patients.

Office or Division:	Pharmacy
Classification:	Simple
Type of transaction:	Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Medicine Prescriptions		• Medical Officer on Duty		
2. Official Receipt		• Cashier		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT PATIENT				
1. The client will present a complete prescription signed by doctor.	1. Receive prescriptions.	None	2 minutes	<i>Pharmacist</i> Nuestra Sra De Piat District Hospital
	1.1 Check stock availability	Fees varies per medicine	5 minutes	<i>Pharmacist</i> Nuestra Sra De Piat District Hospital
	1.2 If not available, ask the doctor for alternative medicine or instruct patient to buy outside	None	5 minutes	<i>Pharmacist</i> Nuestra Sra De Piat District Hospital
	1.3 If available, price prescription and issue charge slip	Fees varies per medicine	3 minutes	<i>Billing Clerk</i> Nuestra Sra De Piat District Hospital
2. Receive charge slip and proceed to cashier.	2 Give charge slip and instruct client to proceed to cashier section for payment	None	3 minutes	<i>Pharmacist</i> Nuestra Sra De Piat District Hospital.
3. Present charge slips and Official Receipt to pharmacist	3 Receive and verify official receipt and copy OR number	None	2 minutes	
4. Receive medicine.	4 Dispense medicine with patient counseling	None	5 minutes	<i>Pharmacist</i> Nuestra Sra De Piat District Hospital.
TOTAL 25 minutes				

IN-PATIENT

1. The client will present a complete prescription signed by doctor.	1.2 Receive, checks and verifies content of prescriptions.	None	5 minutes	<i>Pharmacist</i> Nuestra Sra De Piat District Hospital
	1.3 Check stock availability of medicines and supplies.	None	5 minutes	<i>Pharmacist</i> Nuestra Sra De Piat District Hospital
	1.4 Prepares medicines and supplies with patient name.	None	5 minutes	<i>Pharmacist</i> Nuestra Sra De Piat District Hospital.
	1.5 Charge prescriptions to patient's account on HBSYS.	None	5 minutes	<i>Pharmacist</i> Nuestra Sra De Piat District Hospital
2. Receive medicine.	2. Dispense medicine with patient counselling	None	2 minutes	<i>Pharmacist</i> Nuestra Sra De Piat District Hospital
TOTAL: 22 minutes				

. RADIOLOGIC SERVICES

Radiology is a branch of medicine that uses imaging technology to diagnose and treat disease.

Office or Division:	Radiologic Department
Classification:	Simple
Type of transaction:	Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.X-ray Request Form		<ul style="list-style-type: none"> Nurse Ward/ Out Patient Department 		
2. Official Receipt		<ul style="list-style-type: none"> Cashier's Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT				
1. Present a duly accomplished x-ray request form.	1. Receive x-ray request and fill-out in the logbook.	None	3 minutes	<i>Radiologic Technologist</i> Nuestra Sra De Piat District Hospital
2. Proceed to Cahier's Office and pay corresponding fees.	2. Receive charge slip, collect payment and issue official receipt.	Chest X-ray: 200.00 Lumbo Sacral Xray: 300.00	3 minutes	<i>Billing Clerk</i> Nuestra Sra De Piat District Hospital
3. The client will present the official receipt to Rad. Tech	3. Check official receipt and log OR number to logbook.	None	5 minutes	<i>Radiologic Technologist</i> Nuestra Sra De Piat District Hospital
4. Patient enter to the x-ray room for the procedure.	4. Position the patient for the procedure.	None	10 minutes	<i>Radiologic Technologist</i> Nuestra Sra De Piat District Hospital
	4.1 Develop, dry and send shots to Radiologist for official reading thru messenger	None	4 hours	<i>Radiologic Technologist</i> Nuestra Sra De Piat District Hospital
5. Receive x-ray result.	5. Release x-ray result and film.	None	8 hours Every Friday	<i>Radiologic Technologist</i> Nuestra Sra De Piat District Hospital
TOTAL: 12 hours & 21 minutes				

IN-PATIENT				
1. Wait for the call and IW then proceed to x-ray room for procedures.	1. Receive and check the completeness of the x-ray request form.	None	5 minutes	<i>Nurse on duty</i> Nuestra Sra De Piat District Hospital
	2. Rad. Tech. on duty requests IW to assist in-patients to proceed to x-ray and back to their ward after the procedure.	None	5 minutes	<i>Radiologic Technologist</i> Nuestra Sra De Piat District Hospital
	2.1 Develop, dry and send films to the Physician on duty	None	1 hour	<i>Radiologic Technologist</i> Nuestra Sra De Piat District Hospital
	2.2 Rad. Tech. shall send shots to Radiologist for official reading thru messenger	None	10 min	<i>Radiologic Technologist</i> Nuestra Sra De Piat District Hospital
	2.3 Releasing of official x-ray result and film	None	8 hours Every Friday	<i>Radiologic Technologist</i> Nuestra Sra De Piat District Hospital
TOTAL: 9 hours & 20 minutes				

7. Birth and Death Certificates

A birth certificate is a vital record that establishes the birth of child. It is an official form that gives details on the time and place of a person's birth, and his or her name, sex, mother name and father name.

A death certificate is an official document setting forth particulars relating to a dead person including the name of the individual, the date of birth and the date of death.

Office or Division:		Medical Records Department		
Classification:		Simple		
Type of transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Birth or Death Certificate Request 			<ul style="list-style-type: none"> • Nurse Ward/ Out Patient Department 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient/ relative will submit duly accomplished birth or death certificate request and present I.D	1. Receive and check the completeness of the birth or death certificate request.	None	5 minutes	<i>Medical Records Clerk: Gammad, Edelia</i>
2. Fill-up data needed in the birth or death certificate	2. Prepare and encode data given by the client.	None	5 minutes	<i>Medical Records Clerk: Gammad, Edelia</i>
3. The informant will sign the birth or death certificate.	3. Check the form and bring to the physician for signature.	None	5 minutes	<i>Medical Records Clerk; Gammad, Edelia</i>
4. Received birth or death certificate for registration		None	2 minutes	<i>Physician: Iquin, Ritzmund Medical Records Clerk: Gammad, Edelia</i>
TOTAL:			17 minutes	

8. Philheath Services

To guide client of hospital services offered and its corresponding standard operating procedure



Office or Division:	Philhealth Office			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Philhealth I.D or Member Data Record (MDR) 			<ul style="list-style-type: none"> Nurse Ward/ Out Patient Department 	
<ul style="list-style-type: none"> Birth Certificate, Marriage Contract 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient will provide the data needed for verification of their Philhealth	1. Receive data and verify in the portal.	None	5 minutes	<i>Philhealth Clerk: Aquino, Randy</i>
	1.1 Prepare documents to be signed by the Philhealth member.	None	15minutes	<i>Philhealth Clerk: Aquino, Randy</i>
	1.2 If non-Philhealth, the Philhealth clerk will instruct patient to go to Social Worker for an interview for Philhealth enrollment	None	15 minutes	<i>Social Worker: Ronquillo, Elena Philhealth Clerk: Aquino, Randy</i>
2. Fill-up data needed (PMRF)	2. Checked the documents signed by the client.	None	2 minutes	<i>Philhealth Clerk: Aquino, Randy</i>



3. Sign documents for Philhealth claims.	3. Nurse check if the bills are settled or Philhealth requirements are completed and then proceed to discharge.	None	2 minutes	<i>Philhealth Clerk:</i> Aquino, Randy
4. Inform nurse on duty for their discharge.	4. Nurse check if the bills are settled or Philhealth requirements are completed and then proceed to discharge.	None	5 minutes	<i>Nurse on duty:</i> Tabago, Ma. Visitacion
TOTAL:			44 minutes	



STA. ANA COMMUNITY HOSPITAL EXTERNAL SERVICES



1. Out-Patient Care

Outpatient care is made up of medical procedures, tests, and services that can be provided to the patient in a setting that doesn't involve an overnight hospital stay.

