



PROVINCIAL GOVERNMENT OF CAGAYAN

CITIZEN'S CHARTER 2022 (Revised 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. MEDICAL ASSISTANCE – MULTI-STAGE PROCESSING

Request for medical assistance for the hospitalization or medication of indigent individuals

Office or Division	Governor's Office			
Classification	Highly Technical			
Type of Transaction	G2C, G2G			
Who may avail	Residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (1 Original)		• Client/requesting party		
2. Medical Abstract/Medical Certificate (1 Original)		• Patient's attending physician		
3. Social Case Study (1 Original)		• Municipal/City Social Welfare and Development Office		
4. Certificate of Indigency (1 Original)		• Barangay where the client resides		
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
	1.2 Refer letter to the Governor/Chief of Staff for reading/advice/ approval	None	1 day	<i>Governor/Chief of Staff</i> Governor's Office
	1.3 Transmit to the PSWDO the request, with the Governor's/ COS' note	None	15 minutes	<i>Liaison Staff</i> Governor's Office
	1.4 PSWDO to interview client for the preparation of the social case study	None	3 days	<i>PSWDO Staff</i> Provincial Social Welfare and Development Office
	1.5 Social case study is	None	15 minutes	<i>PSWD Officer</i> Provincial Social Welfare and Development Office

	signed by the PSWD Officer			
	1.6 Case study is transmitted to the Governor's Office	None	15 minutes	<i>Liaison Staff</i> Provincial Social Welfare and Development Office
	1.7 Case study is signed by the Governor	None	1 day	<i>Governor</i> Governor's Office
	1.8 Prepare document (OBR, voucher)	None	1 day	<i>Secretary II</i> Governor's Office
	1.9 OBR/Voucher is signed by the Chief of Staff	None	1 day	<i>Chief of Staff</i> Governor's Office
	1.10 Bring signed OBRs and vouchers to PSWDO for controlling	None	15 minutes	<i>Liaison Staff</i> Governor's Office
	1.11 PSWDO to affix control no.	None	15 minutes	<i>PSWDO Personnel</i> Provincial Social Welfare and Development Office
	1.12 After PSWDO, transmit documents to Finance Office	None	15 minutes	<i>Liaison Staff</i> Governor's Office
	1.13 Funding control and signature of the Budget Officer	None	1 day	<i>Provincial Budget Officer</i> Provincial Budget Office
		None	1 day	<i>Provincial Accountant's Office staff</i>



	1.14 Pre-audit and control, and for signature of the Prov'l. Accountant			Provincial Accountant's Office
	1.15 PTO for availability of funds and preparation of cheque	None	1 day	<i>PTO staff</i> Provincial Treasurer's Office
	1.16 Cheque for PA's signature	None	1 day	<i>Provincial Administrator</i> Provincial Administrator's Office
	1.17 Preparation of Accountant's advice	None	15 minutes	<i>Accountant IV</i> Provincial Accountant's Office
	1.18 Transmit back the check to Treasury for release of cheque.	None	15 minutes	<i>Liaison Staff</i> Governor's Office
2. Wait for the call from the Provincial Treasurer's Office	2. Call and inform concerned client that the check is ready for release.	None	1 day	<i>Cashier</i> Provincial Treasurer's Office
TOTAL				
7 days, 1 hour and 35 minutes				



2. 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	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	Liaison Staff Governor's Office
	1.14 Preparation of Cheque	None	1 day	Staff 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	Liaison Staff 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	Staff Provincial Administrators Office
	1.19 Preparation of Account's Advice	None	4 hrs	Staff Provincial Accountant
	1.20 Transmit back the Cheque to Treasury Office for release of Cheque	None	10 minutes	Staff 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	Cashier Provincial Treasurer's Office
	2.1 Release the cheque	None	5 minutes	Cashier Provincial Treasurer's Office
Total: 7 days 10 hours and 20 minutes				



3. 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	
<ol style="list-style-type: none"> 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	<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	<i>Gov. Manuel Mamba</i> Governor's Office
	1.4 Prepare financial documents(OBR/Voucher/payroll)	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 / Payroll 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 voucher	None	15 minutes	<i>Ms. Mila Mallonga</i> Provincial Treasurer
	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	<i>Mr. Darwin B. Sacramed</i> 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 Account's Advice	None	4 hrs	<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				



4. DONATION - Peace and Order

Request for financial assistance for seminars 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>Chief of Staff</i> Governor's Office

	1.5 Approval of Purchase Request /Signature of Chief of Staff	None	20 minutes	<i>Liaison Staff Governor's Office</i>
	1.6 Bring signed Purchase Request to Provincial Budget Office	None	3 minutes	<i>Staff Provincial Budget Office</i>
	1.7 Funding control and signature of the Budget officer	None	15 minutes	<i>Governor/Provincial Administrator Governor's Office</i>
	1.8 Approval of Purchase Request	None	1 day	<i>Liaison Staff Governor's office</i>
	1.9 GSO- Procurement Division	None	2 minutes	<i>staff Procurement Division GSO</i>
	1.10 Canvass number and Quotation No.	None	5 minutes	<i>Staff Bac Division</i>
	1.11 Bac for Posting of Philgeps	None	2 minutes	<i>Legal Officer Prov'l Legal Office</i>
	1.12 Request for Quotation is Signed by the Bac Chairman	None	5 minutes	<i>Staff Procurement Division GSO</i>
	1.13 Release of Canvass	None	2 minutes	<i>Liaison/ Canvasser Governor's Office</i>

	1.14 Canvass must be submitted 3-5 days' deadline	None	1 day	Staff Procurement Division GSO
	1.15 Opening of RFQ (Daily, preferably with the presence of at least 1 member of the BAC)	None	2 minutes	Staff Governor's Office
	1.16 Preparation of Abstract and Purchase Order	None	5 minutes	Staff General Service Office BAC Member's
	1.17 For Evaluation of Abstract	None	10 Minutes	Staff Procurement Division GSO
	1.18 For signature of Abstract	None	5 days	Staff Provincial Treasury Office
	1.19 Purchase Order number	None	5 minutes	
	1.20 To Treasury for Availability of Funds and Approval of Provincial Treasurer Officer	None	15 minutes	Governor/Provincial Administrator Liaison/Canvasser Governor's Office

	1.21 Purchase Order for approval of Governor/Provincial Administrator	None	5 minutes	<i>Staff Cagayan Sports Complex</i>
	1.22 Bring signed Purchase Order to Supplier for Signature	None	30 minutes	<i>Governor/ Chief of Staff</i>
	1.23 Waiting for Delivery of Items listed in Purchase Order	None	7 working days	<i>Staff Governor's Office</i>
	1.24 Bring delivered items to Cagayan Sports Complex for Inspection	None	10 minutes	<i>Staff Governor's Office</i>
	1.25 Awarding and Releasing of Items to the Donee	None	10 minutes	<i>Staff Governor's Office</i>
	1.26 Preparation of supporting documents (ObR, Voucher, AIR, ARE, RIS, WASTE and ICS).	None	15 minutes	<i>Staff Provincial Budget Office</i>
	1.27 Bring AIR, RIS, ARE, ICS and Waste to GSO for Signature	None	15 minutes	<i>Staff Provincial Accounting Office</i>
	1.28 Bring signed OBRs and vouchers	None	15 minutes	<i>Staff Provincial Treasurer's Office</i>

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



	1.36 Preparation of Accountant's advise	None	10 minutes	
	1.37 Transmit back the check to Treasury for release of cheque.	None	1 minute	
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	<i>Secretary II</i> Office of the Governor
	1.1 Chief of Staff will approve / disapprove the gas slip	None	1 minute	<i>Chief of Staff</i> 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	<i>Secretary II</i> Office of the Governor
	2.1 Release of Gas slip	None	30 seconds	<i>Secretary II</i> Office of the Governor
TOTAL:				
3 minutes and 30 seconds				



GOVERNOR'S OFFICE

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	<ul style="list-style-type: none"> Office of the Governor - Chief of Staff/Front Desk 	

marginal note from the Governor (1 original)				
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 IAU Head.	1.1 Receive and record the endorsement letter/written instructions.	None	1 Minute	<i>IAU Head</i> Internal Audit Unit
	1.2 Review the request and the related activities prior to discussion.	None	30 Minutes	<i>Internal Auditor II</i> <i>Internal Auditor III</i> Internal Audit Unit
	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 Head of IAU for review and approval.	None	4 Days	
	1.6 Approve audit report by the Head of IAU.	None	30 Minutes	
	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</i> Internal Audit Unit
TOTAL: 39 Days, 2 Hours, 6 Minutes				

2. 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	Governor's Office - 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		
1. Request letter to the Governor (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. View availability of schedule in the calendar using the link below cagayan.gov.ph/zoom	1. Review reservation details	None	15 minutes	Information Systems Analyst I and Information Systems Analyst III Information Systems Unit
2. Click " RESERVATION " and fill-out the form. If the desired date and time is available.	2. ISU Zoom Coordinator will contact requester to confirm reservation.	None	8 hours	
3. Receive notice of approval thru registered email containing reminders	3. Ensure email notification of requester.	None	10 minutes	



and your Zoom log-in credentials.				
TOTAL 8 hours and 25 minutes				

3. Inspection of Purchased I.T. Equipment or Systems

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

Office or Division	Governor's Office - 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		
1. Purchase Request (1 photocopy)		<ul style="list-style-type: none"> General Services Office - Bids and Awards Committee 		
Client Steps	PGC 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	For Hardware / Network devices and systems: <i>Information Systems Analyst III</i>
2. Bring equipment, or provide access to systems for inspection	2. Cross-examine product and purchase request	None	6 days	Information Systems Unit
	2.1 Sign off on Acknowledgement Receipt for	None	10 minutes	For Applications, Software, and other Information Systems: <i>Information Systems Analyst I</i>



	Equipment if applicable.			Information Systems Unit
TOTAL				
6 Days, 1 hour, and 10 minutes.				

4. IT Technical Support

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

Office or Division	Governor's Office - 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	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Fill out the log book.	1. Review details logged.	None	10 minutes	<i>Information Systems Analyst III</i> Information Systems Unit
2. Bring the device/s or equipment needing service to the ISU office.	2.1 Onsite visit, for immobile / stationary device/s or equipment. 2.2 Inspect and troubleshoot equipment. 2.3 If equipment is still covered by warranty, ISU will	None	6 days	

	advise availing the service from the provider. Otherwise, ISU will service.			
3. Sign and acknowledge the completion of request.	3. Release device / equipment	None	5 minutes	
TOTAL: 6 days, and 15 minutes				

5. 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	Governor's Office - 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	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Provide general information on the business requirement.	1. Determine which ISU section (Technical or Systems) will assist with the project	None	1 hour	<i>Information Technology Officer II</i> Information Systems Unit
2. Provide more information on the relevant business processes by:	2. ISU will provide consulting services	None	39 days and 7 hours	For Hardware / Network devices and systems:



2.1 Undergoing interview	as required.			<i>Information Systems Analyst III</i>
2.2 Providing relevant documentation				Information Systems Unit
2.3 Allowing consultant to witness actual process flow for assessment				For Applications, Software, and other Information Systems: <i>Information Systems Analyst I</i> Information Systems Unit
TOTAL: 40 days				

**PROVINCIAL ADMINISTRATOR'S OFFICE
EXTERNAL SERVICES**



1. DEVELOPMENT ADMINISTRATION SERVICE

Provision of Technical Assistance on Program/ Project Linkages (Provincial, Regional Line Agencies and International Clients/Stakeholders/Walk-in Clients)

Office or Division	Office of the Provincial Administrator			
Classification	Highly Technical			
Type of Transaction	G2G, G2C,G2B			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request. (1 original and 1 photocopy)		<ul style="list-style-type: none"> Client's own secured documents 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the log book, scan the QR Code on the Kiosk and check the temperature at the thermal scanner.	1. Assist the client in filling out the necessary information in the log book and scanning of QR Code on the Kiosk.	None	3 minutes	<i>PA Secretary</i> Provincial Administrator's Office



2. Confer with the Provincial Administrator (PA) re: Program/Project Linkage	2. Prepare Proposals for Linkages	None	1 hour	<i>Provincial Administrator and Technical Working Group</i> Provincial Administrator's Office
3. Sit down with technical group to lay down plans, budgets and requirements	3. Prepare Memorandum of Agreement (MOA)	None	5 days	<i>Provincial Administrator and Technical Working Group</i> Provincial Administrator's Office
4. Sign the Memorandum of Agreement at SP Office	4. Sanggunian Panlalawigan Chairman and Members approve the MOA.	None	45 days (RA11032 Section 9 letter B Paragraph 4)	<i>Governor, Vice Governor and other party</i> Provincial Government of Cagayan
5. Receive the duly approved MOA and sign in the receiving log book at Prov'l Administrator's Office	5. Issue the duly approved MOA to the client.	None	5 minutes	<i>PA Secretary</i> Provincial Administrator's Office
TOTAL: 50 days 1 hour and 8 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		• PDRRMO – Technical Research and Planning / Administrative 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 1.5 Approval of the request on DRRM document/information	None	2 days	LDRRMO II LDRRMO1 PDRRMO Provincial Disaster Risk Reduction Management 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 via walk-in information	1. Receive distress call from the client 1.1 Activate the Quick Response Team	None	5 minutes upon notification	LDRRM01 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	LDRRM01 Driver II Responder Trainer 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	

<p>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</p>	<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 PDRRMO Officer for approval of the Governor	None	1 day	PDRRMO Provincial Disaster Risk Reduction Management
3. Receive approved request from the PDRRMO	3. Release of the approval of the requested training	None	20 mins.	LDRRMO1 / Operations & Warning In-Charge 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

Preparedness/Response/Mitigation/Recovery

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

Office or Division	Governors Office			
Classification				
Type of Transaction	G2C			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For emergency concerns within the province, there are no required requirements for medical concerns outside the province		<ul style="list-style-type: none"> Operations section 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For medical concerns and request for assistance for pick up of patients outside the province.	OPERATIONS SECTION/ admin section	Gas to be consumed by the rescue car/ ambulance	1-5 minutes, processing time for the approval	1.)Task force team operations section, responder, driver and

<p>Prepare the ff. Requirements:</p> <ul style="list-style-type: none"> • Medical records / abstract • Health certificate • Request letter addressed to the governor • Negative results of antigen/or rtPCR. <p>Once all the necessary steps and requirements have been made, wait for further updates within 1 day after day of the submission of all required documents.</p> <p>The task force team will call you once approval from the Governor's office has been made.</p> <p>The task force team will update the requesting party Re: update for the date of possible departure.</p> <p><u>2.) For emergency concerns and Life and death situations:</u> There are no needed requirements to be submitted, just dial the TFLC hot-lines and wait for the quick response team for the immediate rescue. The Task Force Lingkod Cagayan hotlines: 1. 09358412344(Amulung station) 2. 09950844484(Ballesteros station) 3. 09978920110(Gonzaga station) 4. 09151589800(Lallo station) 5. 09355555037(Sanchez mira station) 6. 09533511380(Tuao station) 7. 096626448928(Tuguegarao city station)</p> <hr/> <p>For emergency concerns: Just dial the TFLC Hot-lines and report the incident with complete details:</p>		<p>to be used to pick up the patient outside the province. *(amount may vary depending on the pick-up point of the patient.)</p> <p>2. Toll fee charge will also be cared of by the requesting party if the pick-up location of the patient demands upon entering the area.</p> <p>2.) For emergency concerns, No FEE to be paid.</p>	<p>maximum of 1 day period.</p> <p>1-5 minutes dispatch time</p>	<p>station managers</p> <p>2.)Task force responders , drivers and station managers</p>
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WHAT: (what type of incident) WHERE: (location of the incident) WHEN: (date and time the incident happened) WHO: (victims or persons involved for identification purposes)				
TOTAL: 5 minutes, processing time for the approval maximum of 1 day period.				

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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>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)</p>	<p>1. Receive, review and approve/disapprove request (Subject to resumption of normal activities)</p> <ul style="list-style-type: none"> - Ensure client observes health & safety protocols - Ensure client fills out the Visitor's Logbook 	<p>None</p>	<p>15 Minutes</p>	<p><i>Information Officer III/Officer-in-Charge and Administrative Officer IV</i></p> <p>Cagayan Provincial Information Office</p>
	<p>1.1 Schedule the event, and assign personnel to document the program or activity</p>	<p>None</p>	<p>10 minutes</p>	
	<p>1.2 Conduct actual documentation of event, program or activity thru photo and video coverage</p>	<p>None</p>	<p>Dependent on event duration</p>	
	<p>1.3 Transfer and file the photos, render and file the video clips as reference for preparation of articles</p>	<p>None</p>	<p>Within 2-3 working days after the event</p>	
	<p>1.4 Gather data and prepare draft article or photo caption about the documented program, event or activity from respective office or</p>	<p>None</p>	<p>Not more than three working days after the event</p>	



	agency.			
	1.5 Review, edit and finalize the article/photo release	None	30 minutes	Information Officer III/Officer-in-Charge and Community Affairs Officer II Cagayan Provincial Information Office
	1.6 Upload press / photo / video release to CPIO TELERADYO FB page.	None	20 minutes	Information Officer III/Officer-in-Charge and Administrative Officer IV Cagayan Provincial Information Office
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 by office and stay at the visitor's waiting area)	1.1 Receive, review and approve / disapprove request - Ensure client observes health & safety protocols - Ensure client fills out the Visitor's Logbook	None	15 minutes	<i>Information Officer III/Officer-in-Charge and Administrative Officer IV</i> Cagayan Provincial Information Office
	1.2 Prepare draft layout of the requested collateral: <ul style="list-style-type: none"> • Streamers • Tarps • Invitations • Brochures • other collaterals 	None	2 hours - 1 day	<i>Creative and Multimedia Production Unit Head</i> Cagayan Provincial Information Office
	1.3 Check draft layout for content and text: <ul style="list-style-type: none"> • Streamers • Tarps • Invitations • Brochures • other collaterals 	None	10 minutes - 1 hour	<i>Information Officer III/Officer-in-Charge, Administrative Officer IV, Community Affairs Officer II</i> Cagayan Provincial Information Office
	1.4 Finalize the layout <ul style="list-style-type: none"> • Streamers • Tarps • Invitations • Brochures • other collaterals 	None	15 minutes – 1 hour	<i>Information Officer III/Officer-in-Charge, Administrative Officer IV, Community Affairs Officer II, Creative and Multimedia Production Unit Head</i> 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	<i>Information Officer III/Officer-in-Charge and Administrative Officer IV</i> 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	<i>Information Officer III/Officer-in-Charge and Administrative Officer IV</i> Cagayan Provincial Information Office
	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/video file <ul style="list-style-type: none"> • Photo • Video 	None	15 minutes to 1 hour	
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
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. Fill-up the health declaration form. Temperature check at the thermal scanner at Prov'l Legal Office.	1. Assist the client with the information which he/she needs to indicate in the log book and health declaration form.	None	1 minute	<i>Legal Assistant I Officer of the Day Provincial Legal Office</i>
	1.1 Documents of the client will be placed at the UV Box for disinfection.	None	5 minutes	<i>Administrative Aide I 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</i>
3. Client will receive the proper advice or counselling at Prov'l Legal Office	3. Lawyer will give the advice or counselling.	None	30 minutes	Provincial Legal Office



TOTAL
1 hour and 36 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			
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. Letter request/indorsement with the copy of the MOA, EO, Contract, Resolutions or Ordinances will be placed at the UV Box for disinfection.	None	5 minutes	<i>Legal Assistant Officer of the Day</i> Provincial Legal Office
	1.1 The document will be recorded in the Logbook and Computer and the corresponding	None	3 minutes	<i>Administrative Aide II</i> Provincial Legal Office



	control number will be indicated therein.			
	1.2 The documents will be photocopied for record purposes.	None	3 minutes	<i>Administrative Aide II</i> Provincial Legal Office
	1.3 The documents will be reviewed by the Provincial Legal Officer.	None	30 minutes	<i>Provincial Legal Officer</i> Provincial Legal Office
	1.4 The documents will be assigned to a lawyer for review and comment.	None	3 days	<i>Attorney IV</i> <i>Attorney III</i> <i>Attorney II</i> Provincial Legal Office
	1.5 The output is returned to the Provincial Legal Officer for final review.	None	30 minutes	<i>Provincial Legal Officer</i> Provincial Legal Office
	1.6 The soft copy of the comment/legal opinion will be transmitted to the concerned office thru their email.	None	3 minutes	<i>Administrative Aide II</i> Provincial Legal Office
	1.7 The hard copy of the comment/legal opinion will be personally transmitted to the concerned office.	None	3 minutes	<i>Administrative Aide I</i> Provincial Legal Office
TOTAL: 3 days, 1 hour and 17 minutes				

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			
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		
<ol style="list-style-type: none"> 1. Summon or Subpoena (1 Original or Photocopy) 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 • 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
1. 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.	1. Letter request together with the pertinent documents will be placed at the UV Box for disinfection.	None	5 minutes	<i>Legal Assistant I Officer of the Day Provincial Legal Office</i>
	1.1 The letter request together with the pertinent documents will be recorded in the Logbook and Computer and the corresponding	None		<i>Administrative Aide II Provincial Legal Office</i>



	control number will be indicated therein.			
	1.2 The letter request together with the pertinent documents will be photocopied for record purposes.	None	3 minutes	<i>Administrative Aide II</i> Provincial Legal Office
	1.3 The Provincial Legal Officer will review and assign the case to a lawyer.	None	3 minutes	<i>Provincial Legal Officer</i> Provincial Legal Office
	1.4 The 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 case in court.	None	30 minutes	<i>Attorney IV</i> <i>Attorney III</i> <i>Attorney II</i> Provincial Legal Office
	1.5 The Provincial Legal Office thru the lawyer in-charge will appear in court in behalf of the PGC, Municipality or Barangay.	None	5 days	<i>Provincial Legal Officer</i> <i>Attorney IV</i> <i>Attorney III</i> <i>Attorney II</i> Provincial Legal Office
TOTAL: 5 days and 41 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. 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)		• 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 Log Book. Fill-up the health declaration form. Temperature check at the thermal scanner.	1. Ask the client for the name, position and office.	None	1 minute	<i>Administrative Aide II Administrative Asst. I Provincial Legal Office</i>
	1.1 Verifies the official receipt and the name of the official or employee if he/she has a pending administrative case.	None	1 minute	<i>Administrative Asst. I Provincial Legal Office</i>
	1.2 Prepares the Certification of no pending case if the official or employee has no pending case.	None	3 minutes	<i>Administrative Aide II Administrative Asst. I Provincial Legal Office</i>
	1.3 Prepares the Certification of pending case if the official or employee has pending case.	None	3 minutes	<i>Administrative Aide II Administrative Asst. I Provincial Legal Office</i>
	1.4 The Certification will be signed by the Provincial Legal Officer or the duly authorized personnel.	None	1 minute	<i>Provincial Legal Officer and Legal Assistant I Provincial Legal Office</i>



TOTAL: 9 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			
Classification	Simple			
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. Fill-up the health declaration form. Temperature check at the thermal scanner at Prov'l Legal Office	1. Indorsement letter together with the pertinent documents will be placed at the UV Box for disinfection.	None	5 minutes	<i>Legal Assistant I Officer of the Day Provincial Legal Office</i>
	1.1 The Indorsement letter together with the pertinent documents will be recorded in the Logbook and Computer and the corresponding control number	None	3 minutes	<i>Administrative Aide II Provincial Legal Office</i>



	will be indicated therein.			
	1.2 Indorsement letter together with the pertinent documents will be photocopied for record purposes.	None	3 minutes	<i>Administrative Aide II</i> Provincial Legal Office
	1.3 The Provincial Legal Officer will review and assign the Indorsement letter to lawyer.	None	30 minutes	<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	3 days	<i>Provincial Legal Officer</i> <i>Attorney IV</i> <i>Attorney III</i> <i>Attorney II</i> Provincial Legal Office
TOTAL: 3 days and 41 minutes				

TOURISM OFFICE EXTERNAL SERVICES



1. RESEARCH AND TOURISM 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, 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 Aide I</i> Provincial Tourism Office
	1.1 Record in the incoming communication logbook.	None	3 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
2. Register in the client's logbook at Prov'l Tourism Office	2. Assist Client	None	3 minutes	<i>Administrative Aide I</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	10 minutes	<i>Administrative Aide I,</i> <i>OIC-Tourism/EEO</i> <i>Coord.,STOO</i> Provincial Tourism Office
	3.1 Advise client to follow –up request	None	1 day	<i>Administrative Aide I</i> Provincial Tourism Office
4. Receive data requested at Prov'l Tourism Office	4. Prepare data and other information needed in the request	None	1 hour	<i>Administrative Aide VI</i> Provincial Tourism Office
	4.1 Let client sign in the logbook to acknowledge receipt of document	None	5 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
	4.3 Provision of the data	None	3 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
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 Aide I</i> Provincial Tourism Office
	1.1 Record in the incoming communication logbook.	None	3 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
2. Register in the client's logbook at Tourism Office	2 Assist Client	None	5 minutes	<i>Administrative Aide I</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 Aide I, OIC-Tourism/EEO Coord., STOO</i> Provincial Tourism Office
	3.1 Advise client to follow –up request	None	1 day	<i>Administrative Aide I</i> Provincial Tourism Office
	3.2 Call/write client on the status of the request	None	10 minutes	<i>Administrative Aide I</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	<i>Administrative Aide I</i> Provincial Tourism Office
	1.1 Record in the incoming communication logbook.	None	3 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
	1.2 Answer phone call	None	10 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
2. Register in the client's logbook at Tourism office	2. Assist Client	None	3 minutes	<i>Administrative Aide I</i> 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	<i>OIC-Tourism/EEO Coord., STOO</i> Provincial Tourism Office
	3.1 Advise client to follow –up request	None	1 hour	<i>Administrative Aide I</i> 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.	None	30 minutes	<i>STOO</i> Provincial Provincial Tourism Office



	When approved:			
	3.3 Refer to Callao Eco Niche and Conservation Park for tour scheduling actual touring	None	10 minutes	<i>Admin. Aide I and Park Supervisor</i> Provincial Tourism Office
	3.4 Inform client on the scheduled tour and for tour needs such as: Appropriate attire Fees to be collected	None	30 minutes	<i>Administrative Assistant II</i> Provincial Tourism Office
TOTAL 1 Day, 2 Hours and 6 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
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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)	1. Sanitize document	None	10 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
	1.1 Verify document	None	3 minutes	<i>Park Supervisor</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>Administrative Aide I</i> Provincial Tourism Office
	1.4 Verification of cash ticket issued	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>Park Supervisor</i> Provincial Tourism Office
	1.6 Orientation Proper	None	20 minutes	Tour Guide
	1.7 Assist the guest/s	P500.00 to be paid directly to	2 hours	Tour Guide

		the guide and P600.00 for the motorboat rental, to be paid directly to the service provider.		
	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 Coor./OIC-Tourism,Supervising Tourism Operations Officer Provincial Tourism Office</i>
	3.1 Advise client to follow up	None	1 day	<i>Administrative Aide I Provincial Tourism Office</i>
4. Follow up of request	4. Client sign in the logbook	None	5 minutes	<i>Administrative Assistant I Provincial Tourism Office</i>
	4.1 Feedback on the action to the request	None	15 minutes	<i>STOO Provincial Tourism Office</i>
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 Aide I</i> Provincial Tourism Office
	1.1 Record in the incoming communication logbook	None	3 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
2. Fills up application form and submits other necessary requirements	2. Distribution of application form	None	1 minute	<i>Administrative Aide I</i> Provincial Tourism Office
	2.1 Retrieval of application form and collection and review of other necessary requirement	None	20 minutes	
	2.2 Sanitize document	None	10 minutes	
3. Filing up and Sign billing Statement for rental.	3.Provision of billing statement	None	20 minutes	<i>Administrative Aide I</i> Provincial Tourism Office
	3.1Review of document if properly and sufficiently filled up	None	20 minutes	
4. Payment of Rental Fee	4. Issuance of Official Receipt	P5000 (Pending approval of SP)	30 minutes	<i>Cashier II</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 Aide I</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 minute	<i>Administrative Aide I</i> Provincial Tourism Office
	1.1 Record in the incoming communication logbook	None	3 minute	<i>Administrative Aide I</i> Provincial Tourism Office
2. Client fills up application form and submits other necessary requirements	2. Distribution of application form	None	1 minute	<i>Administrative Aide I</i> Provincial Tourism Office
	2.1 Sanitize documents	None	10 minutes	
	2.2 Retrieval of application and review of other necessary requirements	None	20 minutes	
3. Filling up and sign billing	3. Provision of billing statement	None	20 minutes	<i>Administrative Aide I</i>



statement for leasing.	3.1 Review of document if properly and sufficiently filled up	None	20 minutes	Provincial Tourism Office
4. Payment of leasing amount	4.Issuance of Official Receipt	P5,000.00	20 minutes	Cashier II Provincial Tourism Office
5. Present Official Receipt and filling up of leasing agreement.	5.Verification of OR number and provision of leasing agreement form	None	10 minutes	Administrative Aide I Provincial Tourism Office
	5.1 Record the OR and leasing agreement form number in the logbook	None	5 minutes	Administrative Aide I Provincial Tourism Office
TOTAL: 1 Hour and 59 minutes				

8. LEASING SERVICES (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 Aide / 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 Aide / Provincial Tourism Office</i>
	2.1 Prepare for orientation on the different possible areas for investment in the Province.	None	3 days	<i>Administrative Aide I, EEO/LEDIPO Provincial Tourism Office</i>
TOTAL		3 DAYS AND 8 MINUTES		

MUSEUM OFFICE EXTERNAL SERVICES



1. Request for Museum Visit on Weekdays

Scheduling of Regular Museum Tours

Office or Division:	Cagayan Museum and Historical Research Center
Classification:	Simple
Type of Transaction:	GovernmenttoCitizen(G2C)
Who may avail:	ALL
Checklist of Requirements	Where to secure



1. Request Form 2. Health Declaration form 3. Client Vaccination Card 4. Client Valid ID		<ul style="list-style-type: none"> • Access the Pre-booking Form at http://bit.ly/CagayanMuseum • Access the Health Declaration Form at https://bit.ly/3bUnUJx 		
CLIENT STEP	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Access and accomplish the Pre-booking Form and Health Declaration Form.	1.1 Retrieve and review the Request Form entries for Visit and Health Declaration Form entries	None	30 minutes	Chief Admin Division Cagayan Museum and Historical Research Center
	1.2 Check slot availability	None	5 minutes	Chief Admin Division Cagayan Museum and Historical Research Center
	1.3 Check if health declaration has been filled-up.			
2. Receive confirmation via email or phonecall.	2. Inform visitor for the confirmed schedule via email or phonecall.	None	15 minutes	Chief Admin Division Cagayan Museum and Historical Research Center
3. Tour proper, Present Client Vaccination Card and Proof of Identity.	3.1 Verify client identity and confirmed booking.	None	5 minutes	Education and Exhibition Division Cagayan Museum and Historical Research Center
	3.2 Conduct GuidedTour		90 minutes	
4. Accomplish Client Satisfaction Evaluation Survey	4. Record / Collate Client Satisfaction Evaluation results	None	5minutes	Education and Exhibition Division Cagayan Museum and Historical Research Center
Total: 140 minutes				

2. Request for Museum Visit on Weekends and Holidays

Scheduling of Special Weekend Tours

Office or Division:	Cagayan Museum and Historical Research Center
Classification:	Simple
Type of Transaction:	GovernmenttoCitizen(G2C)
Who may avail:	ALL
Checklist of Requirements	Where to secure



1. Request Letter 2. Accomplish Health Declaration Form 3. Client Vaccination Card 4. Client Valid ID		<ul style="list-style-type: none"> • Requesting Party. • Access the Access the Health Declaration Form at https://bit.ly/3bUnUJx 		
CLIENT STEP	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Send request letter to tours@cagayanmuseum.com or (snailmail) to Cagayan Museum.	1 Confirm receipt of letter. 1.1 Check slot / volunteer availability	None	30 minutes	Chief Admin Division Cagayan Museum and Historical Research Center
2. Access and accomplish the Health Declaration Form at https://bit.ly/3bUnUJx	2. Check if health declaration has been filled-up.	None	5 minutes	Chief Admin Division Cagayan Museum and Historical Research Center
2. Receive confirmation via email or phone call	2. Inform visitor for the schedule via email or phone call	None	15 minutes	Chief Admin Division Cagayan Museum and Historical Research Center
3. Tour proper, Present Client Vaccination Card and Proof of Identity.	3.1 Verify client identity and confirmed booking.	None	5 minutes	Education and Exhibition Division Cagayan Museum and Historical Research Center
	3.2 Conduct Guided Tour		90 minutes	
4. Accomplish Client Satisfaction Evaluation Survey	4. Record /Collate Client Satisfaction Evaluation Results	None	5 minutes	Education and Exhibition Division Cagayan Museum and Historical Research Center
Total Response Time: 150 minutes				



3. Request for Access to Research Center

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. Accomplished Health Declaration Form 3. Client Vaccination Card 4. Client Valid ID		<ul style="list-style-type: none"> • Requesting Party. • Access the Access the Health Declaration Form at https://bit.ly/3bUnUJx 		
CLIENT STEP	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Send request letter to research@cagayanmuseum.com or (snailmail) to Cagayan Museum.	1.1 Confirm receipt of letter, send Archives & Research Center guidelines for conforme 1.2 Check slot availability	None	30 minutes	<i>Research Services Division</i> Cagayan Museum and Historical Research Center
2. Access and accomplish the Health Declaration Form at https://bit.ly/3bUnUJx	2. Check if health declaration hasbeenfilled-up.	None	5 minutes	<i>Research Services Division</i> Cagayan Museum and Historical Research Center
2.Receive confirmation via email or phonecall	2.Inform visitor for the schedule viae mail or phone call	None	15 minutes	<i>Research Services Division</i> Cagayan Museum and Historical Research Center
3. Research proper, Present Client Vaccination Card and Proof of Identity.	3.1 Verify client identity and confirmed booking.	None	5 minutes	<i>Research Services Division</i> Cagayan Museum and Historical Research Center
	3.2 Conduct Research Center Orientation		5 minutes	
	3.3 Assist Researcher in locating materials.	None	n/a	<i>Research Services Division</i> Cagayan Museum and Historical Research Center
4.Accomplish Client Satisfaction Evaluation Survey	4. Record/Collate Client Satisfaction Evaluation Results	None	5 minutes	<i>Education and Exhibition Division</i> Cagayan Museum and Historical Research Center
Total Response Time: 65 minutes				



4. Request for Access to Museum Collections for Research Purposes

Collections Access for Research

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 with Research Synopsis. 2. Accomplished Health Declaration Form 3. Endorsement Letter from Academic Institution / Institutional Affiliation. 4. Vaccination Card 5. Valid ID		1. Requesting Party 2. Access the Access the Health Declaration Form a https://bit.ly/3bUnUJx 3. Academic Institution / Institutional Affiliation		
CLIENT STEP	PGC 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 conforme.	None	60 minutes	Research Services Division
	1.2 Check slot availability.		60 minutes	Chief Admin Division
	1.3 Check requested museum object/s availability.			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		180 minutes	Care for Collections Division
				Cagayan Museum and Historical Research Center



	handling / access.			
	1.6 Provided detailed pre-handling conditions report to Museum Curator for review and approval.	None	60 minutes	<i>Care for Collections Division</i> <i>Museum Curator</i> Cagayan Museum and Historical Research Center
2. Access and accomplish Access the Health Declaration Form at https://bit.ly/3bUnUJx	2. Check if health declaration has been filled-up.	None	5 minutes	<i>Research Services Division</i> Cagayan Museum and Historical Research Center
3. Receive initial confirmation via email or phone call.	3. Inform researcher for the schedule, conditions of access and object/s specific handling instructions via email or phonecall.	None	15 minutes	<i>Research Services Division</i> Cagayan Museum and Historical Research Center
4. 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 assumeliability for damage.	4. Receive signed conforme by requesting researcher.	None	60 minutes	<i>Research Services Division</i> Cagayan Museum and Historical Research Center
5. Implement research work	5.1 Monitor object/s condition and assist researcher in handling.	None	n/a	<i>Care for Collections Division</i> Cagayan Museum and Historical Research Center
	5.2 Assess post-handling condition of requested museum object/s. 5.3 Provide detailed post-handling	None	180 minutes	<i>Care for Collections Division</i> Cagayan Museum and Historical Research Center



	conditions report to Museum Curator for review and clearing.			
6. Provide copy of all research findings in whole or in part to Museum.	6. Receive copy of research findings for filing.	None	n/a	Research Services Division Cagayan Museum and Historical Research Center
7. Accomplish Client Satisfaction Evaluation Survey	7. Record / Collate Client Satisfaction Evaluation Results	None	5 minutes	Research Services Division Cagayan Museum and Historical Research Center
Total Response Time: 5 days, 65 minutes				

5. Request for the use of Rizal Park and Park facilities

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		<ul style="list-style-type: none"> Requesting Office 		
CLIENT STEP	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON Chief Admin Division Cagayan Museum and Historical Research Center
1. Submit request letter via Email (admin@cagayanmuseum.com)	1. Retrieve and review the Request Letter	None	30 minutes	
	1.1 Check Rizal Park availability and calendar the activity	None	30 minutes	
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	None	15 minutes	



	SMS.			
3. Accomplish Client Satisfaction Evaluation Survey	3. Record / Collate Client Satisfaction Evaluation Results	None	5 minutes	
Total Response Time: 1 hour and 20 minutes				

6. Request for the use Cagayan Museum Multi-Purpose Hall. (2nd Floor)

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. RequestLetter		<ul style="list-style-type: none"> Requesting Office 		
CLIENTSTEP	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit request letter via Email (admin@cagayanmuseum.com)	1. Retrieve and review the RequestLetter	None	30 minutes	Chief Admin Division Cagayan Museum and Historical Research Center
	1.1 Check availability and calendar the activity	None	30 minutes	Chief Admin Division Cagayan Museum and Historical Research Center
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	Chief Admin Division Cagayan Museum and Historical Research Center
3. Accomplish Client Satisfaction Evaluation Survey	3. Record / Collate Client Satisfaction Evaluation Results	None	5 minutes	Chief Admin Division Cagayan Museum and Historical Research Center
Total Response Time: 1 hour and 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 Officer will put a marginal note in the	NONE	5 minutes	<i>Prison Guard I</i> Provincial Warden's Office



	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	<i>Prison Guard III</i> 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	<i>Prison Guard I</i> <i>Prison Guard II</i> <i>Prison Guard III</i> 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	<i>Prison Guard II</i> 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	<i>Prison Guard I</i> Provincial Warden's Office



	1.2 Walk in Client will be given an Information Slip for him to fill up in relation to the PDL Detention Certificate.	NONE	2 minutes	Prison Guard I Provincial Warden's Office
	1.3 Accomplished Information Slip will be submitted to the Records Officer upon completion of information.	NONE	2 minutes	Prison Guard 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	Prison Guard 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 presentation of vaccine card.	NONE	2 minutes	<i>Prison Guard I</i> Provincial Warden's Office
	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	NONE	1 minute	<i>Prison Guard II</i> Provincial Warden's Office



	the time limit for visitation.			
	2.1 Visitors leave visiting area and proceed to searchers desk to secure deposited items and surrender issued number.	NONE	1 minute	<i>Prison Guard I</i> Provincial Warden's Office
	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	NONE	10 Minutes	<i>Prison Guard I</i> Provincial Warden's Office



	and instructed to prepare themselves and wear uniforms for identity outside jail.			
	1.2 SPG/SOG assigns Escort PDLs to their designated Court Branches. PDL's are called at the 3 rd gate and will be lined up after which they will be body searched and handcuffed before embarking the prisoners van.	NONE	5 Minutes	<i>Prison Guard III</i> Provincial Warden's Office
	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. CIRCULATION SERVICES (BOOKS)

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		
1. Access Card 2. Valid ID		<ul style="list-style-type: none"> • CPLRC Internet Area • Requesting Client 		
Client Step	PGC ACTION	Fees to Pay	Processing Time	Responsible Person
Registration 1. Swipe Access Card (AC) at the entrance 1.1 If no Access Card, Login in the visitor's logbook. And proceed to the internet section to avail Access Card.	1. Ensure the client is not sick or infected with Covid 19 check temperature and hand sanitation 1.1 Issue Access Card	None	1 minute 2 days	<i>Guard on duty</i> Cagayan Provincial Learning and Resource Center
2. Deposit belongings (bags, and other things) to the Deposit Counter in-charge	2. Issue bag number and give instructions	None	1 minute	<i>Guard on duty</i> Cagayan Provincial Learning and Resource Center
3. Locate Library materials 3.1 Proceed directly to the book shelves and get the material/s needed; or 3.2 Consult the OPAC to check if the material/s are available.	3. Provide reference assistance	None	5 minutes	<u>1st Floor</u> <i>Librarian III</i> <u>2nd Floor</u> <i>Librarian I</i> <u>3rd Floor</u> <i>Admin. Aide III</i> Cagayan Provincial Learning and Resource Center
4. Loaning Of Books 4.1 Present Access Card (AC) for checking out and checking in the book borrowed.	4. Check out of books (For item 4.1) <ul style="list-style-type: none"> • Collect the AC • Swipe at the library system. • Click check out icon and swipe the book borrowed. 	None	3 minutes	<u>1st Floor</u> <i>Librarian III</i> <u>2nd Floor</u> <i>Librarian I</i> <u>3rd Floor</u> <i>Admin. Aide III</i>



<p>4.2 If No AC Fill out the logbook indicating the necessary information at the Circulation counter.</p>	<ul style="list-style-type: none"> Place the AC at the file box for ID retrieving. <p>(For item 4.2)</p> <ul style="list-style-type: none"> Collect any Valid ID Use guest account to be swipe at the library system. Click check out icon and swipe the book borrowed. Place the Valid ID at the file box for ID retrieving 		<p>5 minutes</p>	<p>Cagayan Provincial Learning and Resource Center</p>
<p>5. Proceed to reading area, if to perform research work</p>				
<p>6. Returning of Books</p> <p>6.1 Client with AC</p> <ul style="list-style-type: none"> Present the book borrowed at circulation in-charge. <p>6.2 Client with No AC</p> <ul style="list-style-type: none"> Present the books at the circulation in-charge. 	<p>Check in books</p> <p>(for Item 6.1)</p> <ul style="list-style-type: none"> Click the Check in Icon. Swipe the book barcode to the Library system. Returned/retrieved the AC to the client. <p>(for Item 6.2)</p> <ul style="list-style-type: none"> Click the check in icon Swipe the book barcode to the library system. Returned/retrieved the valid ID to the client. 	<p>None</p>	<p>2 minutes</p>	<p><u>1st Floor</u> <i>Librarian III</i></p> <p><u>2nd Floor</u> <i>Librarian I</i></p> <p><u>3rd Floor</u> <i>Admin. Aide III</i></p> <p>Cagayan Provincial Learning and Resource Center</p>
<p>Total Response Time: 17 minutes</p>				



2. CIRCULATION SERVICES (PERIODICALS)

Client Step	PGC ACTION	Fees to Pay	Processing Time	Responsible Person
1. Entrance to the Provincial Library and Swipe Access Card (AC) at the entrance	1. Ensure the client is not sick or infected with Covid 19 check temperature and hand sanitation	None	1 minute	<i>Guard on duty</i> Cagayan Provincial Learning and Resource Center
1.1 If no Access Card, Login to the visitor's logbook. And proceed to the internet section to avail Access Card.	1.1 Issue Access Card		2 days	
2. Deposit belongings (bags, and other things) to the Deposit Counter in-charge	Issue bag number and give instructions	None	1 minute	<i>Guard on duty</i> Cagayan Provincial Learning and Resource Center
3. Locate Library materials and Proceed directly to the book shelves and get the material/s needed.	3. Provide reference assistance	None	5 minutes	<i>Admin. Aide III</i> Cagayan Provincial Learning and Resource Center
Loaning Of Periodicals			2 minutes	
4. Present Access Card (AC) for checking out and checking in the periodical borrowed. Fill out the logbook indicating the necessary information.	(for Item 4) <ul style="list-style-type: none"> Collect the AC Place to the monitoring box. Returned/retrieved the AC to the client. 	None		<i>Admin. Aide III</i> Cagayan Provincial Learning and Resource Center
4.1 If No AC Fill out the logbook indicating the necessary information at the Periodical In-charge.	(for item 4.1) Collect the valid ID <ul style="list-style-type: none"> Place it in the monitoring box. Returned/retrieved the valid ID to the client. 		2 minutes	
5. Proceed to reading area, if to perform research work				
Total Response Time: 13 minutes				



3. INTERNET SERVICES

Client Step	PGC ACTION	Fees to Pay	Processing Time	Responsible Person
<p>1. Entrance to the Provincial Library and Swipe Access Card (AC) at the entrance</p> <p>1.1 If no Access Card, Login to the visitor's logbook. And proceed to the internet section to avail Access Card.</p>	<p>1. Ensure the client is not sick or infected with Covid 19 check temperature and hand sanitation</p> <p>1.1 Issue Access Card</p>	None	<p>1 minute</p> <p>2 days</p>	Guard on duty Cagayan Provincial Learning and Resource Center
2. Deposit belongings (bags, and other things) to the Deposit Counter in-charge	2. Issue bag number and give instructions	None	1 minute	Guard on duty Cagayan Provincial Learning and Resource Center
3. Proceed to the Internet section In-charge to log-in at the computer logging system	3. collect their AC or ID	None	1 minute	Dan Alfred Abaya
4. Do the research work		None	1 hour maximum per user)	
5. Proceed to the in-charge and log-out at the computer logging system and retrieve the ID Card presented	5. return their AC and ID	Free	1 minute	Admin. Aide III Cagayan Provincial Learning and Resource Center
Total Response Time: 1 hour and 5 minutes				



4. LIBRARY VIRTUAL REFERENCE ASSISTANCE (During this New Normal Situation)

Client Step	PGC ACTION	Fees to Pay	Processing Time	Responsible Person
<p>1. Clients may use any of the Following modes to send a query:</p> <p>1.1 Email (askcplrc@gmail.com)</p> <p>1.2 FB Page L-ViRA CPLRC</p> <p>1.3 Hotline (09178289862)</p> <p>1.4 Clients use this email askcplrc@gmail.com to send their research queries.</p>	<p>1. The staff will check L-vira Email for clients' query and will do clarificatory questions to identify the research and let the clients fill up first the following information needed. (Query Form)</p> <p>Name Address Grade/yearLevel/Profession School Contact details (CP #) Research topic/s</p>	None	2 minutes	<i>Admin. Aide III</i> Cagayan Provincial Learning and Resource Center
<p>2. Clients reach us through this FB Page (L-ViRA CPLRC) to send their research queries.</p>	<p>2. The staff will check L-vira FB Messenger for clients' query and will do clarificatory questions to identify the research and let the clients fill up first the following information needed. (Query Form)</p> <p>Name Address Grade/yearLevel/Profession School Contact details (CP #) Research topic/s</p>	None	2 minutes	<i>Admin. Aide III</i> <i>Librarian III</i> Cagayan Provincial Learning and Resource Center
<p>3. Clients reach us through this HOTLINE 09178289862 to send their research queries.</p>	<p>3. The staff will answer calls promptly and will do clarificatory questions to identify the research and let the clients answer first the following information needed. (Query Form)</p> <p>Name Address Grade/yearLevel/Profession School</p>	None	3 minutes	<i>Librarian I</i> Cagayan Provincial Learning and Resource Center



	Contact details (CP #) Research topic/s			
4. Client sends back the accomplished Query form for processing the research queries.	<p>4. The query form will be the basis of the bibliographic search via OPAC on the available print books and endorsed to the staff locators.</p> <p>For the E-Resources the staff will send the link of the E-resources for them to register their account to access the E-book Collection of the library.</p> <p>The staff locator will search the available books on the shelf and send back to the staff in-charge of the contact hotlines.</p>	None	<p>Easy query 5 mins</p> <p>Moderate query 10 mins</p> <p>Research/Difficult 30 mins</p>	<p><i>Librarian I</i> <i>Admin. Aide III</i> Cagayan Provincial Learning and Resource Center</p>
5. Client request for the document.	The Staff in-charge of the contact hotlines will send the located/retrieved information to the client/s through their emails or FB account.	None	1 minute	<p><i>Admin. Aide III</i> Cagayan Provincial Learning and Resource Center</p>
Total Response Time: 53 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		
<p>1. Filling up the google form</p> <p>2. Application letter with complete set of requirements, (8 sets of folders - 1 Set original copy and 7 sets photocopies);</p> <p>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</p> <p>2.2 Work Experience Sheet, if applicable;</p> <p>2.3 Performance rating of at least VS in the last rating period (if applicable);</p> <p>2.4 Certificate of eligibility/rating/ license, if applicable;</p> <p>2.5 Transcript of Records/Diploma</p> <p>2.6 Certificate of Trainings/Seminars attended</p> <p>2.7 Potential Assessment.</p> <p>3. Result of Negative Antien test (original copy)</p>		<ul style="list-style-type: none"> • Accessible thru CPIO FBpage and PHRMO FBPage • 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 • PHO 		
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 Computer Operator Admin. Asst. II Human Resource Management Office



seven copies/folders addressed to the Governor, if passed the Pre – Screening Exam				AO III Human Resource Management Office
5. Drop application folders into the UV box	5. Assess completeness of documents 5.1 Incomplete- Inform applicants regarding missing requirement 5.2 Complete- accept application folders	None	5 mins.	AAsst III AO V AO IV AA II AAsst II Human Resource Management Office
6. Wait for the notice on the schedule of PSB Panel Interview	Inform applicants, prepare materials needed for the PSB Panel Interview	None		AAsst III Human Resource Management Office
7. Attend to PSB Panel Interview and submit Negative Test Result of Antigen	Receive Antigen result and conduct PSB Panel Interview	None	8 hours per session (Max. 12 applicants.)	HR PSB Secretariat PSB Members
8. Wait for the result	Post result of the recruitment process and inform successful applicants	None		HR PSB Secretariat
*Posted positions is filled up within 9 months from date of publication.				



2. Request of Universities for On-the-Job Training (OJT) of Students

The Provincial Government of Cagayan can accommodate a limited number of students for their on-the-job training upon the request by the learning institution and upon 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		
<ol style="list-style-type: none"> Letter request of the Head of Learning Institution or his/her authorized representative addressed to the Hon. Governor thru PHRDO (1 Original, 1 Photocopy) Parent's/Guardian's and Student's Waiver Memorandum of Agreement (MOA) 		<ul style="list-style-type: none"> Requesting School/Universities Parents / Guardians Requesting School/Universities 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Logbook and fill - up Health declaration form	1. Provide Assistance	None	1 minute	<i>Officer of the day</i> Human Resource Management Office
2. Submit training request to the Governor thru PHRDO	2. Receive letter request and forward to the PHRDO	None	3 minutes	<i>AA III</i> <i>AO III</i> Human Resource Management Office
	2.1 Entertain OJT Students and check letter and its attachments	None	10 minutes	<i>AO V</i> <i>AO IV</i> Human Resource Management Office
	2.2 Endorse request to the Office of the Governor	None	5 minutes	<i>PHRDO</i> Human Resource Management Office
3. Receive Notification from HR if request is approved/ disapproved	Inform the concerned University on the action taken on their request	None	10 minutes	<i>AO IV</i> Human Resource Management Office



4. Endorse OJT students to the PHRMO	Endorse OJT students to office/s where they are assigned	None	10 minutes	AO IV Human Resource Management Office
TOTAL RESPONSE TIME: 39 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			
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 and fill - up Health declaration form	1. Provide Assistance	None	1 min.	<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	2 min.	<i>Admin Aide III</i> <i>AO III</i> Human Resource Management Office
	2.1 Prepare requested documents :	None	10 min.	<i>HR Staff In-charge</i> Human Resource Management Office



	<ul style="list-style-type: none"> ✓ Certificate of Employment/ Compensation ✓ Certificate of Leave Credits ✓ Certificate of Service Records 			
	<ul style="list-style-type: none"> ✓ Certificate of Appearance ✓ Authentiction/ Certified True/ Photocopy of Document 			<p style="text-align: center;">AO V AO IV Human Resource Management Office</p>
	<ul style="list-style-type: none"> ✓ Letter of Introduction to Landbank (Contract of Service) ✓ COE for TIN, Pag-ibig & PHIC (Contract of Service) 			<p style="text-align: center;">AA IV Com.Prog. I Human Resource Management Office</p>
3. Receive the document at the releasing section	3. Record , release and detach 1 copy for file	None	2 min.	<p style="text-align: center;">Admin Aide III AO III Human Resource Management Office</p>
	3.1 If the requested record(s) will be sent via email	None	2 min.	<p style="text-align: center;">Computer Programmer I Human Resource Management Office</p>
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 documents 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 and fill - up Health declaration form	1. Provide Assistance	None	1 minute	<i>Officer of the day</i> Human Resource Management Office
2. Submit leave application to the office or via email. Drop documents in the UV box.	2. Receive and forward to HR - in - Charge 2.1 If sent face to face -	None	15 minutes	AA III AO III Human Resource Management Office



	disinfect and get documents in the UV box			
	2.2 If via email, Print and forward to HR -in – Charge	None	15 minutes	<i>Computer Programmer I</i> Human Resource Management Office
	2.3. Processing of Leave Application 2.4. Local Chief Executive (LGU) - Record and forward to the Governor’s Office for approval of the Governor	None	3 minutes	<i>AA II</i> Human Resource Management Office
	2.5 PGC Officials and employees - Control & process the leave application form, supporting documents, and forward to concerned signatories for approval	None	5 minutes	<i>HR-Staff In-charge/office & hospital:</i> <i>(see attached list)</i> Human Resource Management Office
	2.6 Review and certify accumulated leave credits 2.7 Rank and file	None	5 minutes	<i>AO V</i> 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
4. Re-submit application for approval by the PHRDO	4. Approve Leave Application 4.1 If Dept. Head/Office Heads and Chief of Hospitals – forward to the Governor for his signature/ approval 4.2 If disapproved - Inform office / employee concern to resubmit his/her application and/or submit lacking requirement	None	20 minutes	<i>PHRDO</i> Human Resource Management Office <i>HR-Staff In-charge/office & hospital</i> Human Resource Management Office
5. Receive copy of approved leave applications	5. Release and leave one (1) copy for file	None	5 minutes	<i>AA III</i> Human Resource Management Office
	5. 1If the approved leave will be sent via email	None	5 minutes	<i>Computer Programmer I</i> Human Resource Management Office
TOTAL RESPONSE TIME: 1 Hour and 29 Minutes				



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	5 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	10 minutes	AO IV Human Resource Management Office
3. Wait for the notice from the GSIS or check UMID Card	3. Answer queries	None	Min. of 3 days from GSIS	AO IV 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 • Office/Department of the concerned employee • BIR • PAG -IBIG • PhilHealth • PHRMO 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit DTR, DAR and other supporting documents <ol style="list-style-type: none"> 1.1 Drop documents into the UV light 	<ol style="list-style-type: none"> 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>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 III</i> <i>Admin. Aide I</i> <i>Admin. Aide I</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. COS will submit the required documents of approved applicants	1. Receive and recod the document.	None		AA II Human Resource Management Office
	2. Review & verification of applicants and the submitted documents 2.1 If incomplete - notify concerned applicant on the lacking document 2.2 If complete - Prepare prepare the Contract of Service	None	1 day	AA IV Com. Prog. I Human Resource Management Office
	3. Department Head's signature	None	15 minutes	PHRDO Human Resource Management Office
	4. Route and process Contract of Service to concerned offices for signature	None	3 days	Admin. Aide III Admin. Aide I Human Resource Management Office



2. Wait for the call from HR	5. Receive the Contract of Service	None	5 minutes	AA IV Human Resource Management Office
	6. Notarized the Contract of Service (Notario Publico)			
	7. Return the Notarized Contract of Service and the attachments to HR and record/enter the personal profile of the applicant to database	None	10 minutes	Com. Prog. I Human Resource Management Office
	8. Produce 4 Photo copies of Contract of Service	None	15 minutes	AA II Human Resource Management Office
	9. Authenticate Photo copies of Contract of Service	None	15 minutes	AO IV 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	AA III Human Resource Management Office
Total: 4 days, 1 hour and 5 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 and drop documents into the UV light 1.1 Midyear/year-end bonus 1.2 Clothing 1.3 Loyalty Pay 1.4 PEI 1.5 Others	1. Disinfect document, receive, record and forward to HR Staff In-charge/ dept	None	3 minutes	AA III Human Resource Management Office
	2. Review payroll if concerned employee is eligible 2.1 If ineligible-notify employee of lacking requirements or discrepancies	None	30 minutes	<i>HR-Staff In-charge/office & hospital (see attached list)</i> Human Resource Management Office



	2.2 If complete-initial and forward to PHRDO for approval			
	2.3 Certify payroll	None	5 minutes	PHRDO Human Resource Management Office
2.Pick up the certified Payroll	2. Record & Release the payroll/department	None	3 minutes	AA II Human Resource Management Office
TOTAL RESPONSE TIME: 41 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 and fill -up Health declaration form	1. Provide Assistance	None	1 minute	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	8 minutes	<i>PHRDO</i> 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	3 minutes	AA III Human Resource Management Office
TOTAL: 27 minutes				



**PROVINCIAL PLANNING AND DEVELOPMENT
OFFICE
EXTERNAL SERVICES**



1. Review of Comprehensive Land Use Plan (CLUP) and Zoning Ordinance (ZO)

To review and assess CLUP and ZO prepared by LGUs to ensure rationalize allocation and proper utilization of land resources

Office or Division	Policy Formulation and Planning Division (PFPD)			
Classification	Complex transaction			
Type of Transaction	G2C			
Who may avail	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement for Sangguniang Panlalawigan 2. CLUP, ZO and Sectorial Studies		<ul style="list-style-type: none"> Requesting LGU 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CLUP, ZO and Sectorial Studies with indorsement from SP.	1. Sanitize documents received.	None	30 minutes	<i>Admin. Aide III</i> Provincial Planning and Dev't Office
	1.1 Receive and record documents.		10 minutes	Admin. Aide III Provincial Planning and Dev't Office
	1.2 Forward to PPDO for appropriate action		10 minutes	<i>OIC-PPDO</i> Provincial Planning and Dev't Office
	1.3 Forward to PFPD for coordination with LGU and Provincial Land Use Committee (PLUC) members		2 days	<i>PPDO IV</i> Provincial Planning and Dev't Office
	1.4 Review of CLUP and ZO a. Preparation of PLUC Minutes with recommendations and review action b. Transmit PLUC minutes with recommendations and review action		2 days	<i>PLUC members</i>



	<p>to LGU and PLUC Members</p> <p><i>Note: LGU to incorporate the PLUC recommendations to their plan and the same will be submitted to PPDO for review.</i></p>			
Total Response Time: 4 days and 50 minutes				

2. Implementation of No Town/Barangay Left Behind Program (NT/BLB)

To ensure allocation of funds to all LGUs and barangays of the province for the implementation of their NT/BLB projects

Office or Division	Project Development Division (PDD)			
Classification	Complex transaction			
Type of Transaction	G2C			
Who may avail	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Barangay Resolution (4 copies, all original) 2. Memorandum of Agreement (MOA) (4 copies, all original) 3. Report of Disbursement/Liquidation Report of previous financial assistance (photocopy) 4. Program of Work-for request of Infrastructure project (original) 		<ul style="list-style-type: none"> • Requesting Barangay/ LGU 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the NT/BLB documents	1. Sanitize documents received.	None	30 minutes	<i>Admin. Aide III</i> Provincial Planning and Dev't Office
	1.1 Receive and record documents.		10 minutes	



	1.2 Forward to OIC-PPDO for appropriate action		10 minutes	OIC-PPDO Provincial Planning and Dev't Office
	1.3 Forward to PDD for review/evaluation		20 minutes	<i>Project Development Officer III</i> Provincial Planning and Dev't Office
	1.4 Transmit MOA to Governor's Office for signature		10 minutes	Provincial Planning and Dev't Office
	1.5 Receive signed MOA from Governor's Office		10 minutes	
	1.6 Transmit signed MOA to Provincial Legal Office (PLO) or return signed MOA to requesting barangay for notary		10 minutes	<i>Admin. Aide III</i> Provincial Planning and Dev't Office
	1.7 Receive notarized MOA from PLO/requesting barangay		10 minutes	<i>Project Development Officer III</i> Provincial Planning and Dev't Office
	1.8 Prepare vouchers and necessary documents for grant of financial assistance		1 hour	Provincial Planning and Dev't Office
	1.9 Processing of NT/BLB financial assistance		2 days	<i>Liaison Officer</i> Provincial Planning and Dev't Office
Total Response Time: 2 days, 2 hours and 50 minutes				



3. Receiving of Communications / Correspondences

Facilitates receiving of communications/correspondences/ technical information on demography, socio-economic conditions, investments 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		<ul style="list-style-type: none"> From the requesting party/client 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Visitor's Logbook	1. Sanitize documents received.	None	3 minutes	<i>Administrative Aide III</i> Provincial Planning and Dev't Office
2. Inform the Financial and Administrative Division the concern	2. Interview client 2.1 Sanitize documents received. 2.2 Receive and validate documents	None	2 minutes	
3. Proceed to the assigned Division	3. Forward the documents to OIC for his action	None	3 minutes	
4. Confer with assigned Staff	4. Convey / Disseminate to concern Divisions / staff for action	None	15 minutes	<i>Planning Officer IV</i> <i>Information System Analyst I</i> <i>Project Evaluation Officer IV</i> <i>Project Development Officer III</i> Provincial Planning and Dev't Office
5. Check the technical informations provided	5. Track/ Retrieve documents / check action taken	None	15 minutes	<i>Assigned technical staff in Step 4</i>
6. Acknowledge and receive the technical information and sign the Division logbook	6. Prepare requested document/s	None	5 minutes	<i>Assigned technical staff in Step 4</i>
Total Response Time: 43 minutes				



**PROVINCIAL PLANNING AND DEVELOPMENT
OFFICE
INTERNAL SERVICES**



1. REVIEW OF LOCAL DEVELOPMENT PLANS (LDP) OF LGU'S

PPDO reviews and assess LDPs of LGUs to ensure alignment of local plans to the Philippine Development Plan to achieve Sustainable Development Goals and to ascertain the conformity of LGU Plans to development laws, policies and guidelines

Office or Division	Investment Programming and Budgeting Division			
Classification	Complex Transaction			
Type of Transaction	G2G			
Who may avail	Provincial Budget Office			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
A. Original Endorsement from Provincial Budget Office B. Photocopy of Local Development Plans as prescribed by the guidelines) 1. Gender and Development Plan 2. Annual Investment Plan 3. Local Disaster Risk Reduction Management Plan 4. Local Climate Change Action Plan 5. Youth Development Plan 6. List of PPAs for the Senior Citizen and Persons with disabilities 7. List of PPAs for the Local Council for the Protection of Children 8. List of PPAs to Combat Acquired Immune Deficiency Syndrome (AIDS) 9. List of PPAs to address the Problem of Illegal Drugs 10. Peace and Order Plan 11. Local Nutrition Action Plan 12. Annual Cultural Development Plan 13. Indicative Annual Procurement Plan 14. LGU Devolution Transition Plan 15. LGU CapDev Agenda	<ul style="list-style-type: none"> Provincial Budget Office Requesting LGU 			
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse various LDPs received from LGUs.	1. Sanitize documents received.	None	30 minutes	Admin. Aide III Provincial Planning and Dev't Office
	1.1 Receive and record documents.		2 minutes	
	1.2 Forward to OIC-PPDO for appropriate action.		10 minutes	OIC-PPDO Provincial Planning and Dev't Office



	1.3 Review LDPs.		5 days	<i>Planning Officer IV</i> Provincial Planning and Dev't Office
	1.4 Prepare action review/ recommendation.		1 day	
	1.5 Forward action review/ recommendation to the client for integration in their review of the Annual Executive Budget of the LGU.		10 minutes	<i>Admin. Aide II</i> Provincial Planning and Dev't Office
Total Response Time: 6 days, 57 minutes				

2. Review and control of charges under the Annual Investment Plan Project Programs and Activities

To review and assess alignment of charges in the approved AIP Program of Work and to monitor and evaluate the implementation of the different development programs, projects and activities in accordance with the approved development plans

Office 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) and Obligation Requests (OBRs)		<ul style="list-style-type: none"> Requesting Department 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit PRs/ OBRs.	1. Sanitize documents received.	None	30 minutes	<i>Admin. Aide III</i> Provincial Planning and Dev't Office



	1.1 Forward to concern Divisions for review and control		10 minutes	<i>OIC-PPDO</i> Provincial Planning and Dev't Office
	1.2 Forward to OIC for signature.		10 minutes	<i>OIC-PPDO</i> Provincial Planning and Dev't Office
	1.3 Record signed documents for retrieval of concern Department		10 minutes	<i>Admin. Aide III</i> Provincial Planning and Dev't Office
Total Response Time: 1 hour				



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 the other provisions of law. The submission of the budget for review is required for the appropriation measure to become wholly executory.