Office or Division:	Out-patient Division			
Classification:	Simple			
Type of transaction:	G2C-Government to Citizen			
Who may avail:	All			
Operating hours:	Monday-Friday (9:00 am-4:00 pm) Saturday, Sunday and Holidays 9:00 am-12:00 noon			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Referral Slip for referred patients (1 original) Hospital OPD Card (1 original) 		<ul style="list-style-type: none"> From referring Health Provider OPD Department 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Area and Fill out Triage Form	1. Receive the required documents and check for completeness	None	5 minutes	<i>Nurse on Duty:(shifting)</i>
1.1. For new patient: Avail card.	1.1. Priority lane for PWD, Pregnant women and Senior Citizens	None	5 minutes	<i>Nurse on Duty:</i>
1.2. For old patient: Present Card.	1.2. Interview patient and fill out OPD Card: Patient's Name, Age, Address, Birthday	None	5 minutes	<i>Nurse on Duty:</i>
2. Submit self for assessment	2. Assess and screen	None	30 minutes	<i>Nurse on Duty:</i>



and screening	patient/client.			
3. Proceed to the designated waiting area and wait for your name to be called for consultation	3. OPD nurse will refer the case to ROD then assist doctor and patient during consultation.	None	1Hr	<i>Nurse on Duty:</i>
4. Undergo Medical examination and treatment	4. Medical Officer will examine the patient.	None	5 minutes	<i>Medical Officer on Duty</i>
5. If required by the physician:				
5.1. Proceed to laboratory/diagnostic room section / or minor operating room.	1.1. Instruct patient for procedures.	CBC w/ APC: PHP250 Urinalysis: PHP100 Fecalysis: PHP50 RAT: PHP500	30 minutes	<i>Medical Technologist on Duty:</i>
5.2. Provide specimen for laboratory examination	1.2. Receive specimen	None	5 minutes	<i>Medical Technologist on Duty:</i>
6. Pay standard fees for required procedures at the Cashier (laboratory, Antigen Swab	6. Collect and issue receipt of payment.	None	5 minutes	<i>Cashier</i>



Test and other required procedures)				
7. Submit laboratory result/diagnostic procedure	7. Physician will receive and analyze the result then prescribe medicines and give instruction.	None	5 minutes	<i>Medical Officer on duty</i>
8. Take prescription from the physician and proceed to pharmacy.	8. Pharmacist will receive prescription and issue charge slip then prepare medicine.	See Table of Pricelist of Drugs/Medicines and Supplies	5 minutes	<i>Pharmacist on Duty:</i>
9. Proceed to Cashier's Office for payment	9. Collect and issue receipt of payment.	None	5 minutes	<i>Cashier:</i>
10. Receive instructions for medicine and health teachings	10. Provide medication instructions and health teachings and ff up		5 minutes	<i>OPD nurse on Duty(shifting)</i>
Total Response Time: 2 hours and 45 minutes				

Note: Strictly Follow Health Protocols:

- Wear Mask Properly
- Maintain Social Distancing
- Use Alcohol/Sanitizer
- Proper Handwashing

2. IN-PATIENT MEDICAL CARE

To guide client of hospital services offered and its corresponding standard operating procedure

Office or Division:	Medical			
Classification:	Simple			
Type of transaction:	Government to Citizen(G2C)			
Who may avail:	All			
Operating Hour:	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Referral Slip for referred patients. Hospital OPD Card 		<ul style="list-style-type: none"> From referring Health Provider OPD Department 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Screening at triage area	1. Triage nurse will screen the patient using checklist.	None	10 minutes	<i>Nurse</i>
1.1. Holding area/room (for suspect COVID Patient)	1.1. Give instruction for specimen collection.	None RAT 500 per client	10 minutes	<i>COVID Nurse:</i>
1.2. Undergo Antigen Swab Test for patient and 1 companion/watcher	Get specimen.	None	30 minutes	<i>Medical Technologist:</i>
2. Proceed to Emergency Room	2. ER nurse will receive patient chart.	None	5 minutes	<i>ER Nurse/Staff:</i>



<p>3. Undergo History and Physical Examination</p>	<p>3. ROD performs physical examination and nurse on duty will log patient to HBSYS admission and do routine.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Medical Officer:</i></p>
<p>4. Consent to admission/care</p>	<p>4. Ask patient/watcher to sign consent for admission.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>ER Nurse/Staff:</i></p>
<p>5. Receive initial treatment from doctor's order</p>	<p>5. Doctor on duty writes order and other treatment information to patient chart.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Medical Officer:</i></p>
<p>6. Transfer to Ward</p>	<p>6. ER nurse endorses patient to ward nurse on duty</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Nurse/ Nursing attendant on duty:</i></p>
	<p>Ward nurse will receive patient and I.W will bring patient to designated room.</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Nurse on Duty:</i></p>



<p>7. Discharge Patient</p>	<p>7. Prepare discharge order/notice, write discharge instructions and prescription for take home medicines, date of follow up check-up</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Nurse on Duty:</i></p>
<p>8. Give chart or official receipt to nurse.</p>	<p>Review Chart completeness Bring patients chart to pharmacy forwarded to billing section and philhealth office</p>	<p>None for Philhealth patient/ Fees varies on consumption</p>	<p>1 hour</p>	<p><i>Nurse on Duty:</i></p>
<p>8. Give chart or official receipt to nurse.</p>	<p>Ward Nurse will check if bills are settled and with complete requirements.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Nurse on Duty:</i></p>
<p>9. Receive final instructions regarding home care, medication and check-up.</p>	<p>Give final instructions regarding home care, medication and check- up schedule via text messages/phone calls/ messenger or face to face OPD consultation.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Nurse on Duty:</i></p> <p><i>Guard On Duty:</i></p>



10. Patient/ Companion return watchers ID to Security Guard	Security Guard receive and check discharge slip and release	None	2 minutes	
Total Response Time: 3 hours and 44 minutes				

Note: Strictly Follow Health Protocols:

- Wear Mask Properly
- Maintain Social Distancing
- Use Alcohol/Sanitizer
- Proper Handwashing

3. EMERGENCY SERVICES

Emergency Department serves as the entry point of all patients, triaging of patients based on emergency severity index and COVID or non-COVID suspect.

Office or Division:	Emergency Department			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail?	All			
Operating Hour:	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Referral Slip for referred patients (1 original) • Hospital OPD Card (1 original) 		<ul style="list-style-type: none"> • From referring Health Provider • Emergency Department 		
CLIENT STEPS	Emergency Department	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cooperates with TRIAGE attendant; submit self for initial assessment and proper triage. Understands explanation, follows instructions and signs consent for treatment.	5.1. Triage Assessment	None	5 minutes	Triage Staff
	5.2. Classify patient accordingly, if COVID suspect or non-COVID based on triaging	None	10 minutes	Triage Staff
	3.1. Vital			

2. Cooperates with nurse and Resident-on-Duty (ROD).	signs recording	None	15 minutes	Nurse on Duty
	3.2. Assessment of patient	None	15 minutes	Resident on Duty
3. Cooperates with nurse and Resident-on-Duty (ROD), understands explanation and follows instruction/s.	3.1. Explains the need for admission and management	None	1 hour	Resident on Duty
	3.2. Nurse-on-duty secures the consent for admission and carries out doctor's order, accomplishes the nursing history and assessment period.	None	5 minutes	Nurse on Duty
4. If need for transfer of patient to higher facility, cooperate with nurse and Resident-on-Duty (ROD), understand explanation and follow instruction/s.	4.1. Transfers the patient safely and properly as assisted by nurse/nursing attendant	None	15 minutes	Nurse on Duty



5. DISCHARGE OF PATIENT – Cooperates with nurse and Resident-on-Duty (ROD), understands explanation and follow instructions.	5.1. Send the patient home with instructions for follow up and prescribe medication	None	10 minutes	Nurse on Duty
	5.2. Secure at billing section for any payment of medicine/medical supplies.	Depends on the drugs and medicine provided		Cashier Staff
Total Response Time: 2 hours and 15 minutes				

Note: Strictly Follow Health Protocols:

- Wear Mask Properly
- Maintain Social Distancing
- Use Alcohol/Sanitizer
- Proper Handwashing

4. LABORATORY SERVICES

Test are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment and prevention disease.