Office or Division	Provincial Budget Office/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><u>1. FOR ANNUAL BUDGET</u>(1 original, 1 photocopy)</p> <p>1. Transmittal letter of the Secretary to the Sanggunian.</p> <p>1.1 Appropriation Ordinance</p> <p>1.2 Budget message of the Local Chief Executive.</p> <p>1.3 Plantilla of LGU Personnel (LBP Form No. 3)</p> <p>1.4 Statement of Indebtedness (LBP Form No. 5)</p> <p>1.5 Annual Operating Budget for Local Economic Enterprise(s), if any</p> <p>1.6 Annual Investment Program, duly approved by the Sanggunian through a Resolution , and supported by the following;</p> <p>1.6.1 DILG- endorsed Gender and Development Plan and Budget.</p> <p>1.6.2 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;</p> <p>1.6.3 Local Climate Change Action Plan;</p> <p>1.6.4 Peace and Order Plan;</p> <p>1.6.5 Local Youth Development Plan;</p> <p>1.6.6 Local Nutrition Action Plan</p> <p>1.6.7 Annual Cultural Development Plan approved by the Local Culture and Arts Council through a Resolution;</p> <p>1.6.8 Indicative Annual Procurement Plan;</p> <p>1.6.9 List of PPAs for the Local Council for the Protection of Children;</p>	<ul style="list-style-type: none"> • Requesting Unit • Concerned LGU of Cagayan 	



- 1.6.10 List of PPAs for Senior Citizens and Person with Disabilities;
- 1.6.11 List of PPAs to Combats Acquired Immune Deficiency Syndrome (AIDS);
- 1.6.12 List of PPA's to Address the Problem of illegal Drugs;
- 1.6.13 LGU DTP; and
- 1.6.14 LGU CapDev Agenda;
- 1.6.15 Veto Message, if any
- 1.6.16 Sanggunian's action on veto, if any
- 1.7 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.

2. For Supplemental Budgets Supported by Funds Actually Available: (1 original, 1 photocopy)

- 2.1 Transmitted letter of the Secretary to the Sanggunian
- 2.2 Appropriation Ordinance
- 2.3 LBPF No. 8 (Statement of Funding Sources)
- 2.4 LBPF No. 9 (Statement of Supplemental Appropriation)
- 2.5 Certified Statement of Additional Realized Income
- 2.6 Certification of Savings
- 2.7 Supplemental AIP, if any
- 2.8 Veto Message, if any
- 2.9 Sanggunian's action on veto, if any

3. For Supplemental Budgets Supported by New Revenue Measure:(1 original, 1 photocopy)

- 3.1 Transmitted letter of the Secretary to the Sanggunian
- 3.2 Appropriation Ordinance
- 3.3 LBPF No. 8 (Certified Statement of Income from New Revenue Measures)
- 3.4 LBPF No. 9 (Statement of Supplemental Appropriation)
- 3.5 Copy of duly enacted Tax Ordinance as the case may be.
- 3.6 Supplemental AIP, if any
- 3.7 Veto Message, if any



3.8 Sanggunian’s action on veto, if any
4. For Supplemental Budgets Realigning Appropriation in Times of Calamity:(1 original, 1 photocopy)
 4.1 Transmittal letter of the Secretary to the Sanggunian
 4.2 Appropriation Ordinance
 4.3 LBPF No. 8 (Certificate of Source of Funds Available for Appropriation)
 4.4 LBPF No. 9 (Statement of Supplemental Appropriation)
 4.5 Supplemental AIP, if any
 4.6 Veto Message, if any
 4.7 Sanggunian’s action on veto, if any

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and put in the UV box the Municipal/City Budget for review and evaluation.	1. Operate the UV Box for disinfection.	None	5mins	<i>Administrative Aide II</i> Provincial Budget Office
2. Wait for the receiving copy.	2. Receive Annual/ Supplemental Budget together with the Annual Investment Program duly supported by the required documents.	None	10mins/ 5mins	<i>Administrative Officer II</i> Provincial Budget Office
	2.1 Check for the completeness of requirements and prepare local government budget review processing sheets.	None	1 day/ 4hours	<i>Supervising Administrative Officer V</i> <i>Administrative Officer IV</i> <i>Administrative Officer II</i> Provincial Budget Office



	2.2 Perform documentary analysis; Analyze income and appropriations; Validate appropriations; Summarize findings	None	17 days/3 days	Supervising Administrative Officer V Administrative Officer IV Administrative Officer II Provincial Budget Office
	2.3 Prepare the review action letter.	None	7 days	Budget Officer Assistant Budget Officer Supervising Administrative Officer Provincial Budget Office
	2.4 Forward review action to PFC; PFC approves and affixes their signature on the review action letter.	None	5 days	Administrative Officer II Provincial Budget Office,
	2.5 Submit review action letter to Sangguniang Panlalawigan for approval.	None	20 mins	Administrative Officer II Provincial Budget Office
TOTAL (CITY/MUNICIPAL ANNUAL BUDGET REVIEW) 30 days and 35 mins				
TOTAL (CITY/MUNICIPAL SUPPLEMENTAL BUDGET REVIEW) 15 days, 4 hrs and 30 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 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:	Provincial Budget Office/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
1. Local Budget Preparation Forms 1.1 Programmed Appropriation and Obligation by Object of Expenditure (LBP Form No. 2) (1 original) (2 photocopies) 1.2 Programmed Appropriation and Obligations by for Special Purpose Appropriations (LBP Form No. 2a.) (1 original)(2 photocopies) 1.3 Personnel Schedule (LBP Form No. 3.A) (1 original) (2 photocopies) 1.4 Mandate, Vision/Mission, Major Final Output, Performance Indicators and Targets CY_____ (LBF Form No. 4) (1 Original)(2 photocopies) 1.5 Annual Operational Plan	<ul style="list-style-type: none"> • Requesting Unit or Provincial Budget Office • Requesting Unit or Provincial Budget Office • Requesting Unit or Provincial Human Resource and Management Office • Requesting Unit • Requesting Unit

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and put in the UV Box the Local Budget Preparation Forms together with the Annual Operational Plan.	1. Operate the UV Box for disinfection.	None	5 minutes	Administrative Aide VI Provincial Budget Office
2. Wait for the receiving copy.	2. Receive department/ office Local Budget Preparation Forms.	None	5 minutes	



	2.1 Review content/ accomplished forms per department/of fice.	None	30 mins	<i>Administrative Aide IV Aministrative Assistant II Provincial Budget Office</i>
	2.2 Consolidate budget proposals for cost estimation.	None	5 days	<i>Administrative Aide IV Aministrative Assistant II Administrative Officer V Provincial Budget Office</i>
	2.3 Conduct of Preliminary Budget Hearings.	None	5 days	<i>Budget Officer Assistant Budget Officer Administrative Officer V Provincial Budget Office</i>
	2.4 Consolidate all forms into the Executive Budget	None	30 days	<i>Administrative Aide IV Aministrative Assistant II Administrative Officer V Provincial Budget Office</i>
	2.5 Prepare summaries as input to the Budget Message and Provincial/ Local Expenditure Program	None	15 days	<i>Budget Officer Assistant Budget Officer Administrative Officer V Provincial Budget Office</i>
	2.6 Submit the Executive Budget to the Governor for approval; Secure signatures of the different heads of department/ unit; and prepare transmittal letter to the Sangguniane ndorsing the Executive Budget.	None	10 days	<i>Aministrative Assistant II Administrative Officer V Provincial Budget Office</i>



	2.7 Submit the approved Executive Budget to the Sangguniang Panlalawigan	None	20 mins	<i>Budget Officer Assistant Budget Officer Administrative Officer V Administrative Assistant II Provincial Budget Office</i>
TOTAL 65 days and 1 hour				

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 request supplemental appropriations as the need arises to the Governor and submits these to the Provincial Budget Officer for review and consolidation.

Office or Division:	Provincial Budget Office/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		
1. Request letter for supplemental appropriations address to the Governor through the Provincial Budget Officer (1 original) (1 photocopy)		<ul style="list-style-type: none"> Requesting Unit 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and put in the UV Box the request letter for supplemental appropriations addressed to the Governor through the Provincial Budget Officer.	1. Operate the UV Box for disinfection.	None	5 mins.	<i>Administrative Aide VI Provincial Budget Office</i>



2. Wait for the receiving copy	2. Receive and record request letter for supplemental appropriations.	None	5 mins.	
	2.1 Review and evaluate all requests for funding.	None	30 mins.	<i>Budget Officer Administrative Officer V Provincial Budget Office</i>
	2.2 Consolidate all requests for supplemental appropriations.	None	3 days	<i>Administrative Officer V Administrative Assistant II Provincial Budget Office</i>
	2.3 Present findings and recommendations to the PFC for consideration and funding.	None	1 day	<i>Budget Officer Assistant Budget Officer Provincial Budget Office</i>
	2.4 Assist in the identification of possible sources of financing.	None	1 day	<i>Administrative Officer V Provincial Budget Office</i>
	3. PFC submits to the Governor various supplemental measures than submit to the Provincial Development Council for approval of its members.	None	10 days	
	4. Prepares Local Budget Preparation Forms needed for completion of the Supplemental Budgets (SBs) document.	None	2 days	<i>Budget Officer Assistant Budget Officer Administrative Officer V Provincial Budget Office</i>
	4.1 Submit the Supplemental Budget to the Finance Committee for signature and to	None	5days	<i>Administrative Officer V Administrative Assistant II Provincial Budget Office</i>



	the Governor for approval.			
	4.2 Transmit Supplemental Budget to the Sangguniang Panlalawigan for authorization.	None	20 mins	<i>Administrative Assistant II</i> Provincial Budget Office
TOTAL: 12 days and 1hour				

3. Issuance of Allotment Release Order (ARO) for Augmentation of Funds.

Department/Office/Hospital with deficiencies in allotment within the same class for offices within the executive or legislative departments, or realignment of savings from one expense class to another the ARO shall be the release document of effect the changes.

Office or Division	Provincial Budget Office/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		
1. Letter of request for augmentation (1 Original, 1 Photocopy)		<ul style="list-style-type: none"> Requesting unit 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and put in the UV Box the letter request for augmentation (when funds are depleted with the same allotment class).	1. Operate the UV Box for disinfection.	None	5 mins	<i>Administrative Aide VI</i> Provincial Budget Office
	2. Receive and record request	None	5 mins	



2. Wait for the receiving copy.	letter for augmentation			
	2.1 Evaluate the existence of available appropriation.	None	5 mins	<i>Administrative Officer V Administrative Officer IV Administrative Officer II Administrative Aide II</i>
	2.3 Recommend the Allotment Release Order for approval of the Governor.	None	3 mins	<i>Budget Officer Assistant Budget Officer Administrative Officer V Provincial Budget Office</i>
	2.4 Transmit the ARO to the Provincial Administrator for initial and to the Governor for approval.	None	2 days	<i>Administrative Assistant II Provincial Budget Office</i>
	2.5 Number the approved ARO are and forward copies to concerned processor, Treasurer, Accountant and Department/unit concerned	None	1 hour	<i>Administrative Assistant II Provincial Budget Office</i>
TOTAL 2 days, 1 hr. and 23 mins.				



4. 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 to other matters.

Office or Division	Provincial Budget Office/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 2. Obligation Request certified by the head of requesting agency as to charges to appropriation, allotment necessary and under his/her direct supervision and with complete supporting documents valid, proper and legal (1 original, 2 photocopies) 3. Disbursement Voucher (DV) Form(1 original, 2 photocopies) 4. Supporting Documents (Please refer to requirements of Provincial Accountant's Office per transaction)		<ul style="list-style-type: none"> End-User or Concerned Office 		
2. If Agency Procurement Request 2.1 Purchase Request (1 original, 2 photocopies)		<ul style="list-style-type: none"> End-user 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and put in the UV box the ObR with complete supporting documents	1. Operate the UV Box for disinfection. 1.1 Receive, assign ObR number, and record in the computer all transactions needing Obligations and forward documents to the concerned Processor.	None	5minutes	<i>Administrative Aide VI</i> Provincial Budget Office
		None	5 minutes	



	1.2 Receive, assign earmark number, and record in the computer all transactions needing earmarking and forward documents to the concerned Processer.	None	5 minutes	
	1.3 Review and verify as to the existence of available appropriation to cover claims	None	3 minutes	<i>Administrative Officer V Administrative Officer IV Administrative Officer II Administrative Aide II Provincial Budget Office</i>
	1.4 Record to the Registries of Appropriations, Allotments, and Obligations	None	3 minutes	<i>Administrative Officer V Administrative Officer IV Administrative Officer II Provincial Budget Office</i>
	1.5 Certify as to the existence of available appropriation	None	3 minutes	<i>Budget Officer Assistant Budget Officer Administrative Officer V Administrative Officer IV Administrative Officer II Provincial Budget Office</i>
	1.6 Scan, record, and forward approved OBRs to Provincial Accountant's Office 1.7 Scans, records, and releases approved PRs to concerned offices.	None	8 minutes	<i>Administrative Aide II Provincial Budget Office</i>
TOTAL (OBR Processing): 24mins TOTAL (PR Processing): 22 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 payor (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 of 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, sign, 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	Fees 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	Accountant 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 II 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 II Provincial Accountant's Office
Total: 1 Hour and 22 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			
Classification	Complex			
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	Fees 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	5 days	Accountant IV Accountant III Provincial Accountant's Office
	1.4 Trace, check, verify and validate discrepancies	None	5 hours	Administrative Officer IV Administrative Aide VI Provincial Accountant's Office
	1.5 Prepare monthly Bank Reconciliation Statement	None	5 days	Accountant IV Accountant III Administrative Aide VI Provincial Accountant's Office
	1.6 Forward certification for signature	None	10 minutes	Provincial Accountant Accountant IV Provincial Accountant's Office
	1.7 Submit to Commission on Audit (COA) and Treasurer's Office (PTO)	None	25 minutes	Accountant IV Accountant III Administrative Aide VI Provincial Accountant's Office
TOTAL: 15 days, 5 hours & 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			
Classification	Simple			
Type of Transaction	G2G			
Who will avail	Cash disbursing officers, officials and employees of the Provincial			
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	Fees to be Paid	Processing Time	Person Responsible

1. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	1. Disinfect the financial documents and retrieve within the prescribed time	None	15 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Officer II</i> <i>Administrative Officer V</i> <i>Accountant III</i> Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Aide VI</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	2.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office
	2.4 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



3. Receipt of financial document/s duly signed by authorized signatories	3. Release Disbursement Voucher (DV) to claimant / liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 1 hour and 8 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		<ul style="list-style-type: none"> Concerned Office 	

2.2 Report of Disbursement	
2.3 Petty Cash Replenishment Report	
2.4 Approved Purchase Request with certificate of Emergency Purchase, if necessary.	
2.5 Bills, receipts, sale invoices	
2.6 Certificate of inspection and acceptance	
2.7 Report of Waste Materials in case of replacement/repair	
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
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	Fees to be Paid	Processing Time	Person Responsible
1. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	1. Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Officer II</i> <i>Administrative Officer V</i> <i>Accountant III</i> Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Aide VI</i> <i>Administrative Officer I</i> Provincial Accountant's Office



	2.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	3. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 1 hour and 8 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	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:		<ul style="list-style-type: none"> Governor's Office

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).	
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. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before	1. Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	Administrative Aide II Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	



	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Officer II Administrative Officer V Accountant III Provincial Accountant's Office</i>
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Aide VI Administrative Officer II Provincial Accountant's Office</i>
	2.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV Provincial Accountant's Office</i>
	2.4 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>
3. Receipt of financial document/s duly signed by authorized signatories	3. 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) 1 hour and 8 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 DIVISION	
Classification	Simple	
Type of Transaction	G2G	
Who will avail	Elected officials and all officials & employees of the Provincial	
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	<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 Agendand 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. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	1. Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Officer II</i> <i>Administrative Officer V</i> <i>Accountant III</i> Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Aide VI</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	2.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office
	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	3. 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) 1 hour and 8 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

Office 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 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 	
1.4 Results of evaluation of financial and technical capability of selected NGO/PO	<ul style="list-style-type: none"> Bids and Awards Committee 	
e. Performance Security for infrastructure	<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. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	1. Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	Administrative Aide II Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Officer II Administrative Officer V Accountant III Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Aide VI Administrative Officer II Provincial Accountant's Office
	2.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Provincial Accountant's Office



	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	3. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 1 hour and 8 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		
1. Case Study 2. Letter request 3. Medical 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. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before	1. Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Officer II</i> <i>Administrative Officer V</i> <i>Accountant III</i> Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Aide VI</i> <i>Administrative Officer II</i>
	2.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office
	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	3. 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) 1 hour and 8 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	1.2 Certified true copy of Oath of Office	<ul style="list-style-type: none"> Human Resource & Management Office
1.3 Certificate of Assumption		
1.4 Statement of Assets and Liabilities		
1.5 Approved DTR		<ul style="list-style-type: none"> Concerned Office/employee
1.6 BIR Form 1902 and 2305		<ul style="list-style-type: none"> Concerned Office
1.7 Clearance from money, property and legal accountabilities from the previous office		<ul style="list-style-type: none"> Provincial Accountant's Office
1.8 Certified true copy of pre-audited disbursement voucher		<ul style="list-style-type: none"> Previous Office
1.9 BIR form 2316		<ul style="list-style-type: none"> Previous Agency
1.10 Certificate of Available Leave Credits		<ul style="list-style-type: none"> Provincial Accountant's Office
1.11 Service Record		<ul style="list-style-type: none"> Previous Office
2. 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
3. Salary of casual/Contractual Personnel		
3.1 Certified true copy of appointment		<ul style="list-style-type: none"> Concerned Office/employee
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. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before	1. Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Officer II</i> <i>Administrative Officer V</i> <i>Accountant III</i> Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Aide VI</i> <i>Administrative Officer I</i> Provincial Accountant's Office I
	2.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office
	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	3. 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) 1 hour and 8 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. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	1. Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	Administrative Aide II Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Officer II Administrative Officer V Accountant III Provincial Accountant's Office



	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Aide VI Administrative Officer II Provincial Accountant's Office</i>
	2.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV Provincial Accountant's Office</i>
	2.4 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>
3. Receipt of financial document/s duly signed by authorized signatories	3. 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) 1 hour and 8 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		<ul style="list-style-type: none"> • Provincial Accountant's Office • Provincial Treasurer's Office • Provincial Legal Office, and • Provincial General Services Office
2. Clearance from money, property and legal accountabilities		

3. Approved DTR 3.1 Additional due to heirs of deceased employee 3.2 Death Certificate 3.3 Marriage Contract, If applicable 3.4 Birth Certificate of surviving legal heirs			<ul style="list-style-type: none"> Concerned Office 	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	1. Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	Administrative Aide II Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Officer II Administrative Officer V Accountant III Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Aide VI Administrative Officer II Provincial Accountant's Office
	2.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	3. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL: 1 hour and 8 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			
CHECKIST 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. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before	1. Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	Administrative Aide II Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Officer II Administrative Officer V Accountant III Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Aide VI Administrative Officer II Provincial Accountant's Office

	2.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	3. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 1 hour and 8 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. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	1. Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	Administrative Aide II Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Officer II Administrative Officer V Accountant III Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Aide VI Administrative Officer II Provincial Accountant's Office
	2.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
	2.4 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



3. Receipt of financial document/s duly signed by authorized signatories	3. Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 1 hour and 8 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. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	1. Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	Administrative Aide II Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Officer II Administrative Officer V Accountant III Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Aide VI Administrative Officer II Provincial Accountant's Office
	2.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 1 hour and 8 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. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	Administrative Aide II Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Officer II Administrative Officer V Accountant III Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Aide VI Administrative Officer II Provincial Accountant's Office
	2.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Provincial Accountant's Office



	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 1 hour and 8 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. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	1. Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	Administrative Aide II Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	



	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Officer II Administrative Officer V Accountant III Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Aide VI Administrative Officer I Provincial Accountant's Office I
	2.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 1 hour and 8 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	<ul style="list-style-type: none"> Provincial Accountant's Office 		

Accountabilities	<ul style="list-style-type: none"> 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
1. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	Administrative Aide II Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Officer II Administrative Officer V Accountant III Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Aide VI Administrative Officer II Provincial Accountant's Office
	2.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Provincial Accountant's Office



	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 1 hour and 8 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. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Officer II</i> <i>Administrative Officer V</i> <i>Accountant III</i> Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Aide VI</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	2.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office
	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	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) 1 hour and 8 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. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	Administrative Aide I Provincial Accountant's Office I
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Officer II Administrative Officer V Accountant III Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Aide VI Administrative Officer II Provincial Accountant's Office



	2.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 1 hour and 8 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		<ul style="list-style-type: none"> Concerned Office 		
2. Telephone/Communication Services 2.1 Statement of Account/Bill		<ul style="list-style-type: none"> concerned Office 		
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible

1. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Officer II</i> <i>Administrative Officer V</i> <i>Accountant III</i> Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Aide VI</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	2.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office
	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	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) 1 hour and 8 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	<ul style="list-style-type: none"> Concerned Office
2. Other Supporting documents as are necessary depending on the nature of expenses	<ul style="list-style-type: none"> Concerned Office

Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Officer II</i> <i>Administrative Officer V</i> <i>Accountant III</i> Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Aide VI</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	2.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office



	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 1 hour and 8 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 the receipt of Notice of Award)	<ul style="list-style-type: none"> Bids & Awards Committee/Office 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-	<ul style="list-style-type: none"> Bids & Awards Committee/Office concerned 		

goods; 1m and above-consultancy)	
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
1.25 Detailed breakdown of ABC 1.25.1 Invitation of 3 observers, at least 3 calendar days before Pre-Bid Conference 1.25.2 Invitation of 3 observers, at least 3 calendar days before Bid Opening 1.25.3 Invitation of 3 observers, at least 3 calendar days before Post-Qualification Stage 1.25.4 Certification from the Head of BAC secretariat	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned

<p>on the posting of ADVERTISEMENT at conspicuous place within 7 days 1.25.5 Certification from the Head of BAC secretariat on the posting of NOTICE OF AWARD at conspicuous place within 7 days 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 1.25.7. Notification of the Bidding Results to the Losing Bidder</p>	
<p>2. Infrastructure (Additional Requirements :) 2.1 Copy of the approved PERT/CPM Network Diagram and detailed computation of contract time 2.2 Manpower Schedule 2.3 Construction Methods 2.4 Equipment Utilization Schedule 2.5 Affidavit of Site Inspection 2.6 Letter request from Contractor for progress payments 2.7 Statement of Work Accomplishment 2.8 Certificate of inspection 2.9 Results of Test Analysis, if applicable 2.10 Statement of Time Elapsed 2.11 Monthly Certificate of Payment 2.12 Contractor's Affidavit on payment of laborers and materials 2.13 Pictures-before, during and after construction of items of work especially the embedded items 2.14 Certificate of Completion (Final payment) 2.15 Certificate of Acceptance (Final payment/End User) 2.16 Clearance from the Provincial Treasurer that the corresponding sand and gravel fees have been paid (Final Payment) 2.17 Warranty Security-final payment (cash/letter of credit-5% of CP; bank 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>	<ul style="list-style-type: none"> • Bids & Awards Committee/Office concerned
<p>3. Advance Payment (Additional Requirements) 3.1 Irrevocable Letter of Credit/Security Bond/Bank Guarantee</p>	<ul style="list-style-type: none"> • Insurance Company

<p>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"> 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 Inventory 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
<p>1. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing</p>	<p>Disinfection of financial documents and retrieves within the prescribed time</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Administrative Aide II</i> Provincial Accountant's Office</p>
<p>2. Wait for the processing of financial document/s</p>	<p>2. Register Disbursement Voucher (DV) in the registry record and assign tracking number</p>	<p>None</p>	<p>2 minutes</p>	



	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	Administrative Officer II Administrative Officer V Accountant III Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	Administrative Aide VI Administrative Officer II Provincial Accountant's Office
	2.3 Record and post to salary individual ledger card	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	Release Disbursement Voucher (DV) to claimant/liason officer	None	2 minutes	Administrative Aide IV Provincial Accountant's Office
TOTAL (time line per transaction) 1 hour and 8 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	Bids & Awards Committee/Office

<p>1.2 Purchase Request</p> <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</p>	<p>concerned Concerned Office</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</p> <p>Bids & Awards Committee/Office concerned</p> <p>Claimant</p> <p>Bids & Awards Committee/Office concerned</p> <p>Bids & Awards Committee/Office</p>
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<p>Department that the supplier has complied with all the requirements under the original contract</p> <p>5. Shopping (Additional Requirements)</p> <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)</p> <p>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</p> <p>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</p> <p>In case of Small Value procurement</p> <p>6.12 Letter/invitation to submit proposals</p> <p>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</p>	<p>concerned</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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the original contract 6.15 Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay	Bids & Awards Committee/Office concerned
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Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Register in the client Log book and put the document/s in the UV sterilizer for disinfection before processing	Disinfection of financial documents and retrieves within the prescribed time	None	15 minutes	<i>Administrative Aide II</i> Provincial Accountant's Office
2. Wait for the processing of financial document/s	2. Register Disbursement Voucher (DV) in the registry record and assign tracking number	None	2 minutes	
	2.1 Review, check and verify as to completeness of supporting documents	None	30 minutes	<i>Administrative Officer II</i> <i>Administrative Officer V</i> <i>Accountant III</i> Provincial Accountant's Office
	2.2 Control Disbursement Voucher (DV) as to obligation	None	2 minutes	<i>Administrative Aide VI</i> <i>Administrative Officer II</i> Provincial Accountant's Office
	2.3 Record and post to salary individual ledger card	None	2 minutes	<i>Administrative Aide IV</i> Provincial Accountant's Office
	2.4 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
3. Receipt of financial document/s duly signed by authorized signatories	3. 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) 1 hour and 8 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 Concern 		
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 Official receipt from client/employee	None	1 minute	<i>Administrative Aide II</i> Provincial Accountant's Office
2. Submit duly accomplished form with complete attachments	Furnish client/employee clearance form to be accomplished	None	3 minutes	<i>Administrative Officer III</i> Provincial Accountant's Office
3. Wait for the processing of document/s	3. Affix signature on the space provided for as to accountability	None	5 minutes	<i>Accountant III</i> <i>Administrative Officer IV</i> <i>Administrative Aide VI</i> Provincial Accountant's Office
	3.1 Assign control number	None	1 minute	<i>Administrative Officer III</i> Provincial Accountant's Office
	3.2 Forward duly accomplished form for approval/signature	None	1 minute	<i>Provincial Accountant Asst. Prov'l Accountant</i> Provincial Accountant's Office



4. Receipt of document/s duly signed by the authorized signatories	Record and release to client or employee	None	1 minute	Administrative Aide II Provincial Accountant's Office
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 Officer IV 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 Officer IV Administrative Aide VI Administrative Aide IV Provincial Accountant's Office

	1.2 Review and prepare journal entries	None	15 minutes	<i>Accountant III Administrative Officer IV Administrative Aide VI Administrative Aide IV Provincial Accountant's Office</i>
	1.3 Approve Journal entries	None	15 minutes	<i>Provincial Accountant Asst. Prov'l. Accountant Accountant IV Administrative Officer IV Provincial Accountant's Office</i>
	1.4 Reconciliation of Subsidiary Ledger Account to General Ledger Account	None	5 days	<i>Accountant IV Accountant III Administrative Officer IV Administrative Aide VI Provincial Accountant's Office</i>
	1.5 Generate financial reports (monthly / quarterly)	None	5 days	<i>Accountant IV Accountant III Administrative Officer 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 Accountant's Office</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 Office</i>



	1.10 Earmark of Purchased Request and Allotment release Order	None	5 hours	<i>Accountant III</i> Provincial Accountant's Office
Total 14 days, 4 hours & 10 minutes				



OFFICE OF THE PROVINCIAL TREASURY

EXTERNAL SERVICES

1. PAYMENT OF TAXES, FEES & CHARGES and OTHER TAXES

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

Office or Division	PROVINCIAL TREASURY	
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: 1.1 Latest Official Receipts 1.2 Tax Declaration(TD)		<ul style="list-style-type: none"> Client's copy of the original receipt. Provincial/Municipal Assessor's Office. In case of lost, Provincial/Municipal Treasury where said RPT is being paid
2. TRANSFER TAX 2.1 Deed of Sale; 2.2 Tax Declaration based on Fair Market Value (FMV); 2.3 Real Property Tax clearance		<ul style="list-style-type: none"> Client's copy Provincial/Municipal Assessor's Office. Municipal Treasurer's Office
3. PROFESSIONAL TAX 3.1 Philippine Regulation Commission(PRC) License 3.2 Assessment slip		<ul style="list-style-type: none"> 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 4.2 Assessment Slip		<ul style="list-style-type: none"> Client's copy Prov'l Treasury, License & Fees Division
5. SAND & GRAVEL TAX 5.1 Assessment Slip 5.2 Assessment Slip for Provincially paid projects		<ul style="list-style-type: none"> Provincial Environment Natural Resources Office(PENREO) 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		<ul style="list-style-type: none"> Client's record Client's copy Prov'l Treasury, License & Fees Division
7. PERMIT FEES- Governor's Permit 7.1 Notarized Application Form 7.2 Assessment Slip 7.3 Letter of Authority		<ul style="list-style-type: none"> Prov'l Treasury, License & Fees Division Prov'l Treasury, License & Fees Division Owner, if authorized to transact

<p>8. CERTIFICATION FEES/POSTING</p> <p>8.1 Assessment Slip</p> <p>8.2 Copy of Clearance</p> <p>8.3 Photocopies of documents requested to be paid.</p>	<ul style="list-style-type: none"> • Provincial Assessor's Office, Sangguniang Panlalawigan • Prov'l Accountant Office, Prov'l Legal Office, Prov'l Treasury Office • Office of concerned.
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1.1 REAL PROPERTY TAX

CLIENT STEP	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook, present vaccination card	1. Check vaccination card, and strict observance with the wearing of face mask, face shield and assist the client in signing the logbook.	None	3 minutes	<i>Administrative Division</i> Provincial Treasurer's Office
<p>2. Proceed to Real Property Tax Division for presentation of required documents and payment of:</p> <p>2.1 Payment of Real Property tax due</p> <p>2.2 Transfer Tax</p> <p>2.3 Issuance of Official Receipts.</p>	<p>2. Check the completeness of the submitted requirements.</p> <p>2.1 Computes, issue Official Receipt and receive payment.</p>	<p>Taxes: 1% BASIC and 1% SEF of the assessed value.</p> <p>Discount of 10% if paid on or before deadlines and 15% if paid in full before January 1.</p> <p>Penalties of 2% per month but not to exceed 72%</p> <p>Transfer Tax is 50% of 1% of acquisition cost or FMV whichever is higher.</p>	7 minutes	<i>Real Property Tax Division</i> Provincial Treasurer's Office
TOTAL: 10 minutes				

1.2 ANNUAL FIXED TAX ON DELIVERY VANS/TRUCKS

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook, present vaccination card.	1. Check vaccination card, and strict observance with the wearing of facemask, face shield and assist the client in signing the logbook.	None	2minutes	<i>Officer of the Day</i> Provincial Treasurer's Office
2. Present required documents.	2. Evaluate the completeness of the submitted documents, compute and prepare assessment slip.	None	3 minutes	<i>License & Fees Division</i> Provincial Treasurer's Office
3. Proceed to Cash Receipts Division for payment of the tax due and issuance of an Official Receipt(O.R.)	3. Issue Official Receipt and receive payment.	<p>Permit Fees: Operators of delivery trucks or vans: 3 wheelers – PHP100.00 per unit 4 wheelers – PHP200.00 per unit 6 wheelers – PHP300.00 per unit 8-10 wheelers – PHP400.00 per unit</p> <p>Taxes: Annual Fixed Tax of PHP500.00 for every truck, van, cargo, any motorized vehicle.</p>	5 minutes	<i>Cash Receipts Division</i> Provincial Treasurer's Office



		Sticker Fee of PHP50.00 per truck Penalties:25% Surcharge; 2% per month not to exceed 72%		
TOTAL 12 minutes				

1.3 PROFESSIONAL TAX

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook, present vaccination card	1. Check vaccination card, and strict observance with the wearing of face mask, face shield and assist the client in signing the logbook.	None	2 minutes	<i>Officer of the Day</i> Provincial Treasurer's Office
2. Present required documents.	2. Evaluate the completeness of the submitted documents, compute and issue assessment slip.	None	3 minutes	<i>License & Fees Division</i> Provincial Treasurer's Office
3. Proceed to Cash Receipts Division for payment of the tax due and issuance of an Official Receipt(O.R.)	3. Issue Official Receipt and receive payment.	PHP 300.00 A penalty of 25%and surcharge2 % per month not to exceed 72%.	5 minutes	<i>Cash Receipts Division</i> Provincial Treasurer's Office
TOTAL 10 minutes				

1.4 SAND & GRAVEL TAX/PERMIT FEES

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook, present vaccination card	1. Check vaccination card and strict observance with the wearing of face mask, face shield and assist the client in signing the logbook.	None	2 minutes	<i>Officer of the Day</i> Provincial Treasurer's Office
2. Present required documents.	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.	None	3 minutes	<i>License & Fees Division</i> Provincial Treasurer's Office
3. Proceed to Cash Receipts Division for payment of the tax due and issuance of an Official Receipt(O.R.)	3. Issue Official Receipt and receive payment.	Permit Fee 1.Extraction of sand and resources – PHP1,000.00 Extraction Fee – PHP20.00 per cu.m. 2.CSAG/ISAG Application Fee for theExtraction of limestone and other quarry resources PHP30,000.00 Tax per cu.m.	5 minutes	<i>Cash Receipts Division</i> Provincial Treasurer's Office

		2.1 Sand & gravel P30.00 2.2 Pure Sand-- -----40.00 2.3 Boulders----- ----50.00 2.4 Mountain soil---15.00 A penalty of 25%and surcharge2% per month not to exceed 72%.		
TOTAL 10 minutes				

1.5 FRANCHISE TAX

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook, present vaccination card.	1. Check vaccination card and strict observance with the wearing of face mask, face shield and assist the client in signing the logbook.	None	2 minutes	
2. Present required documents.	2. Evaluate the completeness of the submitted documents and issue an Assessment Slip for the payment.	None	3 minutes	<i>License & Fees Division</i> Provincial Treasurer's Office
3. Proceed to Cash Receipts Division for	3. Issue Official Receipt and	Permit Fee: Power producers/	5 minutes	<i>Cash Receipts Division</i> Provincial Treasurer's Office

<p>payment of the tax due and issuance of an Official Receipt(O.R.)</p>	<p>receive payment.</p>	<p>distributors, Telephone/tel egraph and wireless centers and CATV operators capital 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 b. Radio stations area of coverage within the municipality... PHP5,000.00 beyond municipality PHP10,000.00 Tax: 50% of 1% of the gross annual receipts of the preceding calendar year or 1/20 of 1% of the capital investments. A penalty of 25% and surcharge 2% per month not</p>		
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		to exceed 72%.		
TOTAL 10 minutes				

1.6 AMUSEMENT TAX

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook, present vaccination card.	1. Check vaccination card and strict observance with the wearing of face mask, face shield and assist the client in signing the logbook.	None	2 minutes	<i>Officer of the Day</i> Provincial Treasurer's Office
2. Present required documents.	2. Evaluate the completeness of the submitted documents and issue an Assessment Slip for the payment.	None	3 minutes	<i>License & Fees</i> <i>Division</i> Provincial Treasurer's Office
3. Proceed to Cash Receipts Division for payment of the tax due and issuance of an Official Receipt(O.R.)	3. Issue Official Receipt and receive payment.	1. Permit Fee: 1.1 Operators of amusement places – PHP2,000.00 1.2 Cockpits– PHP10,000.00 1.3 Ambulant Circuses– PHP500.00 1.4 Internet/Café'	5 minutes	<i>Cash Receipts</i> <i>Division</i> Provincial Treasurer's Office

		<p>s/Shop –PHP 500.00</p> <p>2. Tax rates based on the gross receipts from admission fees:</p> <p>2.1 Legalized gambling & other games of chance.....30%</p> <p>2.2. Cockpits.....30%</p> <p>2.3 heaters/cine mas/movies30%</p> <p>2.4 Circuses, carnivals ----- --15%</p> <p>2.5 Concerts & live theatre shows--10%</p> <p>2.6 Restaurants w/live bands-- ---10%</p> <p>2.7 Places of adult entertainment —20%</p> <p>2.8 Videoke bars, video games-----5%</p> <p>2.9 Billiards establishments-----5%</p> <p>2.10 All other places of amusement not covered</p>		
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		<p>by the above enumeration but charging admission fee ----10%</p> <p>A penalty of 25%and surcharge2% per month not to exceed 72%.</p>		
TOTAL: 10 minutes				

1.7 TAX ON PRINTING & PUBLICATION

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook, present vaccination card.	1. Check vaccination card and strict observance with the wearing of face mask, face shield and assist the client in signing the logbook.	None	2 minutes	<i>Officer of the Day</i> Provincial Treasurer's Office
2. Present required documents.	2. Evaluate the completeness of the submitted documents and issue an Assessment Slip for the payment.	None	3 minutes	<i>License & Fees Division</i> Provincial Treasurer's Office
3. Proceed to Cash Receipts Division for payment of the tax due and issuance of an Official Receipt(O.R.)	3. Issue Official Receipt and receive payment.	Permit Fee: Printing & Publication PHP1,000.00 Photocopier – PHP500.00 - Tax of 50% of 1% of the gross annual	5 minutes	<i>Cash Receipts Division</i> Provincial Treasurer's Office



		receipts of the preceding calendar year or 1/20 of 1% of the capital investments. A penalty of 25% and surcharge 2% per month not to exceed 72%.		
TOTAL: 10 minutes				

1.8 CERTIFICATION /POSTING Fee

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook, present vaccination card.	1. Check vaccination card and strict observance with the wearing of face mask, face shield and assist the client in signing the logbook.	None	2 minutes	<i>Officer of the Day</i> Provincial Treasurer's Office
2. Proceed to Cash Receipts Division present assessment slip & pay the corresponding fee.	2. Verify assessment slip issue Official Receipt and receive payment.	1. Certification Fee – PHP50.00 or PHP20.00 per copy whichever is higher 2. Posting Fee: Posting of Titles– PHP200.00 Foreclosure– PHP500.00 Posting all other	5 minutes	<i>Cash Receipts Division</i> Provincial Treasurer's Office

		<p>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:</p> <p>3.1.1a- Inspection of Real property Unit(RPU) with a distance (from the Capitol) of more than 50 kms - PHP500.00</p> <p>3.1.1b- Inspection Fee of Real property Unit(RPU) with a distance (from the Capitol) of more than 50 kms – PHP400.00</p> <p>3.1.2- Verification and Research Fee – PHP200.00</p> <p>3.1.3- Annotation Fee- PHP200.00</p> <p>3.2-Prov'l Legal Office</p>		
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		<p>3.2.1- Photocopy of Transcript of stenographic Notes on the proceedings or hearings on Administrativ e Cases...PHP 10.00/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 office..PHP20 .00/issuance Other Charges: Excavation Fee:.PHP500 .00</p>		
<p>TOTAL 7 minutes</p>				



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	
1. Letter Request (1 Original) with Valid ID 2. Special Power of Attorney with Valid ID (if other than the owner)			<ul style="list-style-type: none"> Client's own documents 	
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client log book at the entrance booth	1. Assist the client	None	3 Minutes	<i>PACD Assm't Clerk II LAOO II Provincial Assessor's Office</i>
	1.1 Interview client (only at the entrance, the staff inside the booth)	None	5 Minutes	ARISM Division LAOO III Provincial Assessor's Office
2. Submit letter request/present documents to support request (for agencies and non-owners)	2. Disinfect document/s	None	30 Minutes	<i>PACD Assm't Clerk II LAOO II Provincial Assessor's Office</i>



	2.1 Receive and validate	None	5 Minutes	ARISM Division LAOO III Provincial Assessor's Office
	2.2 Research and evaluate	None	30 Minutes per RPU (for new records)	<i>ARISM Division LAOO II Assm't Clerk II</i> Provincial Assessor's Office
	2.3 Issue payment slip	None	1 Minute	<i>ARISM Division LAOO II Assm't Clerk II</i> Provincial Assessor's Office
	2.4 Prepare requested document/s	None	15 Minutes per RPU (for new records)	<i>ARISM Division LAOO II Assm't Clerk II</i> Provincial Assessor's Office
3. Pay fees	3. Receive / process payment	Research/ Verification Fee: (As per Revenue Code of Cagayan, Revised 2013 Edition) PHP200.00 per Property Owner (Property Holding Certification) PHP200.00 per RPU for Certified Copies of Tax Declarations and other documents	20 Minutes	<i>PTO Cash Receipt Division</i> Provincial Treasurer's Office



		Certification Fee: PHP100.00 per Property Holding certificate PHP50.00 per Certified True Copy		
4. Submit official receipt	4. Receive official receipt	None	3 Minutes	ARISM Division LAOO II Assm't Clerk II Provincial Assessor's Office
5. Receive documents	5. Issue documents	None	3 Minutes	ARISM Division LAOO III Provincial Assessor's Office
TOTAL 1 Hour and 55 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		FOR UNTITLED

<ol style="list-style-type: none"> 1. Approved survey plan and/or certification of alienability and disposability of the land (1 Original) 2. O.R. of payment of ten-year back taxes and the current year (1 Original) 3. Ocular inspection report by the assessor or his authorized representative (1 Original) <p>FOR TITLED PROPERTIES</p> <ol style="list-style-type: none"> 1. Certified/Electronic True Copy of Title 2. Certificate Authorizing Registration 3. Documents/Any mode of conveyance 4. Latest payment of Realty Tax <p>5. Approved subdivision plan</p>	<ul style="list-style-type: none"> • DENR (CENRO) • Treasurer's Office (Provincial/Municipal) • Municipal Assessor's Office <p>FOR TITLED PROPERTIES</p> <ul style="list-style-type: none"> • Register of Deeds • BIR • Self-secured document • Treasurer's Office (Provincial/Municipal) • DENR
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CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client log book at the entrance booth	1. Assist the client	None	3 Minutes	<i>PACD Assm't Clerk II LAOO II</i> Provincial Assessor's Office
2. Present required documents	2. Disinfect documents	None	30 Minutes	<i>PACD Assm't Clerk II LAOO II</i> Provincial Assessor's Office
	2.1 Get documents from the UV box and bring to the Tax Mapping Division	None	5 Minutes	<i>PACD Assm't Clerk II LAOO II</i> Provincial Assessor's Office
	2.2 Plot, project and assign PIN in the section maps (if necessary)	None	5 Minutes per parcel/RPU	<i>Tax Mapping Division LAOO III LAOO II</i> Provincial Assessor's Office
	2.3 Forward transactions to AOED	None	5 Minutes per bulk	<i>Tax Mapping Division LAOO III LAOO II</i> Provincial Assessor's Office

	<p>2.4 Evaluate transactions as to completeness of required documents and sufficiency of realty taxes and fees</p> <p>2.4.1 If complete, forward to PVED</p> <p>2.4.2 if incomplete, return to client and advise to secure lacking requirements (with note from the evaluator)</p>	None	5 Minutes per parcel/RPU	<p>AOED LAOO IV LAOO II Provincial Assessor's Office</p>
	2.5 Forward to PVED for evaluation as to entries of data (correctness of assessment)	None	5 Minutes per parcel/RPU	<p>PVED AO V LAOO II Provincial Assessor's Office</p>
	2.6 (Forward to ARISM) for the stamping of dates/final review	None	5 Minutes per parcel/RPU	<p><i>ARISM Division</i> <i>LAOO II</i> <i>Assm't Clerk II</i> Provincial Assessor's Office</p>
	2.7 Forward to the Provincial Assessor for approval	None	5 Minutes per parcel per parcel/RPU	<p><i>ARISM Division</i> <i>LAOO II</i> <i>Assm't Clerk II</i> Provincial Assessor's Office</p>

	2.8 Forward to ARISM for numbering and segregation	None	5 Minutes per parcel/RPU	Provincial Assessor Provincial Assessor's Office
3. Receive the approved Tax Declaration	2.9 Issue documents	None	3 Minutes	ARISM Division LAOO III Provincial Assessor's Office
TOTAL: 1 hour and 16 Minutes (if one parcel/RPU only, but for bulk, processing time would be adjusted accordingly)				

3. Appraisal, Assessment and Re-assessment

The conduct of appraisal and assessment of Real Properties is done for newly declared Real Properties and re-assessment for General Revision purposes.

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 Original)			<ul style="list-style-type: none"> Client's own document/s 	
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client log book at the entrance booth	1. Assist the client	None	3 Minutes	PACD Assm't Clerk II LAOO II Provincial Assessor's Office
2. Submit letter request	2. Disinfect document	None	30 Minutes	PACD Assm't Clerk II LAOO II Provincial Assessor's Office

	2.1 Transmit to the Admin. Section for recording purposes	None	3 Minutes	<i>PACD Assm't Clerk II LAOO II Provincial Assessor's Office</i>
	2.2 Receive and record the document	None	5 Minutes	<i>Admin. Section Statistician II Provincial Assessor's Office</i>
	2.3 Transmit to the Provincial Assessor	None	2 Minutes	<i>Admin. Section Statistician II Provincial Assessor's Office</i>
	2.4 Assign and schedule the personnel to attend to the activity	None	5 Minutes	<i>Provincial Assessor Provincial Assessor's Office</i>
	2.5 Prepare Travel Order	None	30 Minutes	<i>Admin. Section Administrative Officer III Provincial Assessor's Office</i>
	2.6 Approve Travel Order	None	10 Minutes (if Provincial Assessor is in the Office - recommending) 1 Day (if the Provincial Administrator is in his Office)	<i>Provincial Assessor Provincial Assessor's Office Assessor Provincial Administrator</i>
	2.7 Conduct ocular appraisal, assessment, re-assessment activity	None	1 Day per site	<i>REA and Technical Personnel LAOO IV LAOO II AO V LAOO III Assm't Clerk II</i>



				Assessor's Office Assessor
	2.8 a. Prepare report (if report is sufficient); b. PAC Resolution (if requested)	None	a. 5 Working Days b. 10 Working Days	<i>REA and Technical Personnel</i> LAOO IV LAOO II AO V LAOO III Assm't Clerk II Assessor's Office Assessor <i>Provincial Appraisal Committee</i> Engr. Joe R. Martin, PAssO Ms. Mila Q. Mallonga, PTO Engr. Vincent S. Taguba, PEO
5. Receive documents	5. Issue documents	None	5 Minutes	<i>Admin. Section Statistician II</i> Assm't Clerk II Assessor's Office Assessor
TOTAL 7 Days, 1 Hour and 28 Minutes (if Appraisal Report is sufficient to the requesting party) 17 Days, 1 Hour, 28 Minutes (if PAC Resolution is needed by 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	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Office Clearance and OR of Clearance Fee	1. Receive the documents and check completeness	None	5 minutes	<i>Division Chief Property Management Division</i>
	1.1 Check /verify inventory record as to office, as to personnel	None	4 hours	<i>Division Chief Property Management Division</i>
	1.2 Prepare memo for the conduct of office inventory	None	15 minutes	<i>Division Chief Property Management Division</i>



				<i>Department Head</i>
	1.3 GSO Head to sign the memo	None	5 minutes	<i>Division Chief Property Management Division</i>
	1.4 Conduct actual physical inventory at site/office of the Accountable Officer	None	3 days	<i>Division Chief Property Management Division</i>
	1.5 Update inventory records of Office of exiting Accountable Officer and cause the transfer of records to the incoming Accountable Officer	None	1 day	<i>Division Chief Property Management Division</i>
	1.6 Prepare Property Clearance and affix initial and forward to Admin Division	None	30 minutes	<i>Division Chief Administrative Division</i>
	1.7 Record Property Clearance and place on the Dept Head's table	None	10 minutes	<i>Department Head General Services Office</i>
	1.8 Signing of Clearance		5 minutes	<i>Division Chief Administrative Division</i>
	1.9 Collate, record, signed Property Clearance and return to Property Division		30 minutes	<i>Division Chief Property Management Division</i>
	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 or 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 REQUIRMENTS		WHERE TO SECURE		
1. Accomplished AIR Form - 4 copies 2. The following are attached to the AIR Form - original and 3 photocopies of: 2.1 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)		<ul style="list-style-type: none"> End-user's Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Receive document and check attachment as to completeness of number of copies	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	None	5 minutes	<i>Division Chief</i> Property Management Division

	items			
	1.4 Get/ Pullout copy no. 2 of the AIR for GSO file	None	5 minutes	<i>Division Chief</i> Property Management Division
	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. Released signed AIR form to Enduser	None	2 minutes	<i>Division Chief</i> Property Management Division
TOTAL 3 hours 50 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 or Division	General Services Office - Property and Supply Management Division		
Classification	G2G		
Type of Transaction	Simple		
Who may avail	PGC Offices processing their payment for acquired supplies and equipment		
CHECKLIST REQUIRMENTS		WHERE TO SECURE	
1. Accomplished OBR - Voucher (number of copies as per required by Finance Offices) 2. Attachment of the OBR-Voucher Accomplished copies with 1 original and 4 photocopies for each document: 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,		<ul style="list-style-type: none"> End-user's Office 	



Inventory Custodian Slip (ICS) / Acknowledge Receipt for Equipment (ARE)				
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive document and check as to completeness of attachment and number of copies	None	15 minutes	<i>Division Chief</i> Property Management Division
	1.2 Get/ Pullout copy no. 2 of PR, PO, OR/DR	None	5 minutes	<i>Division Chief</i> Property Management Division
	1.3 Voucher to 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, carpentry repair and maintenance Request for GSO vehicles for PGC activities Request for manpower, janitorial services personnel

Office or Division		General Services Office - Buildings and Facilities Management Division		
Classification		G2G		
Type of Transaction		Complex		
Who may avail		PGC Offices		
CHECKLIST REQUIRMENTS				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	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements via email gso.cagayan@gmail.com or to the GSO Admin Division	1. Receive/ Retrieve document	None	15 minutes	<i>Division Chief Administrative Division</i>
	1.1 Print email then record on logbook	None	15 minutes	<i>Division Chief Administrative Division</i>
	1.2 Forward to Buildings and Facilities Management Division	None	15 minutes	<i>Division Chief Administrative Division</i>
	1.3 Receive request; review dates, determine possible materials to be used and availability; identify personnel to be deployed	None	2 days (activities nos. 1.3 to 1.5)	<i>Division Chief Buildings & Facilities Mgt Div</i>
	1.4 Prepare Work Completion slip	None		
	1.5 Calendar the repair and	None		



	maintenance work schedule			
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 Mgt Div</i>
3. Sign Work Completion Slip	3. GSO personnel to proceed to Requesting Office as scheduled and perform necessary repair and maintenance works	None	2 days	<i>Labor Gen Foreman Buildings & Facilities Mgt Div</i>
	3.1 Present Job Order Slip after completion of works	None	15 minutes	<i>Labor Gen Foreman Buildings & Facilities Mgt Div</i>
	3.2 Received signed Job Order Completion Slip	None	5 minutes	<i>Labor Gen Foreman Buildings & Facilities Mgt Div</i>
TOTAL 5 days				

4. Signing of Inventory Custodian Slip (ICS)

ICS is a document required to process payment for 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 or Division	General Services Office - Property and Supply Management Division			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	PGC Offices			
CHECKLIST REQUIRMENTS			WHERE TO SECURE	
1. Accomplished ICS - 1 original copy, 3 photocopies 2. Attachments are 1 original copy and 3 photocopies of: 2.1 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			<ul style="list-style-type: none"> End-user's Office 	
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplish-ed ICS	1. Receive document and check details on the ICS	None	15 minutes	<i>Division Chief</i> Administrative Division
	1.1 Record on the logbook and forward to Property And SupplyMgt Division	None	15 minutes	<i>Division Chief</i> Administrative Division
	1.3 Receive document and review attachment and details written on ICS	None	30minutes	<i>Division Chief</i> Property & Supply Mgt Div
	1.4 Update inventory record	None	2 hours	<i>Division Chief</i> Property & Supply Mgt Div
	1.5 Sign ICS	None	5 minutes	<i>Division Chief</i> Property & Supply Mgt Div

	1.6 Pullout copy no. 2 of the ICS for GSO file	None	5 minutes	<i>Division Chief</i> Property & Supply Mgt Div
2. Receive signed ICS	2. Release signed ICS to End-user	None	2 minutes	Division Chief Property & Supply Mgt Div
TOTAL: 4 hours 12 minutes				

5. Signing of Acknowledgement Receipt for Equipment (ARE)

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 on Inventory Report Book.

Office or Division	General Services Office - Property and Supply Management Division			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	PGC Offices			
CHECKLIST REQUIRMENTS		WHERE TO SECURE		
1. Accomplished ARE - 1 original copy, 3 photocopies 2. Attachment are: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		<ul style="list-style-type: none"> End-user's Office 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplish-hed ARE	1. Receive document, check details on the ARE	None	15 minutes	<i>Division Chief</i> Administrative Division
	1.1 Record on the logbook and forward to Property And	None	15 minutes	<i>Division Chief</i> Administrative Division

	SupplyMgt Division			
	1.2 Receive document and review attachment and description written on ARE	None	2 hours	<i>Division Chief</i> Property & Supply Mgt Div
	1.3 If NO discrepancies found, items will be reflected on the Inventory of PGC PPE	None	2 days (activities nos. 1.3 to 1.5)	<i>Division Chief</i> Property & Supply Mgt Div
	1.3.1 If discrepancies found, End-User will be informed for appropriate corrections via SMS, group messenger, phonecall	None		<i>Division Chief</i> Administrative Division
	1.4. Upon updating of inventory book, affix initial on ARE	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	None		<i>Division Chief</i> Property & Supply Mgt Div
	1.6. Admin Division to receive ARE with initial and placed on Dept Head's table	None		5 minutes



	1.7 Dept Head to review then sign	None	5 minutes	<i>Department Head</i> General Services Office
	1.8 Signed ARE to be retrieved/ collated then return to Property and Supply Mgt Division	None		<i>Division Chief</i> Administrative Division
	1.9. Receive signed ARE and updated logbook for release	None		<i>Division Chief</i> Property & Supply Mgt Div
2. Receive signed ARE	2. Signed ARE to release to End-user	None		<i>Division Chief</i> Property & Supply Mgt Div
TOTAL 3 days				



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

1. MEDICAL ASSISTANCE-MULTI-STAGE PROCESSING

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		
<ol style="list-style-type: none"> Request letter addressed to the Governor or Online Application (https://cagayanasap.ph/) Medical abstract/medical Certificate (1 Original or Certified true copy) Social Case Study Report/General Intake Sheet (1 Original copy) Certificate of Indigency(1 Original copy) 		<ol style="list-style-type: none"> Client/ Requesting party Patient's attending physician Municipal/City Social Welfare and Development Office Barangay where the client resides 		
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for Medical Assistance	1. Receive required documents	None		AA-I SWO-I CRISIS INTERVENTION UNIT
	1.1 Review the completeness of documents submitted	None	20 mins. 1 hour	
	1.2 (For clients without SCSR) Interview, counselling and provision of further instructions	None	3 hours	
	1.3 Tabblings of SCSRs	None	30 mins. 4 hours	
	1.4 Assess/ Recommend amount to be extended.	None	1 hour	
	1.5 SCSR/GIS is signed by the PSWD Officer	None		
				PSWD Officer Prov'l Social Welfare and Development Office



	2. Transmit complete documents to Governor's Office	None		<i>CIU Staff</i>
	2.1 Prepare transmittal of assessed and signed documents	None	1 hour	PSWDO staff
	2.2 Submit/transmit assessed documents to the Governor's Office	None	15 mins.	<i>Governor</i> Governor's Office <i>Liaison staff</i> Governor's Office
	3. SCSR/GIS is signed by the Governor	None	1 day	<i>Chief of Staff</i> Governor's Office <i>Liaison staff</i> Governor's Office
	3.1 Prepare document (OBR, Voucher)	None	2 days 3 hours and 15 minutes	
	3.2 OBR is signed by the Chief of Staff	None	1 day	
	3.3 Bring signed OBRs and vouchers to PSWDO for control	None	10 mins.	
	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>
	7.1 PTO for availability of funds 7.1 For control of the voucher	None	2 days	<i>Prov'l Treasurer</i>
	9. Voucher for PA's signature 9.1 Approval of voucher	None	1day	<i>Prov'l Administrator</i>
	10 PTO for preparation of cheque 10.1 Signature of cheque	None	1 day	<i>Prov'l Treasurer</i>
	11. Cheque for PA's signature 11.1 Approval of voucher/cheque	None	1 day	<i>Prov'l Administrator</i>
12. Release of cheque	12. Accountant's Advice, information through SMS	None	1day	<i>Prov'l Treasurer's Office</i>
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	Technical			
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	PGC 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	None	10 minutes	Social Worker In-charge Prov'l Social Welfare and Development Office
	1.1 Preliminary Interview		35 minutes	
	1.1.1 Annex B 1.1.2 Annex C 1.1.3 Annex D		5 minutes 45 minutes	
2. Wait for the Call from DILG	1.2 Admission of FRs	None	10 minutes	Social Worker In-charge Prov'l Social Welfare and Development Office
	1.2.1 Orientation on the Halfway House		5 minutes	
	1.2.2 Issuance of belongings and Room Assignment			
	1.3 Transmit and Submit Documents to DILG	None	20 minutes	PSWDO & DILG
	2.1 Follow-up schedule of deliberation/ deliberation	None	30 minutes/FR	E-CLIP Committee
	2.2 Discharge Process	None	4 hours	PSWDO, PNP, AFP, MSWDO, & Brgy. Captain