Office or Division:	Laboratory			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail?	All			
Operating Hour:	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Laboratory Request Form • Official Receipt 		<ul style="list-style-type: none"> • Nurse Ward/ Out Patient Department • Cashier's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT-PATIENT				
1. Present a duly	1. Receive	None	5 minutes	<i>Medical</i>



<p>accomplished laboratory request form by the client or significant others.</p>	<p>laboratory request and fill-out in the logbook.</p>			<p><i>Technologist:</i></p>
	<p>2. Give charge slip and instruct client to proceed to Cashier's Office.</p>	<p>Fees varies on approved laboratory fees.</p>	<p>3 minutes</p>	<p><i>Cashier</i></p>
<p>2. Proceed to Cashier's Office and the cashier will collect the respective service fees.</p>	<p>6. Received charge slip, collect payment and issue official receipt.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Cashier</i></p>
<p>3. Present the official receipt to Med. Tech. on duty.</p>	<p>3. Check official receipt and log OR number to logbook.</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Cashier</i></p>
	<p>3.1. Receive and check the quality of specimen given by patient and prepare materials and proceed for blood collection</p>	<p>None</p>	<p>5 minutes</p>	
	<p>4. Proceed to examination of specimen and write result in</p>			<p><i>Medical Technologist:</i></p>



<p>4. Submit specimen needed for test.</p> <p>5. Receive laboratory result.</p>	<p>standard result forms and record results.</p> <p>4. Release laboratory result let the patient sign at the releasing logbook and instruct the client to proceed to his/her physician</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>2 minutes</p>	<p><i>Medical Technologist:</i></p>
<p>IN-PATIENT</p>				
<p>1. The patient will submit a duly accomplished laboratory request form by the nurse or nursing attendant.</p> <p>2. Submit specimen needed.</p>	<p>1. Receive and check the completeness of the laboratory request form.</p> <p>2. Receive and check the quality of specimen and if it is properly labeled and prepare materials and proceed to ward for blood collection.</p> <p>2.1 Examine specimen and write result in standard</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>20 minutes</p>	<p><i>Medical Technologist:</i></p> <p><i>Medical Technologist:</i></p> <p><i>Medical Technologist:</i></p>



	result forms and record results	None	10minutes	<i>Medical Technologist:</i>
	2.2 Deliver laboratory results to the ward and receive laboratory result and sign at the releasing logbook.	None	5 minutes	
Total Response Time: 1 hour and 30minutes				

Note: Strictly Follow Health Protocols:

- Wear Mask Properly
- Maintain Social Distancing
- Use Alcohol/Sanitizer
- Proper Handwashing

5.PHARMACY SERVICES

The services provided by the pharmacist in monitoring of prescriptions, poison control, storage, distribution, drug procurement, counselling patients, dispensing of medicines, drug utilization review and evaluation for the betterment of patients.

Office or Division:	Pharmacy			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
Operating Hour:	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Medicine Prescriptions • Official Receipt 		<ul style="list-style-type: none"> • Medical Officer on Duty • Cashier 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OUT PATIENT				
1. The client will present a complete prescription signed	4.1. Receive prescriptions.	None	2 minutes	<i>Pharmacist Pharmacist /Cashier</i>

<p>by doctor.</p> <p>2. Receive charge slip and proceed to cashier.</p> <p>3. Present charge slips and Official Receipt to pharmacist</p> <p>4. Receive medicine.</p>	<p>4.2. Check stock availability</p> <p>4.3. If not available, ask the doctor for alternative medicine or instruct patient to buy outside</p> <p>4.4. If available, price prescription and issue charge slip</p> <p>2. Give charge slip and instruct client to proceed to cashier section for payment</p> <p>3. Receive and verify official receipt and copy OR number</p> <p>4. Dispense medicine with patient counselling</p>	<p>Fees varies per medicine</p> <p>None</p> <p>None</p> <p>None</p> <p>Fees varies per medicine</p> <p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>10 Minutes</p>	<p>Nurse on Duty</p> <p><i>Pharmacist</i></p> <p><i>Pharmacist</i></p> <p><i>Cashier</i></p> <p><i>Pharmacist</i></p>
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IN-PATIENT				
1. The client will present a complete prescription signed by doctor.	2.1. Receive, checks and verifies content of prescriptions.			
	2.2. Check stock availability of medicines and supplies.	None	10 minutes	Pharmacist
	2.3. Prepares medicines and supplies with patient name.			
	2.4. Charge prescriptions to patient's account on HBSYS.			
	2. Dispense medicine with patient counselling			Nurse on Duty
2. Receive medicine.		None	10 minutes	
Total Response Time: 1 hour and 2 minutes				

Note: Strictly Follow Health Protocols:

- Wear Mask Properly
- Maintain Social Distancing
- Use Alcohol/Sanitizer
- Proper Handwashing



6. Medical and Medico-Legal Certificates

A medical and medico-legal certificate is a written statement from a physician or another medically qualified health care provider which attests to the result of medical examination of a patient.

Office or Division:	Medical Records Department			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
Operating Hour:	8:00 am to 5:00 pm			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Medical or Medico Legal Request • Official Receipt 		<ul style="list-style-type: none"> • Nurse Ward/ Out Patient Department • Cashier's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a duly accomplished medical or medico legal request form.	1. Receive and prepare medical or medico legal request and fill-out in the logbook.	None	20 minutes	<i>Medical Records Clerk</i>
2. Proceed to Cahier's for payment of respective service fees	2. Receive charge slip, collect payment and issue official receipt.	Medical Certificate – PHP100	5 minutes	<i>Cashier</i>
3. Receive medical/medico legal certificate and sign on releasing logbook	3. Release medical/medico legal certificate	Medico-legal Certificate – PHP 200	5 minutes	<i>Administrative Clerk</i>
Total response time: 30 minutes				



Note: Strictly Follow Health Protocols:

- Wear Mask Properly
- Maintain Social Distancing
- Use Alcohol/Sanitizer
- Proper Handwashing

7. Birth and Death Certificates

A birth certificate is a vital record that establishes the birth of child. It is an official form that gives details on the time and place of a person’s birth, and his or her name, sex, mother name and father name. A death certificate is an official document setting forth particulars relating to a dead person including the name of the individual, the date of birth and the date of death.

Office or Division:	Medical Records Department			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
Operating Hours:	8:00 am to 5:00 pm			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Birth or Death Certificate Request		• Nurse Ward/ Out Patient Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient will submit duly accomplished birth or death certificate request.	1. Receive and check the completeness of the birth or death certificate request.	None	5 minutes	<i>Medical Records Clerk:</i>
2. Fill-up data needed in the birth or death certificate	2. Prepare and encode data given by the client.	None	5 minutes	<i>Medical Records Clerk:</i>
3. The informant will sign the birth or death certificate.	3. Check the form and bring to the physician for signature.	None	5 minutes	<i>Medical Records Clerk:</i>

<p>4. Received birth or death certificate for registration</p> <p>NOTE: (If birth and death certificate form is not available instruct to proceed to Local Civil Registrar)</p>	<p>4. Released birth or death certificate for registration</p>	<p>None</p>	<p>5 minutes</p>	
<p>Total response time: 20 minutes</p>				

Note: Strictly Follow Health Protocols:

- Wear Mask Properly
- Maintain Social Distancing
- Use Alcohol/Sanitizer
- Proper Handwashing

8. Philhealth Services

To guide client of hospital services offered and its corresponding standard operating procedure

Office or Division:	Philhealth Office			
Classification:	Simple			
Type of transaction:	Government to Citizen			
Who may avail:	All			
Operating hours:	8:00 am to 5:00 pm			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Birth or Death Certificate Request 		<ul style="list-style-type: none"> • Nurse Ward/ Out Patient Department 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The patient will provide the data needed for verification of their Philhealth.</p>	<p>1. Receive data and verify in the portal.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Philhealth Clerk</i></p>