	2.2.1 Discharge Conference Release and Termination	None	2 hours	
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	PGC 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	<i>Social Worker In-charge</i> 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	None	1 day	<i>Budget Officer</i>

	(OBR, Voucher)			Prov'l Budget Officer
	1.5 OBR is signed by the Chief of Staff	None	1 day	Provincial Accountant 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	G2G			
Type of Transaction	Highly Technical			
Who may avail	Child Development Workers (CDW)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Masterlist from Municipal Social Welfare and Development Office (Electronic copy)		MSWDO		
CLIENT STEPS	PGC 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 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 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	Highly Technical			
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	PGC 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 and Non-food Items	None	2 hours	PSWDO Warehouse Man
2.7 Transport/Unloading of the Food and Non-food Items	None	3 hours	PSWDO Staff	
2.8 Receiving Party	None	30 minutes	PSWDO	
2.8.1 Local Government Unit (LGU)				

	2.8.2 If group/individual directly affected			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			
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 • PCM/SWDO • Attending Physician • Brgy. Chairman where the client resides • Client/requesting party 	
CLIENT STEPS	PGC 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 Preparation of referral slip to PHO	None	3 mins	SWOIII Prov'l Social Welfare and Development Office
	1.2 Release of wheel chair	None	10 minutes	PHO
TOTAL 23 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			
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	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual or group who submit himself/herself for assistance	1. Intake Interview	None	15 minutes	Social Worker In-charge RHU, PHO, CVMC Women and Children's Protection Desk, PNP, NBI PLO, CHR, NBI, PNP
	1.1 Filling-out of Intake Sheet		10 minutes	
	1.2 Filling-out of Referral Sheet		2 hours	
	1.2.1 Medical		1 day	
	1.2.2 Police blotter / Investigation Report		1 day	
	1.2.3 Legal Services			
	1.3 Admission	None	15 minutes	Social Worker In-charge SWA, Houseparent
	1.3.1 Orientation on the LavCenter		10 minutes	
	1.3.2 Issuance of Belongings, room assignment and other dignity kits			
	1.4 Confrontation	None	4 hours	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
1.4.1 Dialogue between abuser, the abuse	4 hours			
1.4.2 If amicably settled: Signing of agreement with the abuser and the abuse notarized by the Legal Office	2 days			
1.4.3 If case is filed: Filing of case				
1.5 Psycho-social Treatment	5,000.00 per client	1 day	OASIS Psychological Testing Center	
1.5.1 Referral to DSWD facility for further				



	intervention for 72 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 (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 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,	1. Facilitate in the signing of the logbook	None	2 minutes	<i>Officer of the Day Aquaculturist II Farm Foreman PFS-Lal-lo</i>

address, purpose contact number and signature				<p><i>Aquaculturist II</i> <i>Administrative Aide I</i> PFS- Camalaniugan</p>
<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.</p> <p>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</p>	<p>Tilapia Fingerlings Fisheries Administrative Order (FAO) No. 205 - prescribed government prices for Tilapia fingerlings</p> <p>Size 24 (0.02 - 0.2 g.) = Php 0.15/pc</p> <p>Size 22 (0.21 -0.42g.) = Php 0.25/pc</p> <p>Size 17 (0.56 -1.5g.) = Php 0.35/pc</p> <p>Size 14 ((1.6- 3.2g.) = Php 0.45/pc</p>	<p>1 hour</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>

	client on basic tilapia farming and provide a copy of tilapia techno guide.			
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

<p>2. Client submits request letter and/ or secure and accomplish Request Order Form from the Provincial Agriculturist</p>	<p>2. Provincial Agriculturist shall assign an HVCC Technical staff to assist client in accomplishing the form and assess the availability of requested seedlings.</p>		<p>15 minutes</p>	<p><i>Provincial Agriculturist</i> Office of the Provincial Agriculturist</p> <p><i>Agriculturist II</i> Office of the Provincial Agriculturist</p>
<p>3. Client proceeds to the nursery.</p>	<p>3. If seedlings are available for dispersal, technical staff recommends request for approval by the Provincial Agriculturist.</p>		<p>30 minutes</p>	<p><i>Agriculturist II</i> <i>Agricultural Technologist</i> Office of the Provincial Agriculturist</p>
<p>4. Client receives seed/ seedlings and signs the receiving logbook.</p>	<p>4. Farm personnel prepare and pack the requested seeds/ seedlings. Farm personnel brief clients on basic modern farming practices on vegetable production.</p>		<p>2 minutes</p>	
<p>Total Processing Time: 49 minutes</p>				

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, 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. 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/	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>

	<p>problem. If validation of the area is required, technical staff shall schedule a site visit.</p>			<p>Aquacapture <i>Farm Worker I</i> Fingerling Request</p> <p>Agricultural Extension Services</p> <p><i>Agricultural Technologist</i> Corn Program</p> <p><i>Agriculturist II</i> Rice Program</p> <p>Agriculturist II HVCC Program</p> <p><i>Cooperatives Development Specialist II</i> Cooperative and Agribusiness</p> <p><i>Agricultural Technologist</i> Institutional Development</p> <p><i>Secretariat Coordinator/ Aquaculturist II</i> Provincial Agricultural and Fishery Council (PAFC)</p> <p><i>Co-Secretariat Coordinator Agricultural Technologist</i> Agricultural & Biosystems Engineering</p> <p><i>Agricultural Technologist</i> Irrigation and Agricultural Machineries</p>
<p>Total Processing Time: 1 hour and 37 minutes</p>				

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</i> Aquaculture and Fish Processing <i>Senior Agriculturist</i> Fishery Resources Management <i>Supervising Agriculturist</i> Aquacapture 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>



				<p>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</i> Fishery Resources Management</p> <p><i>Supervising Agriculturist</i> Aquacapture</p> <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</i> <i>Development</i> <i>Specialist II</i> Cooperative and Agribusiness</p> <p><i>Agricultural</i> <i>Technologist</i> Institutional Development</p> <p>Provincial Agricultural and Fishery Council (PAFC)</p> <p><i>Coordinator /</i> <i>Aquaculturist II</i></p> <p><i>Co-Secretariat</i> <i>Coordinator</i> <i>Agricultural</i> <i>Technologist</i></p> <p>Agricultural & Biosystems Engineering</p> <p>Irrigation and Agricultural Machineries <i>Agricultural</i> <i>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, G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Animal health records if available 2. Request from the LGU			• LGU	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Present vaccination card on COVID 19, Sign in the client logbook & observe MHSP	1. Check vaccination card on COVID 19 & Give the logbook	None	3 minutes	<i>Veterinarian III</i> <i>Agricultural Technologist</i> <i>Agriculturist II</i> <i>Agriculturist I</i> Animal Production & Health Mgnt Division <i>Veterinarian II</i> <i>Agricultural Technologist</i> Regulatory Division
2. Submit Animal health records if available	2. Accept & evaluate documents	None	3 minutes	
3. Submit animal for vaccination	3. Conduct vaccination	None	3 minutes	
4. Seek post vaccination advise	4. Advise client on what to do	None	3 minutes	
TOTAL RESPONSE TIME: 12 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, G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Animal health records if available 2. Request from the LGU			• LGU	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Present vaccination card on COVID 19, Sign in the client logbook & observe MHSP	1. Check vaccination card on COVID 19 & Give the logbook	None	3 minutes	<i>Veterinarian III</i> <i>Agricultural Technologist</i> <i>Agriculturist II</i> <i>Agriculturist I</i> Animal Production & Health Mgnt Division <i>Veterinarian II</i> <i>Agricultural Technologist</i> Regulatory Division
2. Submit Animal health records if available	2. Accept & evaluate documents	None	3 minutes	
3. Submit animal for deworming	3. Conduct deworming	None	3 minutes	
4. Seek post deworming advise	4. Advise client	None	3 minutes	
TOTAL RESPONSE TIME: 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 micro organisms 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, G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Animal health records if available 2. Request from the LGU			• LGU	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Present vaccination card on COVID 19, Sign in the client logbook & observe MHSP	1. Check vaccination card on COVID 19 & Give the logbook	None	3 minutes	<i>Veterinarian III</i> <i>Agricultural Technologist</i> <i>Agriculturist II</i> <i>Agriculturist I</i> Animal Production & Health Mgnt Division <i>Veterinarian II</i> <i>Agricultural Technologist</i> Regulatory Division
2. Submit Animal health records if available	2. Accept & evaluate documents	None	3 minutes	
3. Undergo interview	3. Conduct interview	None	3 minutes	
4. Submit animal for diagnosis and/or treatment	4. Conduct diagnosis & treatment	None	10 minutes	
5. Seek post treatment advice.	5. Advice client	None	3 minutes	
TOTAL RESPONSE TIME: 22 MINUTES				

4. ANIMAL SURGERY INCLUDING SPAY & NEUTER

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

Office or Division	Provincial Veterinary Office			
Classification	Simple			
Type of Transaction	Government to Citizens, G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Animal health records if available 2. Request from the LGU			• LGU	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1 Present vaccination card on COVID 19, Sign in the client logbook, & observe MHSP	1. Check vaccination card on COVID 19 & Give the logbook	None	3 minutes	<i>Liaison Officer</i> Admin. Division <i>Veterinarian III</i> <i>Agricultural Technician I</i> Animal Production & Health Management Division <i>Veterinarian II</i> Regulatory Division
2. Submit Animal health records if available	2. Accept & evaluate documents if available	None	3 minutes	
3.Undergo interview	3. Conduct interview	None	3 minutes	
4.Submit animal for examination and for surgery	4. Conduct Surgery	None	2 hrs.	
5.Secure prescription/advice for home medication	5. Issue prescription/advise	None	3 minutes	
6.Receive animal	6. Release animal	None	2 minutes	
TOTAL RESPONSE TIME: 2 hrs & 14 MINUTES				

5. 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			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Animal health records if available			• LGU	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1.Call/Text AI Technician for AI Services	1. Answer Call/Text	None	2 minutes	<i>Senior Agriculturist Agricultural Technician I Agricultural Technologist Animal Production & Health Management Division</i>
2. Present vaccination card on COVID 19, Sign in the client logbook & observe MHSP	2. Check vaccination card on COVID 19 & Give the logbook	None	3 minutes	
3. Submit Animal health records if available	3. Accept & evaluate documents if available	None	3 minutes	
4.Undergo interview on the animal health/physical condition	4. Conduct interview	None	5 minutes	
5.Submit animal for artificial insemination	5. Conduct AI	None	30 minutes	
6.Seek post AI Advise	6. Advise client	None	3 minutes	
TOTAL RESPONSE TIME: 46 MINUTES				

6. 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			
Who may avail	Livestock raisers/ Business owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Negative laboratory results (original copy)			• Regional Animal Disease Diagnostic Laboratory	
2. Shipping permit (original copy)			• Bureau of Animal Industry	
3. Certificate as to ownership (original copy)			• Municipal Treasury Office	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Present vaccination card on COVID 19, Sign in the client logbook & observe MHSP	1. Check vaccination card on COVID 19 & Give the logbook	None	3 minutes	<i>Farm Worker I</i> Administrative Division
2. Submit required documents	2. Accept & evaluate documents	None	5 minutes	<i>Agricultural Technologist</i> Animal Production & Health Management Division
3. Undergo interview on the animal health condition	3. Conduct Interview	None	5 minutes	<i>Provincial Veterinarian</i> Provincial Veterinary Office
4. Secure Animal Health Certificate	4. Release / issue AHC	None	3 minutes	<i>Veterinarian III</i> <i>Agricultural Technologist</i> <i>Agricultural Technician</i> Animal Production & Health Management Division
Veterinarian II Regulatory Division				
TOTAL RESPONSE TIME: 16 MINUTES				



7. CONDUCT OF IEC ON LIVESTOCK & POULTRY PRODUCTION & HEALTH MANAGEMENT

This is being conducted thru trainings, 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			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Present vaccination card on COVID 19, Sign in the client logbook/registration form & observe MHSP	Check vaccination card on COVID 19 & Give the logbook/registration form	None	3 minutes	<i>Veterinarian III Agricultural Technologist Agriculturist II Agriculturist I</i> Animal Production & Health Mgmt Division <i>Veterinarian II</i> Regulatory Division
2. Attends IEC on Livestock & Poultry Production and Health management	2. Conduct IEC	None	7 hrs	
3. Secure Certificate of Appearance	3. Issue CA	None	2 minutes	
TOTAL RESPONSE TIME: 7 hrs. & 5 MINUTES				

8. 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			
Who may avail	LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Duly accomplished Laboratory form 2. Blood samples 3. Fecal samples 		<ul style="list-style-type: none"> • Form from PVet • Brgy BioSecurity Officer/Municipal Livestock Inspectors/Municipal Veterinarian or Agriculturist 		
Client Steps	PGC ACTION	Fees to Paid	Processing Time	Person Responsible
1. Present vaccination card on COVID 19, Sign in the client logbook/registration form & observe MHSP	1. Check vaccination card on COVID 19 & Give the logbook/registration form	None	3 minutes	<i>Liaison Officer</i> Admin Division
2. Submit laboratory form and blood/fecal samples.	2. Accept & evaluate laboratory form, blood & fecal samples	None	5 minutes	<i>Veterinarian III</i> Animal Production & Health Management Division
3. wait laboratory results	3. Test Samples	None	24 hrs	<i>Veterinarian II</i> Regulatory Division
4. Secure laboratory results	4. Release results	None	3 minutes	
TOTAL RESPONSE TIME: 24 hrs. & 11 MINUTES				

9. SALE OF POULTRY AND LIVE STOCK

Office or Division	Provincial Veterinary Office			
Classification	Simple			
Type of Transaction	Government to Citizens			
Who may avail	LGUs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/a			N/a	
Client Steps	PGC ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Present vaccination card on COVID 19, Sign in the client logbook & observe MHSP	1. Check vaccination card on COVID 19 & Give the logbook	None	3 minutes	<p style="text-align: center;"> <i>ACC II</i> <i>ACC I</i> <i>Agriculturist II</i> <i>Agriculturist I</i> <i>Farm worker I</i> Animal Production & Health Management Division </p>
2. Undergo interview/ sales transaction	2. Conduct interview/ selection/ weighing / pricing	None	30 minutes	
3. Pay commodities bought	3. Issue receipt	None	3 minutes	
4. Seek advise on Animal Production and Health management	4. Advise client/buyer	None	5 minutes	
5. Receive commodity purchased	5. Give the purchased commodity	None	5 minutes	
TOTAL RESPONSE TIME: 46 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

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<p>1. Commercial Sand & Gravel:</p> <p>1.1 Application Form (1 original copy)</p> <p>1.2 Location Map/sketch plan (1 blue print)</p> <p>1.3 Area Clearance (1 original copy)</p> <p>1.4 Program of Work (1 original copy)</p> <p>1.5 Environmental Protection & Enhancement Program (EPEP) (1 original copy)</p> <p>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)</p> <p>1.9 Proof of Ownership of Equipment (1 original copy)</p> <p>1.10 Performance Bond (1 original copy)</p> <p>2. Guano/ pebble picking:</p> <p>2.1 Application Form (1 original copy)</p> <p>2.2 Location map/sketch plan (1 blue print)</p> <p>2.3 Barangay Certification (original copy)</p> <p>2.4 Area Clearance (1 original copy)</p> <p>2.5 ECC (1 certified copy)</p> <p>2.6 Approximate quantity of guano resources</p> <p>2.7 Protected Area Management Board (PAMB) Clearance</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 • PNREO • Licensed/Deputized Geodetic Engr. • Barangay where area is located • MGB • EMB • Geologist/Mining Engineer • PAMB (DENR-R02)

CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present vaccination card/fill-up health declaration form	1. Check the vaccination card/review health declaration form	None	5 mins.	<i>CDA I</i> Provincial Natural Resources and Environment Office
2. Sign Client log book	2. Give the log book	None	5 mins.	<i>CDA II</i> Provincial Natural Resources and Environment Office
3. Submit application with complete requirement for assessment/ review	3. Accepts application folders with complete documentary requirements	None	15 mins.	<i>CDO II</i> <i>EMS 1</i> Provincial Natural Resources and Environment Office
4. Pay application fee to the Prov'l. Treasury	4. Assess application fee.	Application fee: P30,000.00 <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- 	10 mins.	<i>Cashier</i> Provincial Treasurer's Office

		<p>P2,000.00</p> <ul style="list-style-type: none"> • 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. 		
5. Receive approved permit ten (10) working days after PMRB Deliberation	5. 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. Present vaccination card/ fill-up health declaration form	1. Check vaccination / Review health declaration form	None	5 mins.	CDA II Provincial Natural Resources and Environment Office
2. Sign The client log book	2. Give the log book	None	5 mins.	
3. Submit Request Letter.	3. Administrative Section receives request letter	None	5 mins.	
	3.1 PNREO endorse letter to the Hon. Governor	None	1 day	PNREO CDO IV CDO II CDA II CDA I Provincial Natural Resources and Environment Office
	3.4 PNREO (Biodiversity Div.) will validate area and submit the findings, (if suitable for planting)	None	10 mins.	

4. Pick-up the requester seedlings.	4. PNREO will inform the proponent where to pick-up the requested seedlings.	None	1 day	CDA II Provincial Natural Resources and Environment Office
	4.1 PNREO will monitor survival rate of the requested seedlings.	None		
	4.2 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 RESPONSIBL
1. Present vaccination card/ fill-up health	1. Check vaccination/ Review health declaration form	None	5 mins.	CDA II AO Designate Provincial Natural

declaration form				Resources and Environment Office
2. Sign The client log book	2. Give the log book	None	5 mins.	
3. Submit Request Letter.	3. Administrative Section receives request letter	None	5 mins.	
	3.1 PNREO endorse letter to the Hon. Governor	None	1 day	<i>PNREO</i> Provincial Natural Resources and Environment Office
	3.2 PNREO (Biodiversity Div.) will set the day of training/IEC	None	10 mins.	<i>CDO IV</i> Provincial Natural Resources and Environment Office
	3.4 PNREO will inform the participants the date & time, and venue of the training/IEC thru letters/ emails.	None	1 day	<i>CDO II</i> Provincial Natural Resources and Environment Office
	3.5 PNREO will make the necessary preparations (venue, meals and materials needed)	None	1 day	<i>CDA II</i> <i>CDA I</i> Provincial Natural Resources and Environment Office
4. Attend training/ IEC.	Conduct the training/IEC/	None	1 day	<i>CDA II</i> Provincial Natural Resources and Environment Office
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. Present vaccination card/ fill-up health declaration form	1. Check vaccination/ Review health declaration form	None	5 mins.	CDA II AO Designate Provincial Natural Resources and Environment Office
2. Sign The client log book	2. Give the log book	None	5 mins.	
3. Submit Request Letter.	3. Administrative Section receives request letter	None	5 mins.	
	3.1 PNREO endorse letter to the Hon. Governor,	None	1 day	PNREO CDO II EMS I Provincial Natural Resources and Environment Office
	PNREO (Mineral Resources Div.) will set the day of survey/ boundary delineation in coordination with the MGB	None	10 mins	
	3.2 PNREO will inform the applicant the date & time & site.	None	1 day	
4. Attend the survey/ boundary delineation	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)		<ul style="list-style-type: none"> PNREO 		
CLIENTS STEP	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Present vaccination/ Review health declaration form	None	5 mins.	PNREO EMS I CDA I Provincial Natural Resources and Environment Office
	2. Courtesy Call to the LCE of the LGU to be monitored.	None	20 mins.	
	3. Sign the log book of LGU/District Hospital to be visited	None	5 mins.	
	4. Focal Person of the LGU will accompany us to their waste facilities/Sanitary Land Fill (SLF).	None	3 LGUs and 1 District Hospital/day	
	5. For District Hospitals will accompany us to their waste facilities (septic vaults) where their placentas, syringe is disposed.	None		
TOTAL 11 days & 25 mins.				

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. Present vaccination card/ fill-up health declaration form	1. Check vaccination/ Review health declaration form	None	5 mins.	<i>CDA II AO Designate Provincial Natural Resources and Environment Office</i>
2. Sign The client log book	2. Give the log book.	None	5 mins.	
3. Submit Request Letter.	3. Administrative Section receives request letter	None	5 mins.	
	3.1 PNREO endorse letter to the Hon. Governor	None	1 day	<i>PNREO Provincial Natural Resources and Environment Office</i>
	3.2 PNREO (Environment Div.) will set the day of training in coordination with the EMB	None	10 mins	
	3.3 PNREO will inform the LGU the date & time & venue	None	1 day	
	3.4 PNREO will make the necessary preparations (venue, meals	None	1 day	



	and materials needed, invite lecturers)			
4. Attend training/ IEC.	4. Conduct training	None	1 day	CDA / EMS / Provincial Natural Resources and Environment Office
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. 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</i> <i>Adm. Assistant I</i> <i>Adm Aide IV</i> <i>Adm. Aide II</i> <i>Laboratory Aide I</i> <i>Engineering Aide</i> Provincial Engineer's Office
	1.1 Receiving and recording of approved letter request or resolution	N/A	10 Minutes	<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> <i>Engineering Aide</i> 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	<i>Engineer IV</i> <i>Engineering Assistant</i> <i>Maint. Foreman</i> <i>Const. Maint.</i> <i>Foreman</i> <i>Const. Maint. Capataz</i>

				Provincial Engineer's Office
	1.4 Schedule of Heavy Equipment needed (Available Heavy Equipment)	N/A	30 Minutes	<i>Engineer IV Engineer III Engineer II</i> Provincial Engineer's Office
2. Request of Certificate of Appearance and Schedule of Commencement/Implementation	1.5 Issue Certificate of Appearance and schedule of Commencement/Implementation	N/A	30 Minutes	<i>Engineer IV Engineer III Engineer II</i> Provincial Engineer's Office
Total Response Time 2 Days 1 Hour and 25 Minutes				

2. PROJECT REQUEST FOR FUNDING AND IMPLEMENTATION

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

Office or Division:		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</i>

				<i>Operators (see attached List)</i> Provincial Engineer's Office
	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 Division:		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	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	N/A	15 minutes	<i>Records Officer III Adm. Assistant I Adm. Aide IV Adm. Aide II Laboratory Aide Engineering Aide</i>

	test within 24 hours			Provincial Engineer's Office
	1.1 Receiving and recording of approved letter request or resolution	N/A	10 minutes	
	1.2 Review the letter request or resolution by the Provincial Engineer and give instruction or recommendation to responsible employee	N/A	30 minutes	<i>Engineer IV Asst. Provincial Engineer – Designate</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 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
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				



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 Divison:		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	<i>Records Officer III Adm. Assistant I Adm Aide IV Adm. Aide II Laboratory Aide Engineering Aide Provincial Engineer's Office</i>
	1.1 Conduct Pre-Construction Meeting/Conference	N/A	4 hours	<i>Asst. Provincial Engineer –Designate Architect IV Engineer IV Engineer III Engineer I Architect III Architect II Draftsman Draftsman II Provincial Engineer's Office</i>
2.Implementation of the project	2. Project Implementation (Monitoring, Supervision, Inspection and Evaluation)	N/A	Project Duration	<i>Engineer III Provincewide First District: Engineer II Eng'ng Assistant Engineer I Architect II Second District: Engineer III</i>



				<i>Engineer I</i> <i>Engineering Assistant;</i> <i>Architect II</i> Third District: <i>Engineer II</i> <i>Architect III</i> <i>Draftsman III</i> <i>Draftsman II</i> Special Projects: <i>Engineer II</i> <i>Engineer I</i> Provincial Engineer's Office
3.Request of Inspection	3. Project Completed	N/A	1 day	<i>Engineer III</i> <i>Architect III</i> <i>Engineer II</i> <i>Architect II</i> <i>Architect II</i> <i>Draftsman III</i> <i>Draftsman II</i> Provincial Engineer's Office
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 Infrastrute Projects - Horizontal and Vertical Projects

Office or Divison:	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
1. For Partial Billing 1.1 Request letter for Billing 1.2 Signed Certificate of Inspection	<ul style="list-style-type: none"> Contractor

<p>1.3 Contractors Affidavit 1.4 Geotagged Photos (Signed by the Project Engineer) 1.5 Clearance from Treasury (Aggregates Utilization) 1.6 Approved Material Testing and Results 1.7 Approved Statement of Work Accomplishment and Time Ellapse 1.8 Approved Time Suspension/Extension 1.9 Approved Variation Orders 1.10 Xerox Copy of Bidding Documents</p> <p>2. For Final billing 2.1 Request letter for Billing 2.2 Signed Certificate of Inspection 2.3 Contractors Affidavit 2.4 Geotagged Photos (Signed by the Project Engineer) 2.5 Clearance from Treasury (Aggregates Utilization) 2.6 Approved Material Testing and Results 2.7 Approved Statement of Work Accomplishment and Time Ellapse 2.8 Approved Time Suspension/Extension 2.9 Approved Variation Orders 2.10 Surety Bond 2.11 Approved As Built Plan and As 2.12 Built Quantities 2.13 Certificate of Acceptance (From the Barangay)</p>				
CLIENT STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit checklist Requirements for Billing (Contractor or	1. Disinfect documents submitted by the	N/A	15 minutes	Records Officer III Adm. Assistant I Adm Aide IV

Representative of the Contractor)	client and show their vaccination card or result of swab/antigen test within 24 hours			<i>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 Adm Aide III 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 Adm Aide III Provincial Engineer's Office</i>
	1.4 Submit Billing Documents to Accounting for Computation of Tax	N/A	2 days	<i>Administrative Aide III 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)	N/A	30 minutes	<i>Administrative Officer V Provincial Engineer's Office</i>
	2.1 Submit to Governor's Office for his Approval	N/A	30 minutes	<i>Administrative Aide III Provincial Engineer's Office</i>
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 Divison:		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	Records Officer III Adm. Assistant I Adm Aide IV Adm. Aide II Laboratory Aide Enginerring Aide Provincial Engineer's Office
	1.2 Receiving and recording of approved letter request or resolution	N/A	10 minutes	Records Officer III Adm. Assistant I Adm Aide IV Adm. Aide II Laboratory Aide Enginerring Aide Provincial Engineer's Office
	1.3 Review the letter request or resolution by the Provincial Engineer and give instruction or recommendation to responsible employee	N/A	30 minutes	Engineer IV Assistant Provincial Engineer - Designate Provincial Engineer's Office
	1.4 For Validation and Site inspection of request to determine the	N/A	1 day	Engineer IV Engineer III Engineer III Engineer II

	extent of work to be done.			<i>Engineer I Architect IV Architect III Architect II Draftsman III Draftsman II Electrical Genreal Foreman Electrician I Provincial Engineer's Office</i>
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 Engineer III Engineer II Const. Maint. Foreman Supply Officer Engineering Assistant Provincial Engineer's Office</i>
	2.2 Project Implementation	N/A	Project Duration	<i>Heavy Equipment Operators Const. Maintenance Capataz Const. Maint. Man (see attached list) Provincial Engineer's Office</i>
	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	<i>Adm Asst. III</i> <i>Adm. Assitant II</i> <i>Adm Aide IV</i> <i>Adm Aide III</i> Provincial Engineer's Office
	1.1 Receiving and recording of letter request	N/A	10 minutes	<i>Adm Asst. III</i> <i>Adm. Assitant II</i> <i>Adm Aide IV</i> <i>Adm. Aide III</i> Provincial 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	<i>Engineer IV</i> <i>Assistant Provincial Engineer – Designate</i> 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	<i>Engineer III</i> <i>Engineer II</i> <i>Shop Supervisor</i> 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	<i>Engineer III</i> <i>Engineer II</i> <i>Shop Supervisor</i> 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 Divison:		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	<i>Engineering Assistant</i> Provincial Engineer's Office
	1.1 Issuance of Job Order to identified mechanics	N/A	10 minutes	<i>Engineer III</i> <i>Equipment Inspector</i> Provincial Engineer's Office
	1.2 Repair Proper	N/A	(Depends on the extent of damage)	<i>Mechanics</i> <i>Crafts & Trade Helper</i> <i>(see attached List)</i> Provincial Engineer's Office



2. Requesting for a copy of Post-Inspection Repair Report	Issuance Post Repair Inspection Certificate	N/A	30 minutes	<i>Engineer IV Engineer III Equipment Inspector Provincial Engineer's Office</i>
TOTAL RESPONSE TIME 55 minutes (Excluding Repair Proper)				



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

1. Request for Certified True Copies of Legislative Documents

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		
1. Duly signed letter-request (1 Original or 1 Certified True Copy)		<ul style="list-style-type: none"> Client's own secured documents 		
CLIENTS STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Sign client log book	1. Interview client 1.1 Enforce COVID-19 IATF health protocols 1.2 Refer the client to the Receiving/ Releasing Section	None	5 minutes	<i>PACD OFFICERS</i> <i>Administrative Aide II</i> <i>Administrative Assistant I</i> <i>Administrative Aide I</i> <i>Administrative Aide II</i> <i>LLSE I</i> Sangguniang Panlalawigan
2. Submit letter-request	2.2 Receive and sanitize documents presented 2.1 Refer the client to the Records Section	None	15 minutes	RECEIVING/ RELEASING SECTION <i>Administrative Assistant II</i> <i>Administrative Assistant I</i> Sangguniang Panlalawigan
3. Wait for the assessment and verification as to the availability of requested documents	3. Assess and verify the availability of requested documents	None	10 minutes	RECORDS SECTION <i>Administrative Officer V</i> <i>LLSE II</i> Sangguniang Panlalawigan
4. Pay the corresponding fee	4. If the requested document is available, refer the client to the Cashier, Provincial Treasury Office	Minimum of PHP 50 or PHP 20 per page, whichever is	15 minutes	<i>Cashier</i> Provincial Treasury Office



		higher (as per Chapter 4 Art. A Section 112(f) of the Revised Revenue Code of the Province of Cagayan CY 2013)		
5. Go back to the Records Section of the Sangguniang Panlalawigan Office for the presentation of official receipt	5. Prepare the requested documents	None	10 Minutes	<i>Administrative Officer V LLSE II Sangguniang Panlalawigan</i>
6. Receive requested documents	6. Release requested documents	None	5 minutes	<i>Administrative Officer V LLSE II Sangguniang Panlalawigan</i>
	TOTAL RESPONSE TIME		1 Hour	

2. Posting of Judicial Petitions Involving Titles

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		
<ol style="list-style-type: none"> Copies of the following: Court Petition / Order Original / Transfer Certificate of Title Official receipt of the Secretary's/Posting Fee 		<ul style="list-style-type: none"> Client's own secured documents 		
CLIENTS STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Sign client log book	<ol style="list-style-type: none"> Interview client <ol style="list-style-type: none"> Enforce COVID-19 IATF health protocols Refer the client to the Office of the Board Secretary 	None	5 minutes	<p><i>PACD OFFICERS</i> <i>Administrative Aide II</i> <i>Administrative Assistant I</i> <i>Administrative Aide I</i> <i>Administrative Aide II</i> <i>LLSE I</i> Sangguniang Panlalawigan</p>
2. Submit documentary requirements	<ol style="list-style-type: none"> Receive and sanitize documentary requirements <ol style="list-style-type: none"> Assess documentary requirements 	None	15 minutes	<p>OFFICE OF THE BOARD SECRETARY <i>Board Secretary IV</i> <i>LLSO IV</i> <i>LLSE II</i> Sangguniang Panlalawigan</p>
3. Pay the Secretary's / posting fee	<ol style="list-style-type: none"> 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	15 minutes	<p><i>Cashier</i> Provincial Treasury Office</p>



		Cagayan CY 2013)		
4. Go back to the Sangguniang Panlalawigan Office and present the receipt	4. Prepare certificate of Posting to be signed by the Secretary to the Sanggunian or his/her authorized representative 4.1 Record in the posting log book 4.2 Post certificate in the Bulletin Board	None	15 Minutes	OFFICE OF THE BOARD SECRETARY <i>Board Secretary IV</i> <i>LLSO IV</i> <i>LLSE II</i> Sangguniang Panlalawigan
5. Receive a copy of the Certificate	5. Release a copy of the Certificate of Posting	None	4 minutes	OFFICE OF THE BOARD SECRETARY <i>Board Secretary IV</i> <i>LLSO IV</i> <i>LLSE II</i> Sangguniang Panlalawigan
TOTAL RESPONSE TIME			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 for contact tracing and check vaccination card				
2. Proceed to 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 Provincial Health Office</i>
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 Provincial Health Office</i>
4. Undergo medical history	4. Attending physician	None	15 minutes	<i>Medical Officer III</i>

taking, physical examination and treatment	will make thorough history taking and physical examination and give necessary management			Provincial Health Office
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	None	5 minutes	<i>Nurse on Duty</i> <i>Nurse Attendant</i> <i>Nurse IV</i> <i>Nurse III</i>

	take the prescribed medicine and give health teachings			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 Service in which all animal bite patients will be assessed and will be given appropriate action given to all cagayanos.