2. Fill-up data needed in the birth or death certificate	1.1. Prepare documents to be signed by the Philhealth member.	None	15 minutes	<i>Philhealth Clerk</i>
	1.2. If do not have Philhealth, Philhealth clerk will instruct patient to go to Social Worker for an interview for Philhealth enrollment	None	15 minutes	<i>Philhealth Clerk</i>
3. Sign documents for Philhealth claims.	3.Checked the documents signed by the client.			<i>Philhealth Clerk</i>
	4.Nurse check if the bills are settled or Philhealth Requirements are completed and then proceed to discharge.	None	5 minutes	<i>Nurse on duty</i>
4. Inform nurse on duty for their discharge.		None	5 minutes	
Total response time: 50 minutes				

Note: Strictly Follow Health Protocols:

- Wear Mask Properly
- Maintain Social Distancing
- Use Alcohol/Sanitizer
- Proper Handwashing



TUAO DISTRICT HOSPITAL EXTERNAL SERVICES

1. Medical out Patient Services

Practices have been adapting to new normal. New ways and procedures have been developed to decrease the risk of transmitting the virus to either patients or health care workers within their improved new practices, with this, safety health protocols are strictly implemented and even no records are handed to the patients.

Office or Division	TUAO DISTRICT HOSPITAL- OUT - PATIENT DEPARTMENT			
Classification	SIMPLE TRANSACTION			
Type of Transaction	G2C- Government to Citizens G2G- Government to Government			
Who May Avail	Out-patients seeking for medical treatment Covid suspect patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Triage Form 2. Queing/Opd Number 3. Patient's Number Card 4. Patient's Medical Record 		<ul style="list-style-type: none"> • Triage/Opd Section • Security Guard/Triage Officer • Medical Records Section • Medical Records Section 		
CLIENT'S STEPS	PGC ACTION	FEES PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Triage Officer at the Triage Area for COVID Pre-screening form	1. Interview the patient with regards to the Triage Form	NONE	3 minutes	<i>Nursing Department Triage Officer</i>
2. Patient/Watcher gets queuing number from the Guard-on-Duty	2. Distribute the queuing number	NONE	2 minutes	Security Guard-on-Duty
3. For PWD/SeniorCitizen: Present valid i.d. and get priority number	Distribute the queing and priority nos. to SENIOR CITIZEN/PWD/PREGNANT PATIENTS	NONE	2minutes	Security Guard-on-Duty <i>Tuaos District Hospital</i>



<p>4. Present OPD queuing number and patient's medical record to the OPD Section</p>	<p>4.1 Medical Record's Staff will issue the patient's folder for old patients, directly proceed to the OPD Staff.</p> <p>4.2 Medical Record's Staff interviews new patients and accomplish OPD Form then issues patients a permanent number card. Records will be forwarded directly to the OPD STAFFS</p>	<p>NONE</p>	<p>10 minues</p>	<p><i>Medical Records Department Tuao District Hospital</i></p>
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5. Present to patient's waiting area and wait for your number be called.	5.1. Calls out the number of the patient on deck	NONE	30 minutes	<i>Nursing Department Tuao District Hospital</i>
6. Once the number is called, patient submit himself for assessment of vital signs. Assessment of patients with priority numbers will be called first.	6.1 Vital signs will be taken and complaints will be recorded.	NONE	10 MINUTES	<i>Nursing Department Tuao District Hospital</i>
7. The patient will undergo examination by the Resident on Duty	7.1 Conducts Physical examination on patient & provides medical advice and prescription	NONE	10 MINUTES	<i>Medical Department Tuao District Hospital</i>
If required by Physician:				
7.1 Proceed to Laboratory/Radiology Department for any Diagnostic Procedure	7.1.1 Performs necessary diagnostic procedure requested	NONE	2 minutes	<i>Medical Department Tuao District Hospital</i>
7.2 Submit Laboratory Request	7.2.1 Receive request & perform required laboratory procedure	NONE	1 hour	Laboratory Department Tuao District Hospital
7.3 Once with result, go back to step 7				
8. If with prescription present to harmacy	8.1 Receive prescription and issue charge slip if prescribed medicines are available in the pharmacy.	NONE	5 minutes	<i>Pharmacy Department Tuao District Hospital</i>



<p>9. Pay Standard fees in the Cashier for laboratory/diagnostic procedures done and medicines from the pharmacy.</p>	<p>9.1 Issues Official Receipt for payment received from patients.</p>	<p>Refer to pharmacy & Laboratory/X-ray price for the cost of drugs & medicines, laboratory/x-ray procedures</p>	<p>6 minutes</p>	<p><i>Billing Department Tuao District Hospital</i></p>
<p>10. Present Official Receipts to the Pharmacy for prescribed medicines available in the pharmacy</p>	<p>10.1 Dispense medicines and instruct patient for dosage as per physician instructions</p>		<p>5 minutes</p>	<p><i>Pharmacy Department Tuao District Hospital</i></p>
<p>11. If patient needs financial assistance, proceed to the Social Service Office.</p>	<p>11.1 Classifies patient based on financial capabilities and provide corresponding financial assistance/discount as needed.</p>	<p>NONE</p>	<p>15 minutes</p>	<p><i>Social Service Department Tuao District Hospital</i></p>
<p>12. Patient done for medical check-up</p>	<p>12.1 Instructs patient for a follow-up check-up with instructions on the dosage of taking medicines</p>	<p>NONE</p>	<p>15 minutes</p>	<p><i>Medical Department Tuao District Hospital</i></p>
<p>TOTAL: 3 hours, 31 minutes</p>				

2. Emergency Department Consultation

Emergency Department is responsible for the provision of medical and surgical care for patients with life-threatening and emergency cases or those who are in need of immediate care.

Office or Division	TUAO DISTRICT HOSPITAL-COVID-LAB			
Classification	SIMPLE TRANSACTION			
Type of Transaction	G2C- Government to Citizen(G2C)			
Who May Avail	Patients needing immediate/emergency care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Declaration Form		<ul style="list-style-type: none"> • Triage Area 		
CLIENT'S STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/ relatives will go to TRIAGE AREA for initial screening For emergent/ life threatening cases, proceed directly to emergency room for immediate intervention	1.1 Triage staff attends to patients. 1.2 Obtain patient data, check vital signs and refer assessment to the Resident-on-duty..	NONE	6 minutes	<i>Triage Officer Tuao District Hospital</i> <i>Nursing Department Tuao District Hospital</i>

<p>2. Patient proceed to Emergency Department</p>	<p>2.1 Obtain chief complaints and history of illness and physically examine patient</p> <ul style="list-style-type: none"> a. Stabilize patient's condition with medications and/or emergency procedures b. Issue Request for diagnostic procedures as needed c. Monitor condition of patient 	<p>NONE</p>	<p>1hour</p> <p>7 minutes</p>	<p><i>Medical Department Tuao District Hospital</i></p>
<p>3. Await disposition by Resident-on-Duty</p>	<p>3. Determine disposition of patient, either for admission, observation, discharge or referral patient to the Covid Laboratory Staff on duty.</p>	<p>NONE</p>	<p>40 MINUTES</p>	<p><i>Medical Department Tuao District Hospital</i></p>
<p>3.1 Patient for Admission</p>	<p>3.1 Perform admitting procedures(Refer to admission procedures)</p>	<p>NONE</p>		<p><i>Nursing Department Tuao District Hospital</i></p>
<p>3.2 Patient for Referral</p>	<p>3.2. Prepare Referral Slip and inform Ambulance Responder and Driver regarding referral</p>			
<p>3.3 Patient for discharge - Outright discharge - Home Against Medical Advice</p>	<p>3.3Indicate order for discharge</p> <p>3.3.1 For Home Against Medical Advice, secure consent for HAMA</p>		<p>10 minutes</p>	