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 form	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 for contact tracing and check vaccination card 1.2 Fill out ABTC Form (Patient's Data Sheet)	Nurse on duty will let the patient fill out ABTC form	None	5 minutes	
2. Submit ABTC Form for assessment (categorization of patient)	2. Attending physician/ Nurse on duty will categorize patient base 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 Nurse Attendant Nurse IV Nurse III Nurse II Provincial Health Office</i>
4. OLD PATIENTS 4.1 Fill out registration form for contact tracing and check vaccination card 4.2 Proceed to ABTC and submit vaccination schedule	4. Nurse on duty will verify schedule and dose to be given	None	5 minutes	<i>Nurse on Duty Nurse Attendant Nurse IV Nurse III Nurse II Provincial Health Office</i>
5. Receive vaccination	5. Nurse on duty will administer vaccine	None	10 minutes	<i>Nurse on Duty Nurse Attendant Nurse IV Nurse III Nurse II Provincial Health Office</i>
TOTAL RESPONSE TIME: FOR PATIENT NEEDING LABORATORY PROCEDURES: 1 hour and 57 minutes For patients without Laboratory procedures: 48 minutes				



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. Receive the required documents and check for completeness	None	5 minutes	<i>Nurse on Duty</i> Alcala Municipal 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> Alcala Municipal 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> Alcala Municipal Hospital
2. Submit self for assessment and screening	2. Assess and screen patient/client.	None	30minutes 1Hr	<i>Nurse on Duty</i> Alcala Municipal Hospital



<p>3. Proceed to the designated waiting area and wait for your name to be called for consultation</p>	<p>3. OPD nurse will refer the case to ROD then assist doctor and patient during consultation.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Nurse on Duty</i> Alcala Municipal Hospital</p>
<p>4. Undergo Medical examination and treatment</p>	<p>4. Medical Officer will examine the patient.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Nurse on Duty</i> Alcala Municipal Hospital</p>
<p>5. If required by the physician:</p> <p>5.1 Proceed to laboratory/diagnostic room section</p> <p>5.2 or minor operating room.</p>	<p>5.1 Instruct patient for procedures.</p> <p>5.2 Receive specimen</p>	<p>CBC w/ APC: PHP250</p> <p>Urinalysis: PHP100</p> <p>Fecalysis: PHP50</p> <p>RAT: PHP500</p>	<p>30 minutes</p>	<p><i>Medical Officer on Duty</i> Alcala Municipal Hospital</p>
<p>5.3 Provide specimen for laboratory examination</p>			<p>5 minutes</p>	<p><i>Medical Technologist on Duty</i> Alcala Municipal Hospital</p>
<p>6. Pay standard fees for required procedures at the Cashier (laboratory, Antigen Swab Test and other required procedures)</p>	<p>6. Collect and issue receipt of payment.</p>		<p>5 minutes</p>	<p><i>Cashier</i> Alcala Municipal Hospital</p>

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 Technologist on Duty</i> Alcala Municipal Hospital
8. Take prescription from the physician and proceed to pharmacy.	8. Pharmacist will receive prescription and issue charge slip then prepare medicine.	None	5 minutes	<i>Pharmacist on Duty</i> Alcala Municipal Hospital
9. Proceed to Cashier's Office for payment	9. Collect and issue receipt of payment.	See Table of Pricelist of Drugs/Medicines and Supplies	5 minutes	<i>Cashier</i> Alcala Municipal Hospital
10. Receive instructions for medicine and health teachings	10. Provide medication instructions and health teachings and ff up	None	5 minutes	<i>OPD nurse on Duty</i> Alcala Municipal 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 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</i> Alcala Municipal Hospital
1.1 Holding area/room (for suspect COVID Patient)	1.1 Give instruction for specimen collection.	None	10 minutes	<i>COVID Nurse:</i> Alcala 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> <i>ER Nurse/Staff</i> Alcala Municipal 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	10 minutes	<i>Medical Officer</i> <i>ER Nurse/Staff</i> Alcala Municipal Hospital
4. Consent to admission/care	4. Ask patient/watcher to sign consent for admission.	None	2 minutes	<i>Nurse/ Nursing attendant on duty</i> Alcala Municipal Hospital
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</i> Alcala Municipal Hospital
6. Transfer to Ward	6. ER nurse endorses patient to ward nurse on duty	None	15 minutes	<i>Nurse on Duty</i> Alcala Municipal Hospital
	6.1 Ward nurse will receive patient and I.W will bring patient to designated room.	None	20 minutes	<i>Nurse on Duty</i> Alcala Municipal 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>Medical Officer</i> Alcala Municipal Hospital



	7.1 Review chart completeness	None	1 hour	<i>Nurse on Duty</i> Alcala Municipal Hospital
8. Give chart or official receipt to nurse.	8. Bring patients chart to pharmacy forwarded to billing section and philhealth office	None for Philhealth patient/ Fees varies on consumption	30 minutes	<i>Nurse on Duty</i> Alcala Municipal Hospital
9. Receive final instructions regarding home care, medication and check-up.	9. Ward Nurse will check if bills are settled and with complete requirements.	None	10 minutes	<i>Pharmacist on Duty</i> <i>Philhelt clerk</i> <i>Cashier</i> Alcala Municipal Hospital
10. Patient/ Companion return watchers ID to Security Guard	10. Give final instructions regarding home care, medication and check-up schedule via text messages/phone calls/ messenger or face to face OPD consultation. 11. Security Guard receive and check discharge slip and release	None	2 minutes	<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
3. Present the official receipt to Med. Tech. on duty.	3. Check official receipt and log OR number to logbook.		20 minutes	<i>Medical Technologist</i> Alcala Municipal Hospital

<p>4. Submit specimen needed for test.</p>	<p>4. Receive and check the quality of specimen given by patient and prepare materials and proceed for blood collection.</p> <p>4.1 Proceed to examination of specimen and write result in standard result forms and record results.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Medical Technologist</i> Alcala Municipal Hospital</p>
<p>5. Receive laboratory result.</p>	<p>5. Release laboratory result and let the patient sign at the releasing logbook and instruct the client to proceed to his/her physician</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Medical Technologist</i> Alcala Municipal Hospital</p>

IN-PATIENT

<p>1. The patient will submit a duly accomplished laboratory request form by the nurse or nursing attendant.</p>	<p>1. Receive and check the completeness of the laboratory request form.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Medical Technologist</i> Alcala Municipal Hospital</p>
<p>2. Submit specimen needed.</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</p>	<p>None</p>	<p>20 minutes</p> <p>10minutes</p>	<p><i>Medical Technologist</i> Alcala Municipal Hospital</p> <p><i>Medical Technologist</i></p>

	standard result forms and record results			Alcala Municipal 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> Alcala Municipal 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.	1.1 Receive prescriptions. 1.2 Check stock availability 1.3 If not available, ask the doctor for alternative medicine or	None	5 minutes	<i>Pharmacist</i> Alcala Municipal Hospital



<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>instruct patient to buy outside</p> <p>1.4 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>5 minutes</p> <p>5 minute</p> <p>5 minutes</p>	<p><i>Pharmacist</i> <i>Cashier</i> Alcala Municipal Hospital</p> <p><i>Pharmacist</i> Alcala Municipal Hospital</p> <p><i>Pharmacist</i> Alcala Municipal Hospital</p>
IN-PATIENT				
<p>1. The client will present a complete prescription signed by doctor.</p> <p>2. Receive medicine.</p>	<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> <p>2 Dispense medicine with patient counselling</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>5 minutes</p>	<p><i>Pharmacist</i> Luzviminda Naira, Rph et Al</p> <p><i>Pharmacist</i> Alcala Municipal Hospital</p>
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		<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
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> 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 Medico-legal Certificate – PHP 100	5 minutes	<i>Cashier</i> Alcala Municipal 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> Alcala Municipal 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:	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>
3. The informant will sign the birth or death certificate.	3. Check the form and bring to the physician for signature.	None	5 minutes	Alcala Municipal Hospital
4. Received birth or death certificate for registration NOTE: (If birth and death certificate form is not available instruct	4. Released birth or death certificate for registration	None	5 minutes	<i>Medical Records Clerk</i> Alcala Municipal Hospital



to proceed to Local Civil Registrar)				
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 provide the data needed for verification of their Philhealth.	1. Receive data and verify in the portal.	None	10 minutes	<i>Philhealth Clerk</i> 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>
4. Inform nurse on duty for their discharge.	4 Nurse check if the bills are settled or Philhealth	None	5 minutes	Alcala Municipal Hospital



	requirements are completed and then proceed to discharge.			<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		
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 STEP	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	10 minutes	<i>Nurse</i> Triage Area Alfonso Ponce Enrile Memorial 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	15 minutes	<i>Nurse</i> Triage Area Alfonso Ponce Enrile Memorial District Hospital

1.2 For old patient: Present Card.	1.2 Retrieve OPD chart.	None	15 minutes	<i>Nurse Triage Area Alfonso Ponce Enrile Memorial District Hospital</i>
2. Submit self for assessment and screening	2. Assess and screen patient/client.	None	10 minutes	<i>Nurse Triage Area Alfonso Ponce Enrile Memorial 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 Nursing Attendant Medical Officer Out-Patient Department Alfonso Ponce Enrile Memorial District Hospital</i>
4. Undergo Medical examination and treatment	4. Medical Officer will examine the patient.	None	1 hour	<i>Medical Officer Out-Patient Department Alfonso Ponce Enrile Memorial 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	3 minutes	<i>Nurse Nursing Medical Officer Out-Patient Department Alfonso Ponce Enrile Memorial District Hospital</i>

5.2 Provide specimen for laboratory examination	5.2 Receive specimen	None	15 minutes	<i>Medical Technologist</i> Laboratory Department Alfonso Ponce Enrile Memorial District Hospital
5.3 To X-Ray Room for procedure	5.3 Instruct patient for procedure.	None	20 minutes	<i>Radiologic Technologist</i> X-Ray Department Alfonso Ponce Enrile Memorial District Hospital
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	<i>Cashier</i> Business Office Alfonso Ponce Enrile Memorial District Hospital
7. Submit laboratory result/diagnostic procedure	7. Physician will receive and analyze the result then prescribe medicines and give instruction.	None	20 minutes	<i>Medical Officer:</i> Out-Patient Department <i>Pharmacist</i> Pharmacy Alfonso Ponce Enrile Memorial District Hospital
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	<i>Cashier</i> Business Office Alfonso Ponce Enrile Memorial District Hospital
9. Proceed to Cashier's Office for payment	9. Collect and issue receipt of payment.	Refer fees provided in a separate sheet	5 minutes	<i>Pharmacist</i> Pharmacy Alfonso Ponce Enrile Memorial District Hospital

10.Receive instructions for medicine and health teachings	10.Provide medication instructions and health teachings	None	10 minutes	<i>Medical Officer Out-Patient Department Alfonso Ponce Enrile Memorial District Hospital</i>
TOTAL 3 hr. & 2 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 STEP	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 Triage Area Alfonso Ponce Enrile Memorial District Hospital</i>
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	<i>Nurse Triage Area Alfonso Ponce Enrile Memorial District Hospital</i>

1.2 Undergo Antigen Swab Test for patient and 1 companion / watcher	1.2 Collect specimen for Antigen test.	None	40 minutes	<i>Nurse Triage Area</i> Alfonso Ponce Enrile Memorial District Hospital
2. Proceed to Emergency Room	2. ER Nurse shall prepare admission chart.	None	10 minutes	<i>ER Nurse Emergency Room</i> Alfonso Ponce Enrile Memorial 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	15 minutes	<i>Medical Officer Emergency Room</i> Alfonso Ponce Enrile Memorial District Hospital
4. Consent to admission/care	4. Ask the patient/watcher to sign consent for admission.	None	5 minutes	<i>ER Nurse</i> Alfonso Ponce Enrile Memorial District Hospital
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>Medical Officer Emergency Room</i> Alfonso Ponce Enrile Memorial District Hospital
	5.1 ER nurse carry out doctor's order	None	15 minutes	<i>ER Nurse Emergency Room</i> Alfonso Ponce Enrile Memorial District Hospital
6. Transfer to Ward	6. ER Nurse endorses patient to ward nurse on duty	None	30 minutes	<i>ER Nurse Emergency Room</i> Alfonso Ponce Enrile Memorial District Hospital

	6.1 I.W will bring the patient to the designated room and ward Nurse will receive the patient	None	20 minutes	<i>Utility Worker Ward Alfonso Ponce Enrile Memorial District Hospital</i>
7. Present Philhealth ID or any valid ID	7. ER Nurses shall submit patient data for philhealth verification/Interview	None	10 minutes	<i>Philhealth Clerk Philhealth Office Alfonso Ponce Enrile Memorial District Hospital</i>
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	<i>Medical Officer Ward Alfonso Ponce Enrile Memorial District Hospital</i>
	8.1 Review chart for completeness	None	1 hour	<i>Resident Nurse Ward Alfonso Ponce Enrile Memorial District Hospital</i>
9. Proceed to billing section and Philhealth Office then sign SOA, CSF and other Philhealth claim document.	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	<i>Medical Technologist Pharmacy Billing Section Business Office Philhealth Clerk Alfonso Ponce Enrile Memorial District Hospital</i>
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	<i>Resident Nurse Alfonso Ponce Enrile Memorial District Hospital</i>

	10.1 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	<i>Resident Nurse Ward</i> Alfonso Ponce Enrile Memorial District Hospital
11. Patient/ Companion return watchers ID to Security Guard	11. Security Guard receive and check discharge slip and release	None	5 minutes	<i>Security Guard</i> Alfonso Ponce Enrile Memorial District Hospital
TOTAL: 7 hour and 40 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. Referral Slip for referred patients (1 original)		● Cashier's Office		
CLIENT STEP	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.	None	5 minutes	<i>Medical Technologist</i> Laboratory Department Alfonso Ponce Enrile Memorial District Hospital

	1.1 Give charge slip and instruct client to proceed to Cashier's Office.	None	5 minutes	<i>Medical Technologist</i> Laboratory Department Alfonso Ponce Enrile Memorial District Hospital
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	<i>Cashier</i> Business Office Alfonso Ponce Enrile Memorial District 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> Laboratory Department Alfonso Ponce Enrile Memorial District Hospital
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	<i>Medical Technologist</i> Laboratory Department Alfonso Ponce Enrile Memorial District Hospital
	4.1 Proceed to examination of specimen and write result in standard result forms and record results			
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> Laboratory Department Alfonso Ponce Enrile Memorial District Hospital



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	<i>Resident Nurse Ward Alfonso Ponce Enrile Memorial District Hospital</i>
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	<i>Medical Technologist Laboratory Department Alfonso Ponce Enrile Memorial District</i>
	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	<i>Medical Technologist Laboratory Department Alfonso Ponce Enrile Memorial District</i>
	2.2 Deliver laboratory results to the ward, nurses receive laboratory results and sign at the releasing logbook.	None	5 minutes	<i>Medical Technologist Laboratory Department Resident Nurse Ward Alfonso Ponce Enrile Memorial District</i>
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 2. Official Receipt		<ul style="list-style-type: none"> • Medical Officer on Duty • Cashier's Office 		
CLIENT STEP	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.	None	5 minutes	Pharmacist Pharmacy Alfonso Ponce Enrile Memorial District
	1.2 Check stock availability			Pharmacist Pharmacy Alfonso Ponce Enrile Memorial District
	1.3 If not available, ask the doctor for alternative medicine or instruct patient to buy outside			Pharmacist Pharmacy Alfonso Ponce Enrile Memorial District

	1.4 If available, price prescription and issue charge slip			<i>Pharmacist</i> Pharmacy Alfonso Ponce Enrile Memorial District
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> Pharmacy Alfonso Ponce Enrile Memorial District
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	<i>Cashier</i> Business Office Alfonso Ponce Enrile Memorial District
4. Present charge slips and Official Receipt to pharmacist	4 Receive and verify official receipt and copy OR number	None	5 minutes	<i>Pharmacist</i> Pharmacy Alfonso Ponce Enrile Memorial District
5. Receive medicine.	5 Dispense medicine with patient counseling	None	10 minutes	<i>Pharmacist</i> Pharmacy Alfonso Ponce Enrile Memorial District
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	<i>Pharmacist</i> Pharmacy Alfonso Ponce Enrile Memorial District
	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	<i>Pharmacist</i> Pharmacy Alfonso Ponce Enrile Memorial District
TOTAL: 13 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 STEP	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> X-Ray Department Alfonso Ponce Enrile Memorial District



2. Proceed to Cahier's Office and pay corresponding fees.	2. Receive charge slip, collect payment and issue official receipt.	Refer fees provided in a separate sheet (Annex A)	3 minutes	<i>Cashier</i> Business Office Alfonso Ponce Enrile Memorial District
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> <i>X-Ray Department</i> Alfonso Ponce Enrile Memorial District
4. Proceed to x-ray room for the procedure.	4. Position the patient for the procedure.	None	10 minutes	<i>Radiologic Technologist</i> <i>X-Ray Department</i> Alfonso Ponce Enrile Memorial District
	4.1 Develop, dry and send shots to Radiologist for official reading thru messenger	None	4 hours	<i>Radiologic Technologist</i> <i>X-Ray Department</i> Alfonso Ponce Enrile Memorial District
5. Receive x-ray result.	5. Release x-ray result and film.	None	8 hours	<i>Radiologic Technologist</i> <i>X-Ray Department</i> Alfonso Ponce Enrile Memorial District
TOTAL				
12 hours & 25 minutes				
IN-PATIENT				



1. Wait for the call then proceed to x-ray room for procedures via stretcher/wheelchair.	1. Receive and check the completeness of the x-ray request form.	None	5 minutes	<i>Resident Nurse</i> Ward Alfonso Ponce Enrile Memorial District
	1.1 Rad. Tech. on duty requests IW to assist in-patients to proceed to x-ray and back to their ward after the procedure.	None	15 minutes	<i>Radiologic Technologist</i> <i>X-Ray</i> <i>Department</i> Alfonso Ponce Enrile Memorial District
	1.2 Develop, dry and send films to the Physician on duty	None	1 hour	<i>Radiologic Technologist</i> <i>X-Ray</i> <i>Department</i> Alfonso Ponce Enrile Memorial District
	1.3 Rad. Tech. shall send shots to Radiologist for official reading thru messenger	None	10 min	<i>Radiologic Technologist</i> <i>X-Ray</i> <i>Department</i> Alfonso Ponce Enrile Memorial District
	1.4 Releasing of official x-ray result and film	None	1 hour	<i>Resident Nurse</i> Ward <i>Radiologic Technologist</i> <i>X-Ray</i> Department Alfonso Ponce Enrile Memorial District
TOTAL: 9 hours & 30 minutes				

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		
1. Medico Legal Request Letter 2. Medical Certificate Request Form 3. Official Receipt		<ul style="list-style-type: none"> • Police or Barangay Captain • Nurse Ward/ Out Patient Department • Cashier's Office 		
CLIENT STEP	PGC 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	<i>Resident Nurse Ward</i> Alfonso Ponce Enrile Memorial District
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	<i>Medical Records Clerk</i> <i>Medical Record Office</i> Alfonso Ponce Enrile Memorial District

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	Cashier Business Office Alfonso Ponce Enrile Memorial District
4. Receive medical/medico legal certificate and sign on releasing logbook	4. Release medical/medico legal certificate	None	5 minutes	Medical Records Clerk Medical Record Office Alfonso Ponce Enrile Memorial District

TOTAL: 18 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		
1. Philhealth I.D or Member Data Record (MDR) 2. Birth Certificate, Marriage Contract		<ul style="list-style-type: none"> Nurse Ward/ Out Patient Department 		
CLIENT STEP	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	5 minutes	Philhealth Clerk Philhealth Office Alfonso Ponce Enrile Memorial District



	1.1 Prepare documents to be signed by the Philhealth member.	None	15 minutes	<i>Philhealth Clerk Philhealth Office Alfonso Ponce Enrile Memorial District</i>
	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	<i>Philhealth Clerk Philhealth Office Alfonso Ponce Enrile Memorial District</i>
2. Fill-up the documents needed	2 Checked the documents signed by the client.	None	2 minutes	<i>Philhealth Clerk Philhealth Office Alfonso Ponce Enrile Memorial District</i>
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	<i>Resident Nurse Ward Alfonso Ponce Enrile Memorial District</i>
TOTAL: 42 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		
1. Birth or Death Certificate Request		<ul style="list-style-type: none"> Nurse Ward/ Out Patient Department 		
CLIENT STEP	PGC 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	Resident Nurse Ward Alfonso Ponce Enrile Memorial District
2. Fill out entries needed in the request form.	2. Validate entries then interview.	None	5 minutes	<i>Medical Records Clerk</i> <i>Medical Record Office</i> Alfonso Ponce Enrile Memorial District
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	<i>Medical Records Clerk</i> <i>Medical Record Office</i> Alfonso Ponce Enrile Memorial District
	Prepare and encode data.	None	30 minutes	<i>Medical Records Clerk</i> <i>Medical Record Office</i> Alfonso Ponce Enrile Memorial District
4. The informant will sign the birth or death certificate.	4. Check the form and bring to the physician for signature.	None	15 minutes	<i>Medical Records Clerk</i> <i>Medical Record Office</i> <i>Physician Ward</i> Alfonso Ponce Enrile Memorial District



5. Received birth or death certificate for registration	5. Released birth or death certificate for registration	None	5 minutes	<i>Medical Records Clerk Medical Record Office Alfonso Ponce Enrile Memorial District</i>
TOTAL: 1 hour & 5 minutes				

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	PGC 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. 1.1 Issuance of charge slip to pay at the cashier.	None	10 minutes	<i>Medical Technologist</i> Aparri District Hospital
2. Pay required standard laboratory fee	1. Issuance of Official Receipt	See lab. Examination fees	5 minutes	<i>Cashier</i> Aparri District Hospital
3. Proceed to Extraction area	3. Checking of Official receipt 3.1 Extracts specimen from the patient. Informs the patient the time of release of the result	None	1 minute 5 minutes 20 minutes	<i>Medical Technologist</i> Aparri District Hospital

	3.2 Perform the laboratory examination			
4.Claiming of result	4. Hands Laboratory result to patient/client	None	2 minutes	<i>Medical Technologist</i> Aparri District Hospital
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	PGC ACTION S	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> Aparri District Hospital
	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> Aparri District Hospital
	3. Extracts specimen from the patient. Perform Laboratory examination	None	25 minutes	<i>Medical Technologist</i> Aparri District Hospital
	4. Hands Laboratory result to NOD	None	2 minutes	<i>Medical Technologist</i> Aparri District Hospital
TOTAL: 37 minutes				

3. X-RAY DIAGNOSTIC EXAMINATION (OUT-PATIENTS)

Service Information	: Diagnostic Examination. X-ray Section is open 24/7			
Office or Division	: X-ray 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 X-ray Request Form 2. OPD-ID card			<ul style="list-style-type: none"> • ER/OPD Requesting Physician • OPD Nurse 	
CLIENTS STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present completely filled-out X-ray request form	1. Receives and log in x-ray request form	None	5 minutes	<i>Radiologic Technologist</i> Aparri District Hospital
	1.1 Issuance of charge slip to pay at the cashier	None	5 minutes	<i>Radiologic Technologist</i> Aparri District Hospital
2. Pay standard X-ray fee	2. Issuance of Official Receipt	See x-ray procedure fees	5 minutes	<i>Cashier</i> Aparri District Hospital
3. Proceed to X-ray Room	3. Performs required X-ray procedure and processing of films.	None	15 minutes	<i>Radiologic Technologist</i> Aparri District Hospital
	3.1 Reading and encoding of result	None	10 minutes	<i>Medical Officer</i> <i>Radiologic Technologist</i> Aparri District Hospital
	3.2 Schedule the procedure (Ultrasound only) 3.4 Perform Ultrasound procedure, reading and	None	1 minutes 25 minutes	<i>Medical Officer</i> <i>Radiologic Technologist</i> Aparri District Hospital

	encoding of result			
4.Claiming of result	4. Hands x-ray result to patient/client	None	2 minutes	<i>Radiologic Technologist</i> Aparri District Hospital
TOTAL: X-ray- 42 minutes Ultrasound-43 minutes				

4. X-RAY DIAGNOSTIC EXAMINATION (IN-PATIENTS)

Service Information	: Diagnostic Examination. X-ray Section is open 24/7			
Office or Division	: X-ray Section			
Classification	: Highly Technical			
Type of Transaction	: G2C- (Government-to-Citizen)			
Who may avail	: Admitted patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Completely filled-out X-ray Request Form			• Requesting Physician from ward	
CLIENTS STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely filled-out request form	1. Receives X-ray request form from NOD/ NA	None	5 minutes	<i>Radiologic Technologist</i> Aparri District Hospital
	1.1 Reviews completeness of x-ray request form. Enters to in patient request logbook and creates order at iHOMIS	None	5 minutes	<i>Radiologic Technologist</i> Aparri District Hospital
	1.2 Perform X-ray procedure and processing of film and reading of result	None	25 minutes	<i>Medical Officer</i> <i>Radiologic Technologist</i> Aparri District Hospital
	1.3 Perform ultrasound procedure, reading and encoding of result	None	25 minutes	<i>Medical Officer</i> <i>Radiologic Technologist</i> Aparri District Hospital
	1.4 Hands X-ray result to NOD	None	4 minutes	<i>Radiologic Technologist</i> Aparri District Hospital
TOTAL: 34 minutes				



Note: Radiologist/Sonologist is available only on Sundays and Mondays. If the Radiologist/Sonologist X-ray films are subject for Reading outside the Hospital or Other Diagnostic Clinic.

5. 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 medicolegal certificate only)			<ul style="list-style-type: none"> • OPD Nurse • Police Station 	
CLIENTS STEPS	PGC 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> Aparri District Hospital
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> Aparri District Hospital
3. Pay at the cashier office	3. Issue official receipt	₱100.00- medical certificate ₱200. 00 – medico-legal cert.	5 minutes	<i>Cashier</i> Aparri District Hospital
4. Waits while Medical Certificate is being processed	4. Encodes patient data and other related information. Prints , for signature and release the	None	10 minutes	<i>Medical Officer</i> <i>HIMD staff</i> Aparri District Hospital



	Medical Certificates			
TOTAL: 27 minutes				

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

Service Information	: Issuance of requested In-Patient Medical Certificate. Open Monday to Friday from 8:00 am to 5:00 pm. (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	PGC 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 Aparri District Hospital
2. Pay at the cashier office	2. Issue official receipt	₱100.00- medical certificate ₱200. 00 - medicolegal cert.	5 minutes	Cashier Aparri District Hospital
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	None	10 minutes	HIMD staff Medical Officer Aparri District Hospital

	Medical Certificates			
TOTAL: 25 minutes				

7. 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	PGC ACTION	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> Aparri District Hospital
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> Aparri District Hospital
3.Waits while the Death Certificate is being processed	3. Encodes patient data and other related informations. Print-out, for signature of Attending Physician	None	10 minutes	<i>Medical Officer</i> <i>HIMD staff</i> Aparri District Hospital
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	None	5 minutes	<i>HIMD staff</i> Aparri District Hospital

	embalmer (Funeral parlor) and to register Death Certificate at the Local Civil Registrar's Office, Municipality of Aparri.			
TOTAL: 22 minutes				

8. 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	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill-out Birth certificate slip	1. Issue birth certificate slip and instruct what to fill out	None	5 minutes	Station 1 Nurse or Nursing Attendant on Duty Aparri District Hospital
2. Submit filled out Birth Certificate Slip form	2. Receives properly filled out Birth certificate slip form.	None	2 minutes	HIMD staff Aparri District Hospital
3. Interviewed and present required documents or ID	3. Receives properly filled out Birth certificate slip form. Verify information to iHOMIS	None	3 minutes	HIMD staff Aparri District Hospital
4. Waits while Birth Certificate is being processed	4. Encodes patient data and other related informations.	None	15 minutes	Medical Officer HIMD staff Aparri District Hospital

	Print-out, for signature of Attending Physician			
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	<i>HIMD staff</i> Aparri District Hospital
TOTAL: 30 minutes				

9. ADMISSION

Service Information	: Process in admitting patient. Open 24/7			
Office or Division	: Emergency Section			
Classification	: Simple			
Type of Transaction	: G2C (Government-to-Citizen)			
Who may avail	: Admitted patients, 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 • Patients relative / Representative 	
CLIENTS STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient submit for assessment at Triage	1. Interview patient	None	5 minutes	<i>Security Guard on duty</i> Aparri District Hospital
2. Submit patient for Rapid antigen testing	2. Donning of PPE, instruct patient to go to the swabbing	None	5 minutes	<i>Radiologic Technologist</i> Aparri District Hospital

	area, collects patients specimen.			
3. Rapid antigen test results POSITIVE and shows Covid -19 signs and symptoms	3. Inform Covid Ward nurse.		50 minutes	<i>Covid ward nurse Nursing Attendant Aparri District Hospital</i>
3.1. Transported to the Covid ward	3.1 Transport patient to the Covid ward			
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		5 minutes	<i>Medical Officer Covid ward nurse Nursing Attendant Aparri District Hospital</i>
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	50 minutes	<i>Nurse Medical Officer Aparri District Hospital</i>
5. Read and sign consent for admission	5. Explain consent for admission	None	1 minute	<i>Nurse Aparri District Hospital</i>
	5.1 Create and record patient data in the iHOMIS	None	5 minute	<i>Nurse Medical Officer Aparri District Hospital</i>
	5.2 Instruct patient watcher and issue prescription for the replacement of ER medicine	None	3 minute	<i>Nurse Aparri District Hospital</i>

	and medical supplies used			
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				

10. CONSULTATION

Service Information	: Process in the consultation of patient. Open from Monday to Fridays only. From 8:00 am to 12: 00 pm 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. Patient submit for assessment at Triage	1. Interview patient	None	5 minutes	<i>Security Guard on duty</i> Aparri District Hospital
2. Patient submit for physical examination and evaluation	2. Assess, examine and evaluate patient condition. Take vital	None	20 minutes	<i>OPD Nurse</i> <i>Medical Officer</i> Aparri District Hospital



	signs, Medical history and physical examination and working diagnosis.			
3. Patient submit for diagnostic procedure	3. Instruct patient and issue diagnostic procedure slip	None	5 minutes	<i>OPD Nurse Medical Officer Aparri District Hospital</i>
	3.1 Advise patient to comeback with the Official result	None	1 minute	<i>Marie Christine D. Robles,RN (OPD Nurse Medical Officer Aparri District Hospital</i>
4. Submit diagnostic result	4. Working diagnosis	None	10 minutes	<i>Medical Officer Aparri District Hospital</i>
5. Receive instruction for medicine and health teachings	5. Issue prescription of medicine and render health teachings	None	4 minutes	<i>Medical Officer Aparri District Hospital</i>
TOTAL: 43 minutes				



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,	None	5 minutes	<i>Nurse on Duty</i> Baggao District Hospital



	Address, Birthday			
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</i> Baggao District Hospital
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	5 minutes	<i>Medical Technologist on Duty</i> Baggao District Hospital <i>Medical Technologist on Duty</i> Baggao District Hospital
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	30 minutes	<i>Cashier</i> Baggao District Hospital
7. Submit laboratory result/diagnostic procedure	7. Physician will receive and analyze the result then	None	5 minutes	<i>Medical Officer on duty</i>

	prescribe medicines and give instruction.			Baggao District Hospital
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> Baggao District Hospital
9. Proceed to Cashier's Office for payment	9. Collect and issue receipt of payment.	None	5 minutes	<i>Cashier</i> Baggao District Hospital
10. Receive instructions for medicine and health teachings	10. Provide medication instructions and health teachings and ff up	None	5minutes	<i>OPD nurse on Duty</i> 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</i> <i>ER Nurse/Staff</i> Baggao 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	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	None	20 minutes	<i>Medical Officer Baggao District Hospital</i>



	of follow up check-up			
	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	2. Received charge slip, collect payment and	Fees varies on approved	3 minutes	<i>Cashier</i> Baggao District Hospital

the cashier will collect the respective service fees	issue official receipt.	laboratory fees.		
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</i> <i>/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				

<p>1. The client will present a complete prescription signed by doctor.</p>	<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>	<p>None</p>	<p>10 minutes</p>	<p><i>Pharmacist</i> Baggao District Hospital</p>
<p>2. Receive medicine.</p>	<p>2. Dispense medicine with patient counselling</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Pharmacist</i> Baggao District Hospital</p>
<p>Total Response Time: 35 minutes</p>				

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:	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	Medical Records Clerk 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	Medical Records Clerk 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	Medical Records Clerk Baggao District Hospital
4. Received birth or death certificate for registration	4. Released birth or death certificate for registration	None	5 minutes	Medical Records Clerk 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. 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. 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 		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
1. Approach the Triage Area and accomplish COVID Pre-screening form.	1. Interview the patient for the accomplishment of the form.	None	3 minutes	<i>Nurse II</i> <i>Nurse I</i> <i>Nursing Attendant</i> <i>Security Guard</i> Ballesteros District Hospital
2. Approach the Triage Area and accomplish COVID Pre-screening form.	2. Interview the patient for the accomplishment of the form.	None	3 minutes	<i>Nurse II</i> <i>Nurse I</i> <i>Nursing Attendant</i> <i>Security Guard</i> Ballesteros District Hospital
3. For Suspect COVID-19 cases: Proceed to Holding Area for covid suspect.	3. Inform the med tech for swabbing.	None	15 minutes	<i>Nurse II</i> <i>Nurse I</i> <i>Nursing Attendant</i> <i>Medical Technologist II</i> <i>Medical Technologist I</i> <i>LabTech</i> Ballesteros District Hospital
	3.1 Inform the ROD for the result	None	2 minutes	<i>Medical Officer</i> Ballesteros District Hospital

For non-COVID-19 cases: Proceed to #3	3.2 Immediate action of the ROD	None	3 minutes	
4. Patient/ Companion gets the queuing number from the Guard-on-duty For PWD/Senior Citizen/pregnant woman: Present valid ID and get the Priority Number	4. Distribute the queuing and priority numbers	None	2 minutes	<i>Security Guard</i> Ballesteros District Hospital
5. Bring OPD Card and OPD queuing number to the OPD Section	5. The OPD nurse will retrieve the OPD folder for old patients.	None	7 minutes	<i>Nurse II</i> Ballesteros District Hospital
	5.1 OPD nurse will interview new patients and accomplish OPD form and issue OPD number	None	2 Minutes	<i>Nurse II</i> Ballesteros District Hospital
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	<i>Nurse II</i> Ballesteros District Hospital
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	<i>Nurse II</i> Ballesteros District Hospital
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	<i>Medical Officer</i> Ballesteros District Hospital
			1 minute	

	8.2 Follow up check-up will be instructed as needed			
9. If patient needs financial assistance proceed to social service office	9. interview and classify the patients	None	5 minutes	<i>Medical Social Worker</i> Ballesteros District Hospital
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 		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
1. Proceed to emergency room immediately.	1. Obtain vital sign	None	3 minutes	<i>Nurse I</i> <i>Nursing Attendant</i> Ballesteros District Hospital
	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	7 minutes	<i>Nurse I Nurse II Nursing Attendant Ballesteros District Hospital</i>
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	30 minutes	<i>Nurse I Nurse II Nursing Attendant Ballesteros District Hospital</i>
3. Refer to ROD for assessment and treatment (non-covid)	3. Examination and treatment by the ROD	None	15 minutes	<i>Medical Officer Nurse I Nurse II Nursing Attendant Ballesteros District Hospital</i>
3.1 For covid patients	3.1 Examination, admission and treatment by the ROD	None	30 minutes	<i>Nurse I Nurse II Nursing Attendant Ballesteros District Hospital</i>
Total Response Time: 1 hour and 33 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 		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
1. Inform the patient for admission	1 Prepare the chart and secure consent for admission.	None	15 minutes	<i>Nurse I</i> <i>Nurse II</i> <i>Nursing Attendant</i> Ballesteros District Hospital
	1.1 Give chart to ROD for doctor's order	None	15 minutes	<i>Medical Officer</i> Ballesteros District Hospital
	1.2 Carry out doctor's order	None	10 minutes	<i>Nurse I</i> <i>Nurse II</i> <i>Nursing Attendant</i> Ballesteros District Hospital
	1.3 Logs admission	None	10 minutes	<i>Nurse I</i> <i>Nurse II</i> <i>Nursing Attendant</i> Ballesteros District Hospital
2. Transport patient to ward	2. inform the ward nurse about the admission	None	10 minutes	<i>Nurse I</i> <i>Nurse II</i> <i>Nursing Attendant</i> Ballesteros District Hospital
	2.1 wheeled the patient to the ward	None	5 minutes	<i>Utility Worker</i> Ballesteros District Hospital
	2.3 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 Ballesteros District Hospital
	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 		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
1. Secure discharge clearance	1. Accomplish/ fill – up clearance form	None	2 minutes	Nurse II Nurse I Ballesteros District Hospital
	1.1 Instruct the watcher/patient to process the discharge clearance form	None	10 minutes	

2. Bring back the accomplish discharge clearance form to the ward nurse on duty	2. Issue the discharge summary	None	2 minutes	Nurse II Nurse I Ballesteros District Hospital
	2.1 Instruct/Health educate patient for follow-up check-up and continuation of home medication	None	3 minutes	
3. Discharge slip to guard on duty	3. Let the patient/bantay to log the discharge logbook	None	1 minute	Security Guard Ballesteros District Hospital
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 		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
FOR OUTPATIENTS				
1. Security Guard Presents prescription signed by the attending physician to the pharmacist	1.1 Receive and evaluate completeness of prescription from patient	None	1 minute	Pharmacist II Ballesteros District Hospital
	1.2 Check availability of medicine in the pharmacy	None	5 minutes	

	<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>			
2. Guard notify the patient the corresponding fees and Proceed to Cashier for payment	<p>2. Instruct the guard 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><i>Pharmacist II</i> Ballesteros District Hospital</p> <p><i>Cashier I</i> Ballesteros District Hospital</p>
3. Present the official receipt at Pharmacy	3. Receive charge slip and verify official receipt.	None	5 minutes	<i>Pharmacist II</i> Ballesteros District Hospital

4. Claim the medicine	4. Dispense and instruct the patient regarding the medicine	None	2 minutes	<i>Pharmacist II</i> Ballesteros District Hospital
	4.1 Record the drugs and medicines issued and file prescription	None	3 minutes	
Total Response Time: 25 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 		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
For Out-Patients				
1. Receive laboratory request from OPD/ER/ WARD nurse on duty	1. Receive request for laboratory examination	None	3 minutes	<i>Nurse II</i> <i>Nurse I</i> <i>Nursing Attendant</i> Ballesteros District Hospital
2. Present accomplished laboratory request form to extraction area	2. Receive laboratory request form	None	3 minutes	<i>Medical Technologist II</i> <i>Medical Technologist I</i> <i>LabTech</i> Ballesteros District Hospital
	2.1 Verify patient information and laboratory	See attached list laboratory	2 minutes	<i>Security Guard</i> Ballesteros District Hospital

	procedure requested 2.2 Instruct patient to pay corresponding laboratory fees	services and prices		
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 II Medical Technologist I LabTech Ballesteros District Hospital
4. Present official receipt and Claim laboratory result	4. Issue laboratory results	None	2 minutes	Medical Technologist II Medical Technologist I LabTech Ballesteros District Hospital
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 		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	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	Radiology Technologist Ballesteros District Hospital
	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	Radiology Technologist Ballesteros District Hospital
2. Proceed to Cashier/Billing Department	2. Collect payment and issue Official Receipt	Depend on the procedure to be done	5 minutes	Cashier I Ballesteros District Hospital
	2.1 Conduct X-ray examination and processing	None	20 minutes	Radiology Technologist Ballesteros District Hospital
	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	Radiology Technologist Ballesteros District Hospital
3. Submit film to OPD/ER Physician on duty	3. Relay the initial reading of the obtained images	None	10 minutes	Nurse II Nurse I Nursing Attendant Medical Officer Ballesteros District Hospital
	3.1 Submit X-ray films for reading	P 50.00	1 day	Medical Officer Ballesteros District Hospital
	3.2 Release Official Reading to patient / Authorized Representative and let them sign the issuance logbook	P50.00	2 minutes	Radiology Technologist Ballesteros District Hospital
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 		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
	1. Check daily census and dietary requirements of admitted patients	None	10 minutes	<i>Cook I</i> Ballesteros District Hospital
	1.1 Prepare procurement list of market order form based on cycle menu plan	None	15 minutes	<i>Cook I</i> Ballesteros District Hospital
	2. Purchase food supplies from the market			
	2.1 Check food items and store perishable goods in the cold storage area	None	1 hour	<i>Cook I</i> <i>Administrative Aide I</i> Ballesteros District Hospital
	3. Prepare and cook menu based on the types of diet needed by patients	None	1 hour and 30 minutes	<i>Cook I</i> <i>Administrative Aide I</i> Ballesteros District Hospital
	4. Prepare food trays and verify type of diet ordered per patient	None	10 minutes	<i>Cook I</i> <i>Administrative Aide I</i> Ballesteros District Hospital
1. Receive food served by Dietary staff	5. Provide food supplies to patient in the ward.	None	15 minutes	<i>Cook I</i> <i>Administrative Aide I</i> Ballesteros District Hospital
Total Response Time: 3 hours and 20 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				
Client Steps and Procedures	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
1. Fill out pre-live birth form	1. Interview patient and verify information written in pre-live birth form	None	8 minutes	<i>Nurse II</i> <i>Nurse I</i> Ballesteros District Hospital
	1.1 Accomplished Pre-live birth form with attached Certificate of Live Birth (COLB) Form to Medical Record Section	None	5 minutes	<i>Nurse II</i> <i>Nurse I</i> Ballesteros District Hospital

<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>	<p>2. Encode information and print data in the Official Certificate of Live Birth Form (3 copies)</p> <p>2.1 Present birth certificate to parents for verification of entries</p> <p>2.2 Forward accomplished CLOB to Attending Physician for Signature</p> <p>2.3 Let the parents/representative sign in the birth certificate</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>2 minutes</p>	<p><i>Administrative Aide IV</i> Ballesteros District Hospital</p>
<p>4. Proceed to cashier for payment of corresponding fee.</p>	<p>4. Issue charge slip and instruct relative/patient to pay at cashier</p>	<p>P100</p>	<p>2 minutes</p>	<p><i>Cashier I</i> Ballesteros District Hospital</p>
<p>5. Submit printed and signed Certificate of Live Birth to Municipal Civil Registrar Office</p>	<p>5. Released Birth Certificate for registration at Municipal Civil Registrar Office</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Municipal Civil Registrar</i> <i>Office Clerk</i></p>
<p>6. Proceed to the Medical Records Office</p>	<p>6. Submit one copy of registered Birth Certificate to Medical</p>	<p>None</p>	<p>1 minute</p>	<p><i>Administrative Aide IV</i> Ballesteros District Hospital</p>



	Records Section for filing			
7. Request for Medical /Medico-Legal Certificate	7. Ward Nurse/Nurse on Duty give the patient chart/record to medical clerk	None	5 minutes	<i>Nurse II</i> <i>Nurse I</i> Ballesteros District Hospital
	7.1 Prepare the medical certificate	None	3 minutes	<i>Administrative Aide IV</i> Ballesteros District Hospital
	7.2 Instruct the patient to pay at Cashier	P100 (Med Cert) P200 (Medico-legal Cert)	2 minutes	<i>Cashier I</i> Ballesteros District Hospital
Total Response Time: 58 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				
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
1. Fill up death information sheet	1. Interviews patient relatives and prepare draft	None	10 minutes	<i>Nurse II</i> <i>Nurse I</i> Ballesteros District Hospital

	of death certificate Attach 3 copies of Death Certificate			
	1.1 Completes details on the cause, time and date of death in the patients chart	None	5 minutes	<i>Medical Officer</i> Ballesteros District Hospital
	1.2 Submit accomplished draft of Death Certificate form with attached Official Death Certificate Form to Medical Record Section	None	5 minutes	<i>Nurse II</i> <i>Nurse I</i> Ballesteros District Hospital
	1.3 Validate entries in the draft form by interviewing patient's relatives 1.4 Encode information and print data in the Official Death Certificate Form (3 copies)	None	15 minutes	<i>Administrative Aide IV</i> Ballesteros District Hospital

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				
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	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	20 minutes	<i>Administrative Aide IV</i> Ballesteros District Hospital
	1.1 File death certificate accordingly	None	5 minutes	<i>Administrative Aide IV</i> Ballesteros District Hospital
Total Response Time: 1 hour				

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		
Client Steps and Procedures	PGC ACTION	Fees (if applicable)	Response Time	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	<i>Medical Social Worker</i> Ballesteros District Hospital
2. Submit proof of indigency if any	2. Assess and evaluate patients if eligible for Phil Health or not.	None	5 minutes	<i>Medical Social Worker</i> Ballesteros District Hospital
	2.1 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	<i>Medical Social Worker</i> Ballesteros District Hospital

	<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	4 minutes	<p><i>Medical Social Worker Ballesteros District Hospital</i></p>
	<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 Service.</p>	None	5 minutes	<p><i>Medical Social Worker Administrative Aide III Ballesteros District Hospital</i></p>
	<p>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.</p>	None	10 minutes	<p><i>Medical Social Worker Ballesteros District Hospital</i></p>
<p>Total Response Time: 49 minutes</p>				

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 			
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	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 & discount	1. Receive charge slip	None	2 minutes	Cashier I Ballesteros District Hospital
2. Pay the total required amount.	2. Accept cash payment	Based on services availed	3 minutes	Cashier I Ballesteros District Hospital
3. Receive the Official receipt, charge slip	3. Issues official receipt	None	5 minutes	Cashier I Ballesteros District Hospital
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			
Client Steps	PGC ACTION	Fees (if available)	Response Time	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 I Ballesteros District Hospital
2. Pay the total required amount.	2. Accept cash payment	Based on services availed	2 minutes	Cashier I Ballesteros District Hospital
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 I Ballesteros District Hospital
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 I Ballesteros District Hospital
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		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
FOR IN-PATIENTS				
1. Secure clearance	1. Informed the bantay of the patient for referral	None	2 minutes	<i>Driver II</i> Ballesteros District Hospital
	1.2 Issue the clearance form	None	2 minutes	
	1.3 Prepare the patient for transport to other hospital	None	5 minutes	
2. Go to Medical Social Worker for assistance and evaluation	2. Interview and classify the financial capabilities of the patient	None	10 minutes	<i>Medical Social Worker</i> Ballesteros District Hospital
	2.1 Inform the ambulance driver for the transport of patient	None	2 minutes	<i>Nurse II</i> <i>Nurse I</i> Ballesteros District Hospital
	2.2 The ambulance driver wheeled the patient to the ambulance for transport to another hospital of choice	None	5 minutes	<i>Driver II</i> Ballesteros District Hospital
	Total Response Time: 26 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			
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
FOR OUT-PATIENTS				
<p>For out-patients that needs Medical check-up and dialysis to other hospital.</p> <p>1. Patient or bantay patient come to the hospital and request for ambulance services.</p>	1.1 Refer the patient/bantay patient to the COH for his knowledge and approval	None	10 minutes	<i>Chief of Hospital</i> Ballesteros District Hospital
	1.2 In the absence of the COH, the AO will then acknowledge the request for the approval	None	10 minutes	<i>Administrative Officer IV</i> Ballesteros District Hospital
	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	3 minutes	<i>Driver II</i> Ballesteros District Hospital
Total Response Time: 23 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 		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
For Out-Patients				
Clinical Hematology	CBC with Platelet Count	P 250.00	15 minutes	<i>Medical Technologist II</i> <i>Medical Technologist I</i> <i>LabTech</i> Ballesteros District Hospital
	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 Sugar (FBS)	P 150.00	5 minutes	
	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		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
For Out-Patients				
Blood Banking	Cross-matching		1 hour	
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	<i>Medical Technologist II Medical Technologist I LabTech Ballesteros District Hospital</i>
	Typhoid Rapid Test	P 200.00	15 minutes	
	*Leptospirosis 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 		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
For In-Patients				
Clinical Hematology	CBC with Platelet Count	P 450.00	15 minutes	<i>Medical Technologist II</i> <i>Medical Technologist I</i> <i>LabTech</i> Ballesteros District Hospital
	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 		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
For In-Patients				
Clinical Chemistry	Creatinine	P 200.00	3 minutes	<i>Medical Technologist II</i> <i>Medical Technologist I</i> <i>LabTech</i> Ballesteros District Hospital
	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) IgM & IgG	P 850.00	20 minutes	
	Typhoid Rapid Test	P 500.00	15 minutes	
	*Leptospirosis Rapid Test			
Rapid Diagnostic Test for COVID-19 (Antigen / Antibody)	P 250.00	15 minutes		
		P 300.00	30 minutes	
		P 1500.00		



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 		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
FOR OUT-PATIENTS				
X-ray Examination	Chest PA/LAT (Adult)	P 350.00	20 minutes	Radiology Technology Ballesteros District Hospital
	Chest APL (Pedia)	P 250.00	15 minutes	
	Chest PA	P 200.00	10 minutes	
	Chest Bucky	P 200.00	10 minutes	
	T-Cage	P 250.00	30 minutes	
	Thoraco-lumbar APL	P 400.00	30 minutes	
	Flat Plate Abdomen	P 250.00	15 minutes	
	Abdomen Upright/Supine	P 400.00	30 minutes	
	Lumbo-sacral APL			
	PNS	P 400.00	20 minutes	
	Pelvic/Hip	P 350.00	30 minutes	
	Skull APL	P 350.00	10 minutes	
	Mandible	P 350.00	15 minutes	
	Nasal Bone AP/Both LAT	P 350.00	15 minutes	
	Cervical APL	P 350.00	15 minutes	
	Shoulder/Clavicle	P 350.00	10 minutes	
	Wrist APL/Elbow APL/Hand APO	P 350.00	10 minutes	
	Knee APL/Ankle APL/Foot APL	P 350.00	15 minutes	
	Arm APL/Forearm APL	P 350.00	15 minutes	
	Leg APL/Femur APL			



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 		
Client Steps	PGC ACTION	Fees (if applicable)	Response Time	Responsible Person
FOR IN-PATIENTS				
X-ray Examination	Chest PA/LAT (Adult)	P 450.00	20 minutes	Radiology Technology Ballesteros District Hospital
	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. ANTIGEN RESULT 3.1 POSITIVE (inform COVID WARD) 3.2 NEGATIVE ANTIGEN – Proceed to ER	3. Collect Specimen	OPD P960 In-Patient P1,500	1 hour	<i>Medical Technologist</i> Gattaran Emergency Hospital
4. EMERGENCY ROOM –NON COVID ADMISSION	4. Attend with the Patient	None	5 minutes	<i>Doctor On Duty</i> <i>Er Nurse On Duty</i> Gattaran Emergency Hospital
	4.1 Undergo HISTORY and PHYSICAL EXAMINATION	None	10 minutes	<i>Doctor On Duty</i> Gattaran Emergency Hospital

	4.2 Carry Out DOCTOR'S ORDER	None	30 minutes	<i>ER Nurse On Duty</i> Gattaran Emergency Hospital
	4.3 Printing of PBEF for those with active Philhealth Membership	None	5 minutes	<i>Philhealth Staf</i> Gattaran Emergency Hospital
	4.4 No Philhealth/ Non-Active membership, endorse to SOCIAL WORKER for assessment and enrollment to Point of Service.		10 minutes	<i>Social Worker</i> Gattaran Emergency Hospital
	4.5 Endorse to WARD	None	10 minutes	<i>ER Nurse On Duty</i> Gattaran Emergency Hospital
5. EMERGENCY ROOM- COVID ADMISSION	5. Assess Patient	None	10 minutes	<i>Doctor On Duty</i> Gattaran Emergency Hospital
	5.1 Undergo PHYSICAL EXAMINATION and HISTORY TAKING	5.1 Carry Out DOCTOR'S ORDER	None	30 minutes
6.1 DIAGNOSTIC PROCEDURE LABORATORY	6. Send request FORM to LABORATORY	None	30 minutes	Representative of the Patient
	6.1 (donning + doffing)	None	30 minutes	<i>Medical Technologist</i> Gattaran Emergency Hospital
	6.2 Endorse to COVID WARD	None	5 minutes	<i>ER Nurse On Duty</i> Gattaran Emergency Hospital
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			<ul style="list-style-type: none"> • Requesting Party 	
2. Official Receipt			<ul style="list-style-type: none"> • 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. Issue releasing documents	Medical Certificate - P100.00	5 minutes	<i>Medical Records Officer</i> <i>Cashier</i> <i>Adm. Aide II</i>

5.2 Release of Birth / Death Certificate	5.1 Release Birth / Death Certificate	Medical Abstract - P200.00 Medico-legal Cert - P200.00		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	Ward Nurse 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	Ward Nurse 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, releasing		None	30 minutes	<i>PhilHealth Staff</i> Gattaran Emergency Hospital
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	5 minutes	<i>Medical Records Officer</i> <i>Doctor On Duty</i> Gattaran Emergency Hospital

		Medico-legal Cert - P200.00		
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 from 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 Gattaran Emergency Hospital</i>
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 physician	NONE	5 minutes	<i>Medical Technologist Gattaran Emergency Hospital</i>
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 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	6. Collection of specimen	NONE	20 minutes	<i>Medical Technologist Gattaran Emergency Hospital</i>

materials and proceed to ward for blood collection.				
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	<i>Nurse, Nursing Attendant On Duty Medical Technologist Gattaran Emergency Hospital</i>
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 AREA 1.1 If covid suspect, stay at the holding area for swabbing 1.2 If RAT positive, assess if barangay isolation is possible, if admission is warranted, ROD will admit the patient to CIU. 1.3 If not a suspect/RAT negative, 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	<i>Nurse Nursing Attendant Doctor On Duty Gattaran Emergency Hospital</i>
2. Proceed to the OPD Section for consultation.	2. Nurses perform Physical Examination and assessment of vital signs and chief complaints	NONE	5 minutes	<i>Opd Nurse On Duty Opd Nursing Attendant On Duty Doctor On Duty Gattaran Emergency Hospital</i>

<p>3. Undergo Medical Examination</p> <p>3.1 If admissible;</p> <p>3.1.1 ROD will make doctor's orders</p> <p>3.1.2 Watcher will get the medicines/supplies from the pharmacy</p> <p>3.1.3 Carry out doctor's order</p> <p>3.1.4 Proceed to ward</p> <p>3.2 If not admissible;</p> <p>3.2.1 If required by the ROD; a laboratory request form will be presented to the cashier for the payment of laboratory fee.</p>	<p>3. Doctors attend to patients for history taking and consultation.</p> <p>3.1 Doctors and/or Nurses administer treatment or management</p> <p>3.2 Doctors and nurses provide and explain home medications and instructions to the client</p>	<p>NONE</p>	<p>15 minutes</p> <p>5 minutes</p>	<p><i>Cashier</i></p> <p><i>Opd Nurse On Duty</i></p> <p><i>Opd Nursing Attendant On Duty</i></p> <p><i>Doctor On Duty Gattaran Emergency Hospital</i></p>
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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 ACTION S	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	Pharmacist 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	Cashier 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 the nurse on duty	2.2.1 Receives, checks and verifies content of prescription 2.2.2 Check the availability of medicines and supplies. 2.2.3 Prepares medicines and supply with patient's name. 2.2.4 Charge prescription to patient's account and HBSYS.	None	10 minutes	<i>Pharmacist</i> Gattaran Emergency Hospital
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	3.1.1 Receives, checks and verifies prescription. 3.1.2 Check the availability 3.1.3 If not available ask the	None	5 minutes	<i>Pharmacist</i> Gattaran Emergency Hospital

	<p>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>			
3.2 Give charge slip and inform clients the total bill of the medicines and bills not covered by Philhealth		Depend on the prescribed meds	5 minute	<i>Cashier Pharmacist Gattaran Emergency Hospital</i>
3.3 Receive payment and charge.	3.3.1 Issue an official receipt		5 minutes	<i>Cashier Pharmacist Gattaran Emergency Hospital</i>
3.4 Prepare and dispense medicines with patient counselling	3.4.1 Prepare medicine and dispense		5 minutes	<i>Pharmacist Gattaran Emergency Hospital</i>
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. Approach the Triage Area	1. Interview patient and accomplish Health Declaration Form	None	5 minutes	<i>Nursing Department Lasam District Hospital</i>
2. For Suspect COVID-19 cases: Proceed to Holding Area	2. Inform the ROD regarding the presence of COVID-19 suspect	None	5 minutes	<i>Nursing Department Laboratory Department Lasam District Hospital</i>
	2.1 Perform COVID Antigen swabbing	800.00	15 minutes	
	2.2 Refer result to Resident-on-Duty	None	2 minutes	
	2.3 If Rapid Antigen Test positive: Refer to Triage & Flow Chart of COVID cases			<i>Nursing Department Lasam District Hospital</i>

<p>3. Patient/ Companion gets the queuing number from the Guard-on-duty</p> <p>3.1 For PWD/Senior Citizen: Present valid ID and get the Priority Number</p>	<p>3. Distribute the queuing number.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Administrative Office</i> Lasam District Hospital</p>
<p>4. Request for the OPD folder and OPD Form from the Records Section</p>	<p>4.1 For OLD patients, the Records Officer will issue the OPD folder and Data Form for</p> <p>4.2 For NEW patients, enrol the patient in the database and issue OPD number and Folder</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Records Section</i> Lasam District Hospital</p>
<p>5. Proceed to patients' waiting area and wait for your number to be called</p>	<p>5. Call the queuing number of the patient</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Nursing Department</i> Lasam District Hospital</p>
<p>6. Once number is called, proceed to VITAL SIGNS Assessment Patients with priority numbers will be called first.</p>	<p>6. Assess Vital Signs and record chief complaints</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Nursing Department</i> Lasam District Hospital</p>

7. Undergo medical examination & treatment	7. Examine the patient & provide medical advice & prescription	None	10 minutes	<i>Medical Department</i> Lasam District Hospital
If required by physician:				
7.1 Proceed to Laboratory/ Radiology Department for any Diagnostic Procedure	7.1 Request for necessary diagnostic procedure as needed	None	2 minutes	<i>Medical Department</i> Lasam District Hospital
7.2 Submit Laboratory request	7.2 Receive request and perform required laboratory procedure	None	1 hour	<i>Laboratory Department</i> Lasam District Hospital
7.3 Once with result, go back to Step 7	7.4 Release Official Result to patient	None	3 minutes	
8. If with prescribed medicines, present official prescription to Pharmacy Department	8. Receive prescription and issue charge slip if prescribed medicine is available in the pharmacy	None	5 minutes	<i>Pharmacy Department</i> Lasam District Hospital
	8.1 Release medicine & instruct patient once paid	None	3 minutes	
9. Pay standard fees in the Billing Department for laboratory procedures done & medicines from the pharmacy	9. Receive payment & issue official receipt	Refer to "Pharmacy & Laboratory Price List" for the cost of drugs & medicines	10 minutes	<i>Billing Department</i> Lasam District Hospital
10. If patient needs financial assistance,	10. Classify the patient based on financial capabilities &	None	15 minutes	<i>Social Services</i> Lasam District Hospital

proceed to SOCIAL SERVICE office	provide corresponding financial assistance as needed			
TOTAL for Non-COVID cases: 2 hours & 41 minutes				
TOTAL for COVID suspect: 3 hours and 3 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		• Triage Area		
CLIENT 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 patients	None	5 minutes	<i>Nursing Department</i> Lasam District Hospital
	1.2 Accomplish COVID pre-screening checklist (Must be accomplished for proper classification based on infectiousness – ER CLEAN vs. COVID ER/ Holding Area)	None	15 minutes	
	1.3 For COVID-19 suspect: Perform COVID Antigen swabbing	None	2 minutes	<i>Laboratory Department</i> Lasam District Hospital
	1.4 Refer result to Resident-on-Duty	None		<i>Nursing Department</i> Lasam District Hospital