4. Pay necessary fees and secure clearance prior to discharge	a. Provide discharge instructions. 4.2 Update charges for billing	Refer to Pharmacy and Lab. Price for services availed & medications given		<i>Nursing Department Tuao District Hospital</i>
TOTAL PROCESSING TIME: 2hours & 05 minutes				

3. Admitting Procedures for Ward & Private Rooms

Admission of patients with more serious health conditions requiring inpatient care for one or more days of hospital stay

Office or Division	Emergency Room Department/Admitting Section			
Classification	Complex			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	Patients who need inpatient care and will be admitted in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Admitting Orders		<ul style="list-style-type: none"> Attending Physician/Emergency Room/ OPD Nurse 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Emergency Room Department	1. Receive patient's chart and check for completeness of admitting orders	None	10 minutes	<i>Nursing Department Tuao District Hospital</i>
2. Sign Consent to Care	2. Accomplish Clinical Cover Sheet and secure consent to care	None	5 minutes	<i>Nursing Department Tuao District Hospital</i>
2.1 Sign consent for	2.1 Log admission to Admission Logbook and	None	5 minutes	

confinement in Private room upon confirmation of room availability	Hospital System 2.2 Perform admission care 2.3 Notify ward nurse regarding the new admission. For patients availing the private rooms 2.4.1 Confirm availability of private room 2.4.2 Secure consent for admission in private room	None None	45 minutes	<i>Nursing Department</i> Tuao District Hospital
	2.5 Transport patient to ward/private room.	None	8 minutes	<i>Administrative Department</i> Tuao District Hospital
	2.6 Endorse patient to ward nurse	None	10 minutes	<i>Nursing Department</i> Tuao District Hospital
TOTAL: 1 hour, 38minutes				
period of confinement 3 days				



CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. . Discharge Patient	3.1 Review chart completeness	None	20 minutes	<i>Medical Department Nusing Department Tuao District Hospital</i>
8. Proceed to billing section and Philhealth Office then sign SOA, CSF and other Philhealth claim documents.	8. Ward Nurse will check if bills are settled and with complete requirements.	None for Philhealth patient/ Fees varies on consumption	1 hour	<i>Pharmacy Department Billing Department Philhealth Department Tuao District Hospital</i>
TOTAL: 1 hour, 20minutes				



4. Dispensing of Drugs for In-patients

Pharmacy Department is in-charge for dispensing of drugs and medicines for all admitted patients and out-patients .

Office or Division	PHARMACY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All Out-Patients who are in need of drugs and medicines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Prescription		• ATTENDING PHYSICIAN		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents official prescription signed by the attending physician	1. Receive and evaluate prescription 1.1 Check availability of medicine in the pharmacy 1.2 If drugs and medicines are not available inform the resident doctor on duty	None	10 minutes	<i>Pharmacy Department</i> Tuao District Hospital
2. Receive the medicine & affix signature in the requisition form	2. Release drugs and medicines to patient	None	5 minutes	<i>Pharmacy Department</i> Tuao District Hospital
3. Submit drugs and medicines to ward nurse	3.3 Receive the medicine	None	5 minutes	<i>Nursing Department</i> Tuao District Hospital
TOTAL: 20 minutes				

5. Laboratory Work up for Out-Patient & Emergency Department

Laboratory Department provides clinical laboratory test for out-patients requiring laboratory workup to assist medical officers in diagnosing and treating patients.

Office or Division	LABORATORY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients who submit themselves for consultation and admission in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Laboratory Request Form Official Receipt Valid ID for PWD and Senior Citizens 		<ul style="list-style-type: none"> OPD Nurse Cashier PATIENT 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete laboratory request form to laboratory receiving area	<ol style="list-style-type: none"> Receive laboratory request form <ol style="list-style-type: none"> Verify patient information and laboratory procedure requested 	None	5 minutes	<i>Laboratory Department</i> Tuao District Hospital
2. Submit specimen or patient for sample collection	<ol style="list-style-type: none"> Receive specimen e.g. urine/stool/sputum <ol style="list-style-type: none"> For emergency cases: Medical Technologist will go to Emergency Room for extraction of samples needed 	None	8 minutes	<i>Laboratory Department</i> Tuao District Hospital
3. Receive charge slip from laboratory personnel	<ol style="list-style-type: none"> Issue charge slip for payment 	None	3 minutes	<i>Laboratory Department</i> Tuao District Hospital



4. Proceed to Cashier/Billing Department & pay amount indicated	4. Collect payment and issue official receipt 4.1 For PWD/Senior Citizens present valid IDs for discount 4.2 For patient who cannot afford to pay, (Refer to Social Service)	Refer to "Laboratory Price List" for the cost of requested procedure	6 minutes	<i>Billing Department</i> Tuao District Hospital
5. Present Official Receipt to Laboratory Department	5. Perform the requested laboratory procedure 5.1 Encode result and sign official result 5.2 Record result in laboratory logbook	None	1 hour & 30 minutes	<i>Laboratory Department</i> Tuao District Hospital
6. Claim the official result and submit to OPD department	6. Release result to the patient 6.1 For STATrequest in Emergency Room, the medical technologist will send the result to the ER Nurse/ ER Resident-on-Duty	None	5 minutes	<i>Laboratory Department</i> Tuao District Hospital
TOTAL: 2 hours, 12 minutes				



6. Laboratory Work up for Admitted Patients

Laboratory Department provides clinical laboratory test for admitted patients requiring laboratory workup.

Office or Division	LABORATORY DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients who submit themselves for consultation and admission in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request Form		<ul style="list-style-type: none"> Attending Physician/Ward Nurse 		
CLIENT STEPS	PGC ACTION	FEES TO BEPA ID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete laboratory request form to laboratory receiving area	1. Receive laboratory request form 1.1 Verify patient information and laboratory procedure requested	None	5 minutes	Laboratory Department Tuao District Hospital
2. Submit specimen or patient for sample collection	2. Receive specimen e.g. urine/stool/sputum submitted by patient's relatives	None	6 minutes	Laboratory Department Tuao District Hospital
	2.1 Proceed to ward to collect blood sample needed	None	10 minutes	
	2.2 Label all specimens collected properly 2.3 Perform the requested laboratory procedure 2.4 Encode result and sign official result 2.5. Record result in laboratory logbook	None	1 hour & 40 minutes	
	2.6 Release result to the ward nurse on duty and let them sign the receiving logbook	None	10 minutes	Laboratory Department Tuao District Hospital
TOTAL: 2 hours & 18 minutes				



Comprehensive List of Laboratory Services

Services	Type of Transaction	Response Time	Fees to be paid
HEMATOLOGY			
Complete Blood Count with Actual Platelet Count (CBC with APC)	Simple	1 hour	450.00
CLINICAL MICROSCOPY AND PARASITOLOGY			
Urinalysis (U/A)	Simple	1 hour	150.00
Fecalalysis (F/A)	Simple	1 hour	100.00
Fecalalysis with OBT	Simple	1 hour	150.00
Pregnancy Test	Simple	1 hour	150.00
CLINICAL CHEMISTRY			
Fasting/Random Blood Sugar	Simple	4 hours	200.00
Total Cholesterol	Simple	4 hours	150.00
Triglycerides	Simple	4 hours	200.00
Blood Uric Acid	Simple	4 hours	200.00
Blood Urea	Simple	4 hours	200.00
Creatinine	Simple	4 hours	150.00
Alanine Aminotransferase (SGPT)	Simple	4 hours	300.00
Aspartate Aminotransferase (SGOT)	Simple	4 hours	3000.00
Serum Electrolytes (all analyte)	Simple	1 hour	450.00
Na, K, Cl	Simple	1 hour	450.00
HBA1C	Simple	1 hour	1,700.00
BLOOD BANK			
Cross Matching	Simple	1 hour	700.00
Blood Typing with Rh	Simple	30 mins.	150.00
SEROLOGY			
Dengue NS1	Simple	1 hour	450.00
Dengue anti body test	Simple	1 hour	350.00
HBsAg Screening	Simple	1 hour	200.00
Typhoid (Rapid)	Simple	1 hour	200.00
Leptospirosis	Simple	1 hour	200.00
Syphilis	Simple	1 hour	200.00
COVID-19 RAT	Simple	1 hour	500.00
Expanded Newbornscreening	Simple	15 mins.	1,750.00



7. Radiology Services to Out-Patients and Emergency Cases

Performance of radiology procedures for out-patients

Office or Division		RADIOLOGY DEPARTMENT		
Classification		Complex Transaction		
Type of Transaction		Government-to-Citizen (G2C)		
Who may avail		All patients who submit themselves for consultation and admission in the hospital		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. X-ray Request Form 2. Official Receipt 3. Valid ID for PWD and Senior Citizens 4. Claimant's ID (when requesting official reading) 		<ul style="list-style-type: none"> • OPD/ ER Nurse-On-Duty • Cashier • Patient 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present X-ray request to Radiology department	1. Receive and evaluate the doctor's request for the procedure and check for previous X-ray records	None	5 minutes	<i>Radiology Department</i> Tuao District Hospital
2. Receive charge slip from Radiology personnel	2. For OPD cases: Issue charge slip for procedure to be done 2.1 For Emergency Cases: Proceed to Step 4	None	3 minutes	<i>Radiology Department</i> Tuao District Hospital
3. Proceed to Cashier/Billing Department	3. Collect payment and issue Official Receipt	Refer to "Radiology Services Price List"	7 minutes	<i>Billing Department</i> Tuao District Hospital
4. Submit patient for Radiologic procedure	4. Conduct X-ray examination and processing 4.1 Relay obtained images to the requesting Resident-on-Duty for initial wet	None	30 minutes	<i>Radiology Department</i> Tuao District Hospital



	reading			
5. Go back to Out-patient Department/ Emergency Room	5.1 Log procedure done including patient's information in the X-ray Logbook and insert radiologic film and x-ray request inside the envelope	None	10 minutes	<i>Radiology Department</i> Tuao District Hospital
	5.2 Submit obtained images for Official Reading by outsourced Radiologist	PHP 85.00/film	1 days	<i>Radiology Department</i> Tuao District Hospital
6. Present Valid ID and Official Receipt and affix signature at the X-ray Logbook as claimant	6. Release Official Reading to patient/ Authorized Representative and let them sign the issuance logbook	None	5 minutes	<i>Radiology Department</i> Tuao District Hospital
TOTAL FOR RADIOLOGIC PROCEDURE: 1 hour				
TOTAL FOR OFFICIAL READING: 1 DAY				

8. Radiology Services to Admitted Patients

Performance of radiology procedures for admitted patients

Office or Division	RADIOLOGY DEPARTMENT			
Classification	Complex Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients who submit themselves for consultation and admission in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. X-ray Request Form 2. Claimant's ID (when requesting official reading)		<ul style="list-style-type: none"> • Ward Nurse-on-Duty • Claimant 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive instructions from Ward Nurse regarding Radiologic procedures	1.1 Inform patient regarding radiologic procedure to be done	None	15 minutes	<i>Nursing Department</i> Tuao District Hospital
	1.2 Facilitate transport of patient to Radiology Department	None	8 minutes	<i>Administrative Department</i> Tuao District Hospital
	1.3 Receive and evaluate the doctor's request for the procedure and check for previous X-ray records	None	10 minutes	<i>Radiology Department</i> Tuao District Hospital
2. Submit patient for Radiologic procedure	2. Conduct X-ray examination and processing	None	30 minutes	<i>Radiology Department</i> Tuao District Hospital
3. Go back to Ward/Private Room	3. Relay initial reading of the obtained images to the requesting Resident-on-Duty	None	10 minutes	<i>Nursing Department</i> Tuao District Hospital

	3.1 Log procedure done including patient's information in the X-ray Logbook and insert radiologic film and x-ray request inside the envelope	None	10 minutes	<i>Radiology Department</i> Tuao District Hospital
4. Payment of fee at Cashier	4. Official Reading of obtained images	PHP 85.00	1 day	<i>Radiology Department</i> Tuao District Hospital
5. Present Valid ID and Official Receipt and affix signature at the X-ray Logbook as claimant	5. Release Official Reading to patient/ Authorized Representative and let them sign the issuance logbook	None	5 minutes	<i>Radiology Department</i> Tuao District Hospital
TOTAL FOR RADIOLOGIC PROCEDURE: 1 hour, 28 minutes TOTAL FOR OFFICIAL READING: 1 DAY				

Comprehensive Pricelist of Radiology Services

Services	Type of Transaction	Fees to be Paid	Processing Time
CXR PA	Simple	400.00	10 minutes
CXR PAL/APL	Simple	450.00	20 minutes
CHEST BUCKY	Simple	400.00	20 minutes
FLAT PLATE OF THE ABDOMEN	Simple	400.00	20 minutes
LUMBOSACRAL XRAY (APL)	Simple	500.00	25 minutes
PNS (3 VIEWS) /SKULL	Simple	600.00	25 minutes
PELVIC X-RAY	Simple	600.00	10 minutes
LEG	Simple	500.00	20 minutes
ARM	Simple	350.00	10 minutes

9. Issuance of Medical/Medico-Legal, Medical Abstract and Certificate of Confinement

Records Section issues pertinent medical records of patients such as Medical Certificate, Medico-legal Certificate, Medical Abstract and Certificate of Confinement.

Office or Division	RECORDS SECTION			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C) & Government-to-Government (G2G)			
Who may avail	All patients/relatives needing medical records			
CHEC KLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. OPD folder for OPD patients 2. Police request for Medico-legal certificates 3. Valid ID of the Requesting Party 4. Request for Medical Certificate Form 5. Official Receipt 			<ul style="list-style-type: none"> • RECORDS SECTION • POLICE STATION • REQUESTING PARTY • NURSE STATION • CASHIER 	
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request for Medical Certificate Form from the Nurse-on-Duty & submit to Records Officer 1.1 For Medico-legal Certificate: Present police request/request from an authorized party	1. Receive formal request for medical and medico-legal certificate from an authorized party or police authority	None	3 minutes	<i>Records Section</i> Tuao District Hospital
	1.1 Retrieves medical records from file and validate request	None	15 minutes	<i>Records Section</i> Tuao District Hospital
2. Receive charge slip	2. Instructs requesting party to pay the fee to the Cashier	None	2 minutes	<i>Records Section</i> Tuao District Hospital
3. Proceed to Cashier/ Billing Office for payment	3. Collect corresponding fee and issue Official Receipt	PHP200.00 for medico-legal PHP100.00 for medical Certificate Medical Abstract & Certificate of Confinement	5 minutes	<i>Billing Department</i> Tuao District Hospital

		ntPHP200.00		
4. Present Official Receipt	4. Prepare certificates in duplicate copies	None	10 minutes	Records Section Tuao District Hospital
	4.1 Forward certificate for signature of Attending Physician	None	10 minutes	Records Section Tuao District Hospital
6. Receive the requested certification	6. Record transaction in logbook and issue certificate to patient or his/her Authorized Representative	None	5 minutes	Records Section Tuao District Hospital
TOTAL: 50 MINUTES				

10. Issuance of Birth Certificate

Records Section issues Birth Certificate of all newborns delivered in the hospital

Office or Division	RECORDS SECTION			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All mothers who gave birth in the hospital			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Marriage Contract (if married) 2. Valid Community Tax Certificate of Father (if unmarried) 3. If not married and wants to use the surname of the father 3.1 Personal Appearance of the father who will sign the acknowledgement/admission of paternity				
CLIENT STEPS	PGC ACTION	FEES	PROCESSING	PERSON

		TO BE PAID	TIME	RESPONSIBLE
1. Submit needed requirements for verification	1. Interview patient and accomplish pre-live birth registration form	None	20 minutes	<i>Nursing Department Tuao District Hospital</i>
	1.1 Submit accomplished Pre-live birth form and attach 4 copies of Certificate of Live Birth (COLB) Form to Medical Record Section	None	10 minutes	<i>Nursing Department Tuao District Hospital</i>
2. Affix signature in the Birth Certificate	3. Let the parents/representative sign in the birth certificate	None	5 minutes	<i>Records Section Tuao District Hospital</i>
3. Submit printed and signed Certificate of Live Birth to Municipal Civil Registrar Office	4. Released Birth Certificate for registration at Municipal Civil Registrar Office	None	1 hour	<i>Municipal Civil Registrar Office</i>
4. Submit one copy of registered Birth Certificate to Medical Records Section for filing	5. File copy of the registered birth certificate	None	10 minutes	<i>Records Section Tuao District Hospital</i>
TOTAL: 2 hours, 15 minutes				

11. Issuance of Death Certificate

Records Section issues Birth Certificate to all patients who died in the hospital

Office or Division	RECORDS SECTION
Classification	Simple Transaction
Type of Transaction	Government-to-Citizen (G2C)
Who may avail	All patients who was declared as dead by a Resident

		Physician		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID of the nearest kin of the patient who died		<ul style="list-style-type: none"> Client 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID as requesting party	1. Interviews patient's relatives and prepare draft of death certificate 1.1 Attach 4 copies of Death Certificate	None	20 minutes	<i>Nursing Department</i> Tuao District Hospital
	1.2 Completes details on the cause, time and date of death in the patients chart	None	15 minutes	<i>Medical Department</i> Tuao District Hospital
2. Proceed to Record's Section	2. Submit accomplished draft of Death Certificate form to Medical Record Section	None	5 minutes	<i>Nursing Department</i> Tuao District Hospital
3. Inform Records staff regarding patient's information	3. Validate entries in the draft form by interviewing patient's relatives 3.1 Encode information and print data in the Official Death Certificate Form (4 copies)	None	20 minutes	<i>Records Section</i> Tuao District Hospital
4. Proceed to Local Civil Registrar to register Death of relative	4. Instruct patient's relative to register the death certificate in the Local Civil Registrar & request for a copy of the registered death certificate	None	1 hour	<i>Records Section</i> Tuao District Hospital

5. Submit a copy of the registered Death Certificate to Records' Section	5. File death certificate accordingly	None	5 minutes	Records Section Tuao District Hospital
TOTAL: 2 hours , 5 minutes				

12. Procedures in Availing Financial/Medical Assistance

Medical Social Service is responsible for facilitating assistance to patients with financial limitations for their laboratory work-up and treatment.

Office or Division		MEDICAL SOCIAL SERVICE		
Classification		Simple Transaction		
Type of Transaction		Government-to-Citizen (G2C)		
Who may avail		All patients/relatives needing medical assistance		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Charge slip 2. Proof of Indigency if any 3. Clinical Abstract/Medical Certificate (if admitted)		<ul style="list-style-type: none"> • Department where services are availed • Records Section 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present hospital charges and request for medical assistance	1. Coordinate with concerned department where the patient is availing services	None	15 minutes	<i>Social Services</i> Tuao District Hospital
2. Submit proof of indigency if any	2. Interview, assess and evaluate patients if eligibility for financial assistance	None	20 minutes	<i>Social Services</i> Tuao District Hospital
	2.1 Verify Philhealth Membership status: For active members: Refer to Philhealth for availment of benefits procedures For inactive members: Assess eligibility for Philhealth Point of Service Enrollment (POS)	None	15 minutes	<i>Social Services</i> Tuao District Hospital
	For in-patients: If the patient is eligible for	None	20 minutes	<i>Philhealth Section</i> Tuao District Hospital

	enrolment to POS, enrol patient to POS System			
<p>3. For Admitted patients: Submit Clinical Abstract & Certificate of Confinement</p> <p>(For patient for Referralor Home Against Medical Advice: Present hospital bill)</p>	<p>3. If inactive member and cannot be enrolled to POS: Classify patient properly using the A.O. # 51 of DOH</p>	None	15 minutes	<i>Social Services</i> Tuao District Hospital
	<p>3.1 If upon assessment, patient can be classified as indigent: Endorse to Chief of Hospital or Administrative Office or Resident-on-Duty for signature of waiving payment of procedures and medicines.</p>	None	5 minutes	<i>Social Services</i> Tuao District Hospital
	<p>3.2 Assess and classify patient and indicate recommended patient share on the hospital bill and the amount of approved medical assistance</p>	None	15 minutes	<i>Social Services</i> Tuao District Hospital

4. Receive hospital bill and bring to the cashier for payment if there is any and facilitate discharge clearance Note: If fully covered by NBB policy, proceed directly to concerned ward and facilitate discharge clearance	4. Instruct the patient/relative to go to cashier for payment if there is any or to proceeds to concerned ward for facilitation of clearance	Based on the hospital charges and patients classification on /approved medical assistance received	10 minutes	<i>Social Services</i> Tuao District Hospital
TOTAL: 1 hour, 55 minutes				

13. Issuance of Official Receipt for payment of services

The official receipt is issued for every payment made depending on the type of accommodation, length of stay, diagnosis and treatment, type of procedures ordered by your doctor upon consultation or admission. It also includes laboratory tests, diagnostic and imaging services, use of the operating room, equipment usage, medicines, nursing services, doctors' professional fees and other fees that may apply.

Office or Division	CASHIER/BILLING DEPARTMENT			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients or Authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing statement 2. PWD or Senior Citizen Card Charge Slip		<ul style="list-style-type: none"> • Philhealth Office • Office of the Senior Citizen Affair/DSWD • Pharmacy/Laboratory/Radiology 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

FOR OUT-PATIENTS				
1. Present the charge slip or Hospital bill Present Senior Citizen, PWD ID for verification & discount	1. Receive and compute charge slip	None	3 minutes	<i>Billing Department Tuao District Hospital</i>
	1.1 Inform the patient the amount to be paid	None	2 minutes	<i>Billing Department Tuao District Hospital</i>
	1.2 If patient cannot afford to pay, forward the patient's bill to Medical Services for evaluation	None	5 minutes	<i>Billing Department Tuao District Hospital</i>
2. Pay the total required amount.	2. Accept cash payment & Issues Official Receipt	Refer to Price List of Hospital Services	3 minutes	<i>Billing Department Tuao District Hospital</i>
4. Go back to department where services will be availed	4. Instruct client to proceed to the department where services will be availed	None		<i>Billing Department Tuao District Hospital</i>
TOTAL: 13 Minutes				
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR IN- PATIENTS				
1. Present billing statement and your Senior Citizen, Person with Disability ID for verification & discount	1. Receive billing statement	None	5 minutes	<i>Billing Department Tuao District Hospital</i>
	1.1 Assess completeness of the bill and compute amount to be paid			
2. Pay the total required amount.	2. Accept cash payment & issues Official Receipt	Refer to Price List of Hospital Services	5 minutes	<i>Billing Department Tuao District Hospital</i>



3. Receive the Official receipt, billing statement for payments made.	3.1 Stamp the billing discharge clearance/ charge slips.	None	5 minutes	<i>Billing Department Tuao District Hospital</i>
4. Facilitate discharge clearance	4. Instruct client to proceed to the ward and give the stamped billing discharge clearance.	None	15 minutes	<i>Billing Department Tuao District Hospital</i>
TOTAL:43 Minutes				

14. Philhealth Services

Step by step procedure in submission and processing of Philhealth Claims with complete documentary requirements for outright deduction.

Office or Division	PHILHEALTH SECTION /Point of Service			
Classification	Simple Transaction			
Type of Transaction	Government-to-Citizen (G2C)			
Who may avail	All patients or Authorized representatives			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
1. Government issued ID, Proof of Identity – photocopy (if there is a discrepancy of member/dependent’s name and date of birth *If member is incapacitated and need a representative to sign on claim forms)		<ul style="list-style-type: none"> Client 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Proof of Philhealth Membership or dependency if any	1. Receive and verify the documents presented for evaluation/ processing	None	10 minutes	<i>Philhealth Section</i> Tuao District Hospital
2. Wait for any questions for verification to determine eligibility	2. Check on the eligibility of patients to avail Philhealth Benefits through Philhealth System (Printing of Philhealth Benefit Eligibility form - PBEF)	None	20 minutes	<i>Philhealth Section</i> Tuao District Hospital
	2.1 Outright deduction of Philhealth Benefit Package to patient’s bills and issuance of Claim signature form and other Philhealth Claim Forms	None	10 minutes	

	2.2 Philhealth staff to instruct the Patient / relative to obtain members signature on all forms that needs to be signed.		10 minutes	<i>Philhealth Section</i> Tuao District Hospital
3. To receive the documents given by the Philhealth staff to obtain the patient / member signature on all pertinent documents	3. Instruct the patient/relative to pass the completed form with signature of the member to the staff who performed assessment/evaluation.	None	10 minutes	<i>Philhealth Section</i> Tuao District Hospital
4. Submit completed form with signature to Philhealth section	4. Philhealth staff to receive the forms for checking	None	5 minutes	<i>Philhealth Section</i> Tuao District Hospital
5. Proceed to concerned Department and facilitate clearance	5. Instruct the patient to facilitate clearance in all departments prior to discharge	None	7 minutes	<i>Philhealth Section</i> Tuao District Hospital
TOTAL: 1 hour, 12 minutes				

VII. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINT MECHANISM	
Feedback Submission	<p>Feedbacks may be sent through any of the following</p> <ol style="list-style-type: none"> 1. Client Feedback Form- Answer the form and drop it at the designated drop boxes located at the respective Public Assistance and Complaints Desk (PACD) of the different Offices of the Provincial Government of Cagayan (PGC). 2. I-text mo kay Gob or kay Department Head- Send your feedbacks by texting the mobile number of the Governor, 09189414695, or the mobile number of the concerned department head posted at the bulletin of their office and found on page 521 of this handbook. 3. Electronic mail- send your feedbacks through gov.mamba@cagayan.gov.ph 4. Cagayan ASAP Textline- Text PGC to 22566101 and follow the instructions or steps sent to you using the following format: Text <u><KEYWORD><Name><Town><Message></u> <p>Keywords:</p> <p>GOV – Governor’s Office PSWDO – Provl Social Wlfare and Development Office PHO – Provincial Health Office PEO- Provincial Engineer’s Office OPA – Provincial Agriculturist Office PTO – Provincial Treasurer’s Office CTO- Cagayan Tourism Office TFLC – List of Task Force Lingkod Cagyaan hotlines HOSP – PGC Hospitals hotlines</p> <ol style="list-style-type: none"> 5. Cagayan ASAP - ONLINE – Visit shorturl.at/xlr01 for more information 6. Cagayan Website – www.cagayan.gov.ph
Feedback Processing	<p>Feedbacks will be acted upon depending on the manner it was sent.</p> <ol style="list-style-type: none"> 1. Client Feedback Forms shall be collected every Friday by the assigned TWG on ARTA. It is advised that if the feedback needs immediate response, it should be sent through other methods mentioned above. 2. Feedbacks received by the Governor which require answers are forwarded to the concerned Department Head or PGC personnel for appropriate action. <p>Feedbacks which require answers are given response by the concerned PGC Office within three (3) days from receipt of the feedback.</p>

<p style="text-align: center;">Filing of Complaint</p>	<p>To file a complaint against any of the PGC authorities, provide the following details via email address: gov.mamba@cagayan.gov.ph</p> <ul style="list-style-type: none"> - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of person being complained - Fill-up the client complaint form and drop it at the designated drop boxes located at the respective Public Assistance and Complaints Desk (PACD) of the different Offices of the PGC. <p>Complaints can also be filed directly to the Governor by texting the complaint thru his <i>I-text mo kay Gob</i> hotline number 09189414695 or to the mobile number of any of the concerned department head posted at the bulletin of their office.</p>
<p style="text-align: center;">Complaint Processing</p>	<p>Complaints received are evaluated and verified by the different Offices of the PGC. It will be referred to the concerned officer or employee for appropriate action and feedback to the client on the action taken within three (3) days from receipt of the complaint.</p> <p>Complaints received by the Governor thru text messages are then referred to the concerned Department Head for appropriate action and feedback to the client on the action taken within three (3) days from receipt of the complaint.</p> <p>The PGC shall give the feedback to the clients via email.</p> <p>For follow-ups or queries, the client may use any of the feedback mechanisms.</p>
<p style="text-align: center;">Contact Information of ARTA, PCC nad CCB</p>	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 09656724943,09162663138,09692577242& 09695167765;</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph</p> <p>Public Assistance & Complaints Center-09274226300 & 09313849272 CSC Contact Center Ng Bayan-09088816565 & 09178398272</p>



VIII. LIST OF OFFICES

Office	Address	Contact Information
Governor's Office	Tuguegarao City, Cagayan	0918-941-4695
Provincial Administrator's Office	Tuguegarao City, Cagayan	0935-492-3803
Provincial Disaster Risk Reduction Management Office	Tuguegarao City, Cagayan	0975-434-8083 0966-642-2340
Task Force Lingkod Cagayan	Tuguegarao City, Cagayan	0927-992-6871
Provincial Information Office	Tuguegarao City, Cagayan	0916-771-8621
Provincial Legal Office	Tuguegarao City, Cagayan	0917-599-2996
Provincial Tourism Office	Tuguegarao City, Cagayan	0917-837-6708
Museum Office	Tuguegarao City, Cagayan	0995-324-0645
Provincial Warden's Office	Tuguegarao City, Cagayan	0917-775-8988
Cagayan Provincial Learning and Resource Center	Tuguegarao City, Cagayan	0926-833-0266
Provincial Human Resource Management Office	Tuguegarao City, Cagayan	0906-317-6063
Provincial Planning and Development Office	Tuguegarao City, Cagayan	0917-506-5890
Provincial Budget Office	Tuguegarao City, Cagayan	0917-838-0690
Provincial Accountant's Office	Tuguegarao City, Cagayan	0917-551-5912
Office of the Provincial Treasury	Tuguegarao City, Cagayan	0917-819-5691
Provincial Assessor's Office	Tuguegarao City, Cagayan	0917-895-2271
General Services Office	Tuguegarao City, Cagayan	0917-774-4030
Provincial Social Welfare and Development Office	Tuguegarao City, Cagayan	0917-559-8840
Office Of the Provincial Agriculturist	Tuguegarao City, Cagayan	0927-327-3538
Provincial Veterinarian Office	Tuguegarao City, Cagayan	0935-032-1879
Provincial Natural Resources and Environment Office	Tuguegarao City, Cagayan	0917-881-0149
Provincial Engineer's Office	Tuguegarao City, Cagayan	0917-575-9350
Vice Governor's Office & Sangguniang Panlalawigan	Tuguegarao City, Cagayan	0935-181-2169
Provincial Health Office	Tuguegarao City, Cagayan	0917-587-8708
Alcala Municipal Hospital	Alcala, Cagayan	0995-318-5113
Alfonso Ponce Enrile Memorial District Hospital	Gonzaga, Cagayan	0905-201-1942
Aparri District Hospital	Aparri, Cagayan	0995-318-5113
Baggao District Hospital	Baggao, Cagayan	0917-775-5087
Ballesteros District Hospital	Ballesteros, Cagayan	0916-763-1067
Gattaran Emergency Hospital	Gattaran, Cagayan	0995-323-4947
Lasam District Hospital	Lasam, Cagayan	0917-775-8988
Matilde A. Olivas District Hospital	Camalaniugan, Cagayan	0966-861-9798
Northern Cagayan District Hospital	Sanchez Mira, Cagayan	0906-488-4728
Nuestra Sra. De Piat District Hospital	Piat, Cagayan	0927-566-5889
Sta. Ana Community Hospital	Sta. Ana, Cagayan	0917-765-8437
Tuao District Hospital	Tuao, Cagayan	0917-312-5706