	If Rapid Antigen Test positive: Refer to Triage & Flow Chart of COVID cases			
2. Patient proceed to Emergency Department	2. Obtain patient data, check vital signs and refer assessment to the Resident-on-Duty.	None	5 minutes	<i>Nursing Department</i> Lasam District Hospital
	2.1 Obtain chief complaints and history of illness and physically examine patient 2.2 Stabilize patient's condition with medications and/or emergency procedures 2.3 Issue request for diagnostic procedures as needed 2.4 Monitor condition of patient	None	2 hours	<i>Medical Department</i> Lasam District Hospital
3. Await disposition by Resident-on-Duty	3. Determine disposition of patient, either for admission, observation, discharge or referral	None	5 minutes	<i>Medical Department</i> Lasam District Hospital
3.1 Patient for Admission	3.1 Perform admitting procedures (Refer to admission procedures)	None	45 minutes	<i>Nursing Department</i> Lasam District Hospital
3.2 Patient for Referral	3.2 Prepare Referral Slip and inform	None	10 minutes	<i>Medical Department</i> Lasam District Hospital

3.3 Patient for discharge - Outright discharge - Home Against Medical Advice	Ambulance Responder and Driver regarding referral 3.3 Indicate order for discharge 3.3.1 For Home Against Medical Advice, secure consent for HAMA	None	5 minutes	Nursing Department Lasam District Hospital
4. Pay necessary fees and secure clearance prior to discharge	4. Provide discharge instructions 4.1 Update charges for billing	Refer to Pharmacy and Laboratory Price List for Services availed & medications given	10 minutes	Nursing Department Lasam District Hospital
TOTAL: 3 hours, 42 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	5 minutes	<i>Nursing Department</i> Lasam District Hospital
2. Sign Consent to Care	2. Accomplish Clinical Cover Sheet and secure consent to care	None	5 minutes	<i>Nursing Department</i> Lasam District Hospital
2.1 Sign consent for confinement in Private room upon confirmation of room availability	2.1 Log admission to Admission Logbook and Hospital System	None	5 minutes	
	2.3 Perform admission care	None	45 minutes	<i>Nursing Department</i> Lasam District Hospital
	2.4 Notify ward nurse regarding the new admission. For patients availing the private rooms	None		
	2.4.1 Confirm availability of private room		5 minutes	
	2.4.2 Secure consent for admission in private room			
	2.5 Transport patient to ward/private room.	None	10 minutes	<i>Administrative Department</i> Lasam District Hospital
	2.6 Endorse patient to ward nurse	None	10 minutes	<i>Nursing Department</i> Lasam District Hospital
TOTAL: 1 hour, 30minutes				



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		
1. Official Prescription 2. Charge Slip 3. Official Receipt 4. Valid ID for PWD and Senior Citizens		<ul style="list-style-type: none"> • Resident-On-Duty • Pharmacy • Cashier • Patient 		
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	None	5 minutes	<i>Pharmacy Department</i> Lasam District Hospital
2. Receive Charge Slip	2. Issue charge slip detailing the amount to be paid	None	5 minutes	<i>Pharmacy Department</i> Lasam District Hospital
3. Proceed to Billing Department and pay the corresponding fee for drugs and medicines	3. Collect payment and issue official receipt. 3.1 For PWD/Senior Citizens present valid IDs for discount 3.2 For patient who cannot afford to pay, refer to Social Service	Refer to Pharmacy Price List for medications given	10 minutes	<i>Billing Department</i> Lasam District Hospital
4. Claim the drugs and medicines	4. Dispense and instruct the patient regarding the medicine regimen	None	5 minutes	<i>Pharmacy Department</i> Lasam District Hospital



	4.1 Record the drugs and medicines issued	None	5 minutes	
TOTAL: 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 on duty	None	10 minutes	Pharmacy Department Lasam District Hospital
2. Receive the medicine & affix signature in the requisition form	2. Release drugs and medicines and update patient's requisition form	None	10 minutes	Pharmacy Department Lasam District Hospital
3. Submit drugs and medicines to ward nurse	3.3 Receive the medicine	None	5 minutes	Nursing Department 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		
1. Laboratory Request Form 2. Official Receipt 3. 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	1. Receive laboratory request form 1.1 Verify patient information and laboratory procedure requested	None	6 minutes	Laboratory Department Lasam District Hospital
2. Submit specimen or patient for sample collection	2. Receive specimen e.g. urine/stool/sputum 2.1 Collect blood sample, Nasopharyngeal or Oropharyngeal swab 2.2 For emergency cases: Medical Technologist will go to Emergency Room for extraction of samples needed	None	10 minutes	Laboratory Department Lasam District Hospital
3. Receive charge slip from laboratory personnel	3. Issue charge slip for payment	None	5 minutes	Laboratory Department Lasam 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	10 minutes	<i>Billing Department</i> Lasam 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> Lasam District Hospital
6. Claim the official result and submit to OPD department	6. Release result to the patient 6.1 For STAT request 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> Lasam District Hospital

TOTAL: 2 hours, 13 minutes



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		
1. Laboratory Request Form		<ul style="list-style-type: none"> Attending Physician/Ward Nurse 		
CLIENT STEPS	PGC ACTION	FEES TO BEPAID	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 Lasam District Hospital
2. Submit specimen or patient for sample collection	2. Receive specimen e.g. urine/stool/sputum submitted by patient's relatives	None	5 minutes	Laboratory Department Lasam District Hospital
	2.1 Proceed to ward to collect blood sample needed	None	15 minutes	
	2.2 Label all specimens collected properly	None	1 hour & 30 minutes	
	2.3 Perform the requested laboratory procedure			
	2.4 Encode result and sign official result			
2.5. Record result in laboratory logbook				



	2.6 Release result to the ward nurse on duty and let them sign the receiving logbook	None	5 minutes	Laboratory Department Lasam District Hospital
TOTAL: 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		
<ol style="list-style-type: none"> X-ray Request Form Official Receipt Valid ID for PWD and Senior Citizens 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> Lasam District Hospital
2. Receive charge slip from Radiology personnel	2. For OPD cases: Issue charge slip for procedure to be done	None	5 minutes	<i>Radiology Department</i> Lasam District Hospital



	2.1 For Emergency Cases: Proceed to Step 4			
3. Proceed to Cashier/Billing Department	3. Collect payment and issue Official Receipt	Refer to "Radiology Services Price List"	10 minutes	<i>Billing Department</i> Lasam 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 reading	None	30 minutes	<i>Radiology Department</i> Lasam District Hospital
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> Lasam District Hospital
	5.2 Submit obtained images for Official Reading by outsourced Radiologist	PHP 75.00/film	5 days	<i>Radiology Department</i> Lasam 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> Lasam District Hospital
TOTAL FOR RADIOLOGIC PROCEDURE: 1 hour, 15 minutes				
TOTAL FOR OFFICIAL READING: 5 DAYS				

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		
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	10 minutes	<i>Nursing Department</i> Lasam District Hospital
	1.2 Facilitate transport of patient to Radiology Department	None	10 minutes	<i>Administrative Department</i> Lasam District Hospital
	1.3 Receive and evaluate the doctor's request for the procedure and check for previous X-ray records	None	5 minutes	<i>Radiology Department</i> Lasam District Hospital
2. Submit patient for Radiologic procedure	2. Conduct X-ray examination and processing	None	30 minutes	<i>Radiology Department</i> Lasam 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> Lasam 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 Lasam District Hospital</i>
4. Payment of fee at Cashier	4. Official Reading of obtained images	PHP 75.00	5 days	<i>Radiology Department Lasam District Hospital</i>
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 Lasam District Hospital</i>
TOTAL FOR RADIOLOGIC PROCEDURE: 1 hour, 20 minutes TOTAL FOR OFFICIAL READING: 5 DAYS				

Comprehensive Pricelist of Radiology Services

Services	Type of Transaction	Fees to be Paid	Processing Time
CXR PA	Simple	150.00	10 minutes
CXR PAL/APL	Simple	200.00	20 minutes
CHEST BUCKY	Simple	150.00	20 minutes
FLAT PLATE OF THE ABDOMEN	Simple	200.00	20 minutes
LUMBOSACRAL XRAY (APL)	Simple	300.00	25 minutes
PNS (3 VIEWS) /SKULL	Simple	300.00	25 minutes
PELVIC X-RAY	Simple	350.00	10 minutes
LEG	Simple	350.00	20 minutes
ARM	Simple	350.00	20 minutes

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			
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 Lasam District Hospital</i>
	1.1 Retrieves medical records from file and validate request	None	15 minutes	<i>Records Section Lasam District Hospital</i>
2. Receive charge slip	2. Instructs requesting party to pay the fee to the Cashier	None	2 minutes	<i>Records Section Lasam District Hospital</i>

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	10 minutes	<i>Billing Department</i> Lasam District Hospital
4. Present Official Receipt	4. Prepare certificates in duplicate copies	None	10 minutes	<i>Records Section</i> Lasam District Hospital
	4.1 Forward certificate for signature of Attending Physician	None	5 minutes	<i>Records Section</i> Lasam District Hospital
5. Proceed to waiting Area while waiting for the certificate to be signed	5. Affixes signature to certificate	None	5 minutes	<i>Medical Department</i> Lasam District Hospital
	5.1 Return to Records Section for dry sealing	None	5 minutes	<i>Nursing Department</i> Lasam 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	<i>Records Section</i> Lasam District Hospital
TOTAL: 1 hour				

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	
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 TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit needed requirements for verification	1. Interview patient and accomplish pre-live birth registration form	None	15 minutes	<i>Nursing Department</i> Lasam District Hospital
	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</i> Lasam District Hospital
2. For Married Parents: Present Marriage Contract 2.1 For Unmarried Parents who wants to use the surname of father: The Father must	2. Encode information and print data in the Official Certificate of Live Birth Form in 4 copies 2.1 Present birth certificate to parents for verification of entries	None	15 minutes	<i>Records Section</i> Lasam District Hospital
		None	5 minutes	<i>Records Section</i> Lasam District Hospital

present Community Tax Certificate and Sign the Acknowledgmen t of Paternity	2.2 Forward printed CLOB to Attending Physician for Signature	None	10 minutes	<i>Records Section Lasam District Hospital</i>
3. Affix signature in the Birth Certificate	3. Let the parents/represent ative sign in the birth certificate	None	2 minutes	<i>Records Section Lasam District Hospital</i>
4. 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>
5. Submit one copy of registered Birth Certificate to Medical Records Section for filing	5. File copy of the registered birth certificate	None	5 minutes	<i>Records Section Lasam District Hospital</i>
TOTAL: 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		
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	10 minutes	<i>Nursing Department</i> Lasam District Hospital
	1.2 Completes details on the cause, time and date of death in the patients chart	None	10 minutes	<i>Medical Department</i> Lasam 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> Lasam 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	15 minutes	<i>Records Section</i> Lasam 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> Lasam District Hospital
5. Submit a copy of the registered Death Certificate to Records' Section	5. File death certificate accordingly	None	5 minutes	<i>Records Section</i> Lasam District Hospital
TOTAL: 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		
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	10 minutes	<i>Social Services</i> Lasam District Hospital
2. Submit proof of indigency if any	2. Interview, assess and evaluate patients if eligibility for financial assistance	None	15 minutes	<i>Social Services</i> Lasam 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	10 minutes	<i>Social Services</i> Lasam District Hospital
	For in-patients: If the patient is eligible for enrolment to POS, enrol patient to POS System	None	20 minutes	<i>Philhealth Section</i> Lasam District Hospital

<p>3. For Admitted patients: Submit Clinical Abstract & Certificate of Confinement</p> <p>(For patient for Referral or 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> <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> <p>3.2 Assess and classify patient and indicate recommended patient share on the hospital bill and the amount of approved medical assistance</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p><i>Social Services</i> Lasam District Hospital</p> <p><i>Social Services</i> Lasam District Hospital</p> <p><i>Social Services</i> Lasam District Hospital</p>
<p>4. Receive hospital bill and bring to the cashier for payment if there is any and facilitate discharge clearance</p> <p>Note: If fully covered by NBB policy, proceed directly to concerned ward and facilitate discharge clearance</p>	<p>4. Instruct the patient/relative to go to cashier for payment if there is any or to proceed to concerned ward for facilitation of clearance</p>	<p>Based on the hospital charges and patients classification on /approved medical assistance received</p> <p>None</p>	<p>10 minutes</p> <p>10 minutes</p>	<p><i>Social Services</i> Lasam District Hospital</p>
<p>TOTAL: 1 hour, 40 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		
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	2 minutes	<i>Billing Department Lasam District Hospital</i>
	1.1 Inform the patient the amount to be paid	None	2 minutes	<i>Billing Department Lasam District Hospital</i>
	1.2 If patient cannot afford to pay, forward the patient's bill to Medical Services for evaluation	None	3 minutes	<i>Billing Department Lasam District Hospital</i>
2. Pay the total required amount.	2. Accept cash payment	Refer to Price List of Hospital Services	3 minutes	<i>Billing Department Lasam District Hospital</i>
3. Receive the Official receipt	3. Issues Official Receipt	None	5 minutes	<i>Billing Department Lasam 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 Lasam District Hospital</i>

TOTAL: 15 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 1.1 Assess completeness of the bill and compute amount to be paid	None	3 minutes	<i>Billing Department</i> Lasam District Hospital
2. Pay the total required amount.	2. Accept cash payment	Refer to Price List of Hospital Services	2 minutes	<i>Billing Department</i> Lasam District Hospital
3. Receive the Official receipt, billing statement for payments made.	3. Issues Official Receipt 3.1 Stamp the billing discharge clearance/ charge slips. 3.2 Give the OR, SOA and the stamped billing discharge clearance to the client.	None	5 minutes	<i>Billing Department</i> Lasam District Hospital
4. Facilitate discharge clearance	4. Instruct client to go ward and give the stamped billing discharge clearance.	None	5 minutes	<i>Billing Department</i> Lasam District Hospital
TOTAL:15 Minutes				

15. 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		
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	5 minutes	<i>Philhealth Section</i> Lasam 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	10 minutes	<i>Philhealth Section</i> Lasam 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			

	2.2 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. Instruct the patient/relative to pass the completed form with signature of the member to the staff who performed assessment/evaluation.	None	3 minutes	<i>Philhealth Section</i> Lasam 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> Lasam 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> Lasam District Hospital
TOTAL: 30 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		
<ol style="list-style-type: none"> HEALTH DECLARATION FORM ID for VERIFICATION OPD FORM DIAGNOSTIC REQUEST FORM 		<ul style="list-style-type: none"> OPD SECTION PATIENT RECORDS SECTION 		
Client steps	PGC ACTION	Fees to be paid	Processing time	Person responsible
1. Proceed to TRIAGE AREA for accomplishment of Health Declaration Form	1. Instruct/assist the patient in accomplishing the form	None	2 minutes	<i>OPD Nurse</i> Matile A. Olivas District Hospital
2. Assessment and Screening Submit patient for immediate assessment and screening for covid suspect and emergency care	2. Nurse on Duty performs immediate assessment and screening of patients	None	3 minutes	<i>OPD Nurse</i> Matile A. Olivas District Hospital
3. Proceed to WAITING AREA and wait for name of patient to be called for consultation (For Suspect COVID-19 cases: Proceed to Covid Holding Area near the Triage area)	3. Nurse instructs and guides patient to their designated waiting area 3.1 Nurse informs the ROD immediately regarding the presence of COVID-19 suspect for appropriate actions	None		<i>Triage Nurse</i> Matile A. Olivas District Hospital

4. Present patient for Examination and Treatment/ Procedure	4. The Nurse on Duty assists the Resident on Duty in Examination and Treatment/Procedure	None	15 minutes	<i>Triage Nurse</i> Matile A. Olivas District Hospital
5. If required by the Resident on Duty: LABORATORY PROCEDURES: Submit patient for blood extraction and specimen collection	5. Proceed to LABORATORY and present REQUEST 5.1 Submit patient for blood extraction and specimen collection	Please see Attached Fees for LABORATORY	1 hour	<i>Medical Technologist</i> Matile A. Olivas District Hospital
6. If required by the Resident on Duty: RADIOLOGY PROCEDURES: Submit patient for blood extraction and specimen collection	5. Proceed to RADIOLOGY and present REQUEST 6.1 Submit patient for blood extraction and specimen collection	Please see Attached Fees for RADIOLOGY	1 hour	<i>Medical Technologist</i> Matile A. Olivas District Hospital
7. Payment at CASHIER the standard fees	7. Cashier receives payment for standard fees and issues OFFICIAL RECEIPT	Amount of Diagnostic procedure to be done	2 minutes	<i>Cashier</i> Matile A. Olivas District Hospital
8. Claiming of DIAGNOSTIC RESULTS: Present OFFICIAL RECEIPT to the DIAGNOSTIC DEPARTMENT and get the examination results	8. DIAGNOSTIC DEPARTMENT release RESULTS to patient upon verification of OFFICIAL RECEIPT and Logs released results	None	3 minutes	<i>Laboratory Radiology</i> Matile A. Olivas District Hospital
9. Submit diagnostic results to Nurse on Duty/ Resident on Duty	9. Nurse on Duty refers result to Resident on Duty for appropriate actions/ instructions	None	5 minutes	<i>Triage Nurse</i> Matile A. Olivas District Hospital

10. Patient receives prescriptions, instructions for medicine and health teachings	10. Nurse on Duty and Resident on Duty gives Health Teachings, Prescriptions and instructions for follow up check up if needed	None	5 minutes	<i>Triage Nurse</i> Matile A. Olivas District Hospital
11. Patient gets medicines from PHARMACY after presentation of prescription and payment	11. Pharmacist dispenses drugs/supplies and gives Health Teachings on drugs to be taken.	None	5 minutes	<i>Pharmacist</i> Matile A. Olivas District Hospital
Total Response Time: 40 minutes +120 minutes (if with LABORATORY) +120 minutes (if with RADIOLOGY)				

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 FORM 2. ER FORM 3. MEDICO-LEGAL FORM 4. REFERRAL FORM		<ul style="list-style-type: none"> EMERGENCY ROOM – TRIAGE AREA RECORDS SECTION 		
Client steps	PGC ACTION	Fees to be paid	Processing time	Person responsible
1. Proceed to TRIAGE area or assessment and interview *NOTE: Emergency cases with life-threatening condition	1.1 Triage patients 1.2 Guide patients to designated areas for proper immediate actions	None	5 minutes	<i>Triage Nurse</i> Matile A. Olivas District Hospital

needing resuscitation directly proceeds to emergency room for immediate intervention				
2. Proceed to HOLDING AREA and submit patient and bantay for SWABBING	2. Medical Technologist performs swabbing of patients and bantay and immediate release of result once done.	None	30 minutes	<i>Medical Technologist</i> Matile A. Olivas District Hospital
3. Patient proceeds to Emergency Department	3. 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	<i>Emergency Room Nurse</i> Matile A. Olivas District Hospital
4. PATIENT FOR RESUSCITATION	4. If vital signs are absent: *Give immediate resuscitative measures and refers patient to physician on duty 4.1 Resuscitative measures fail, pronounces Dead on Arrival (DOA). 4.2 Give post mortem care 4.3 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	<i>Emergency Room Nurse</i> Matile A. Olivas District Hospital
5. DOCTORS ORDER	5. Resident on Duty performs physical examination, obtains history and writes doctors order for	None	15 minutes	<i>Medical Officer</i> Matile A. Olivas District Hospital

	immediate medical care			
6. CARRY OUT DOCTORS ORDER and STABILIZATION OF STATUS	<p>6. Nurse on Duty carries out doctors' order</p> <p>6.1 Stabilize patient's condition with medications and/or emergency procedures</p> <p>6.2 Send request form for diagnostic procedures and bring patient for work up once stable</p> <p>6.3 Monitor condition of patient</p> <p>6.4 Determine disposition of patient, either for admission, observation, discharge or transfer</p>	None	30 minutes	<i>Emergency Room Nurse Matile A. Olivas District Hospital</i>
7. Patient and Bantay waits for disposition of Resident on Duty	7. 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	<i>Emergency Room Nurse Matile A. Olivas District Hospital</i>
8. PATIENT FOR OUTRIGHT DISCHARGE/REFERRAL	<p>8. Indicate order for discharge</p> <p>8.1 Provide discharge instructions</p> <p>8.2 Facilitate clearance of the following prior to discharge</p>	Depends on the procedures to be done and medication given	5 minutes	<i>Emergency Room Nurse Matile A. Olivas District Hospital</i>
Total Response Time: 95 minutes				

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		
1. Admitting Orders		<ul style="list-style-type: none"> OPD Nurse / Attending Physician / Emergency Room 		
Client steps	PGC ACTION	Fees to be paid	Processing time	Person responsible
1. Submit admitting documents to Emergency Room Department	1. Receives patient's chart with accomplished History Sheet, Physical Examination and Doctor's Order Sheet. 1.1 If emergency case, perform initial assessment and immediately execute stat doctor's orders. 1.2 Fill up patient's chart accurately. 1.3 Secure consent for admission	None	15 minutes	Emergency Room Nurse Matile A. Olivas District Hospital
	1.4 Performs admission care & carries out doctor's order 1.5 Establish intravenous line 1.6 Test and Administer medications 1.7 Facilitate laboratory procedures and other diagnostic examinations 1.8 Prepare Kardex, bed tags, IV tickets and medication cards.	None	30 minutes	Emergency Room Nurse Matile A. Olivas District Hospital

	1.9 Notifies ward nurse regarding the new admission.			<i>Ward Nurse</i> Matile A. Olivas District Hospital
	1.10 Endorse patient and necessary admitting papers to ward nurse	None	15 minutes	<i>Ward Nurse</i> Matile A. Olivas District Hospital
Total Response Time: 60 minutes				

4. 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		
1. Laboratory Request Form		<ul style="list-style-type: none"> Attending Physician / OPD/ ER Nurse-on-duty 		
Client Steps	PGC ACTION	Fees to be paid	Response Time	Responsible Person
FOR OPD-PATIENTS				
1. Present Laboratory request.	1. Receive and evaluate the doctor's request check for previous laboratory records	None	5 minutes	<i>Medical Technologist</i> Matile A. Olivas District Hospital
	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 laboratory examinations and prices	5 minutes	<i>Medical Technologist</i> Matile A. Olivas District Hospital

<p>2. Proceed to Cashier/Billing Department</p>	<p>2. Collect payment and issue Official Receipt 2.1 For PWD/Senior Citizens present valid IDs for discount 2.2 For patient cannot afford to pay or indigent patients, Refer to Social Service Citizen's Charter</p>	<p>Depend on the laboratory examination request.</p>	<p>5 minutes</p>	<p><i>Cashier</i> Matile A. Olivas District Hospital</p>
	<p>2.1 Extract Blood or specimen collection</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Medical Technologist</i> Matile A. Olivas District Hospital</p>
<p>3. For Emergency Cases: Proceed to Step 3</p>	<p>3. Verify Official Receipt and process specimen for requested laboratory procedure 3.1 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 3.1 Encode result and sign official result 3.2 Record result in laboratory logbook</p>	<p>None</p>	<p>1 - 6 hours depending on the laboratory examination For STAT requests, 30 minutes to 3 hours depending on the laboratory examination</p>	<p><i>Medical Technologist</i> Matile A. Olivas District Hospital</p>

<p>4. Receive laboratory result form</p> <p>4.1 Sign in the receiving logbook</p> <p>4.2 Present laboratory result to Requesting Physician or OPD Nurse-on-Duty</p>	<p>4. Release result to patient</p> <p>Note: For result of patient in Emergency Department, the medical technologist will send the result to the ER Nurse/physician</p>	None	5 minutes	<p><i>Medical Technologist</i> Matile A. Olivas District Hospital</p>
Total Response Time: 6 hours and 35 minutes				

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		
1. Laboratory Request Form		<ul style="list-style-type: none"> Ward Nurse-on-duty 		
Client Steps	PGC ACTION	Fees to be paid	Response Time	Responsible Person
FOR IN-PATIENTS				
	1. Receive and evaluate the doctor's request for the laboratory examination and check for previous laboratory records	None	5 minutes	<p><i>Medical Technologist</i> Matile A. Olivas District Hospital</p>
	<p>1.1 For Blood Extraction/OPS/NPS collection: Medical Technologist extracts blood/ collect OPS/NPS specimen from patient in their room</p> <p>1.2 For urine/stool specimen:</p>	None	30 minutes	<p><i>Medical Technologist</i> Matile A. Olivas District Hospital</p>

	1.2.1 Nursing Attendant to transport specimen to laboratory			
	<p>1.3 Process specimen for requested laboratory procedure</p> <p>Note: For STAT request, specimen must be processed with priority and results to be released immediately.</p> <p>1.4 Encode result and sign official result</p> <p>1.5 Record result in laboratory logbook</p>	<p>Attach charge slip to chart.</p> <p>See attached list of laboratory examinations and prices</p>	<p>1 - 6 hours depending on the laboratory examination</p> <p>For STAT requests, 30 minutes to 3 hours depending on the laboratory examination</p>	<p><i>Medical Technologist</i> Matile A. Olivas District Hospital</p>
	1.6 Release result to ward Nurse-on-duty	None	5 minutes	<p><i>Medical Technologist</i> Matile A. Olivas District Hospital</p>
Total Response Time: 6 hours and 40 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 		
Client steps	PGC ACTION	Fees to be paid	Processing time	Person responsible
FOR OUTPATIENTS				
1. Presents prescription signed by the attending physician to the pharmacist	1.1 Receive and evaluate completeness of prescription from patient	None	1 minute	<i>Pharmacist</i> Matile A. Olivas District Hospital
	1.2 Check availability of medicine in the pharmacy		3 minutes	
	1.2.1 If drugs and medicines are not available inform the resident doctor on duty			
	1.2.2 If drugs and medicines are available, fill up charge slip			
	1.3 Issue charge slip and instruct patient/relatives to pay at the Cashier/Billing Department	None	3 minutes	<i>Pharmacist</i> Matile A. Olivas District Hospital
2. Proceed to Cashier/Billing Department for payment of the corresponding fee for drugs and medicines	2. Collect payment and issue official receipt. 2.1 For PWD/Senior Citizens present	Cost of drugs and medicine Depends on the cost of drug	7 minutes	<i>Cashier</i> Matile A. Olivas District Hospital

	valid IDs for discount 2.2 For patient cannot afford to pay, Refer to Social Service Citizen's Charter	and medicines		
3. Present the official receipt at Pharmacy	3. Receive charge slip and verify official receipt.	None	3 minutes	<i>Pharmacist</i> Matile A. Olivas District Hospital
4. Claim the medicine	4. Dispense and instruct the patient regarding the medicine 4.1 Record the drugs and medicines issued and file prescription	None	7 minutes 3 minutes	<i>Pharmacist</i> Matile A. Olivas District Hospital
Total Response Time: 27 minutes				

6. 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		
1. X-ray Request Form		<ul style="list-style-type: none"> OPD/ ER Nurse-on-duty 		
Client steps	PGC ACTION	Fees to be paid	Processing time	Person responsible
FOR OPD-PATIENTS				
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>Radiologic Technologist</i> Matile A. Olivas District Hospital

	<p>1. 1 For OPD cases: Issue charge slip for procedure to be done</p> <p>1.2 For Emergency Cases: Proceed to Step 4</p>	See attached list of radiologic procedures and prices	5 minutes	<i>Radiologic Technologist</i> Matile A. Olivas District Hospital
2. Proceed to Cashier/Billing Department	2. Collect payment and issue Official Receipt	Depend on the procedure to be done	5 minutes	<i>Cashier</i> Matile A. Olivas District Hospital
	2.1 Conduct X-ray examination and processing	None	30 minutes	<i>Radiologic Technologist</i> Matile A. Olivas District Hospital
	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	10 minutes	<i>Radiologic Technologist</i> Matile A. Olivas District Hospital
3. Submit film to OPD/ER Physician on duty	3. Relay the initial reading of the obtained images	None	10 minutes	<i>OPD/ER Physician on duty</i> Matile A. Olivas District Hospital
	3.1 Submit X-ray films for Official Reading in Aparri daily	None	8 hours	<i>Radiologic Technologist</i> Matile A. Olivas District Hospital
	3.2 Release Official Reading to patient/Authorized Representative and let them sign the issuance logbook	None	5 minutes	<i>Radiologic Technologist</i> Matile A. Olivas District Hospital
Total Response Time: 9 hours and 10 minutes				

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		
1. X-ray Request Form		<ul style="list-style-type: none"> OPD/ ER/ Ward Nurse-on-duty 		
Client steps	PGC ACTION	Fees to be paid	Processing time	Person responsible
FOR OUT-PATIENTS				
1. Present X-ray request and specimen to laboratory department	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> Matile A. Olivas District Hospital
	1.1 Facilitate transport of patient to Radiology Department	None	10 minutes	<i>Utility Worker</i> Matile A. Olivas District Hospital
	1.2 Conduct X-ray examination and processing	None	10-15 mins (Auto processor) 30-45 mins. (Manual processor)	<i>Radiologic Technologist</i> Matile A. Olivas District Hospital
	1.3 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	<i>Radiologic Technologist</i> Matile A. Olivas District Hospital
	1.4 Submit X-ray films for Official Reading in Aparri everyday	PHP 50.00	24 hours	<i>Radiologic Technologist</i> Matile A. Olivas District Hospital
	1.5 Release Official Reading to patient/Authorized Representative and let them sign the issuance logbook	None	5 minutes	<i>Radiologic Technologist</i> Matile A. Olivas District Hospital
TOTAL: 50 mins for the procedure				
Total Response Time: 25 hours and 35 minutes				

7. 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 		
Client steps	PGC ACTION	Fees to be paid	Processing time	Person responsible
	1.1 Check daily census and dietary requirements of admitted patients 1.2 Prepare procurement list of market order form based on cycle menu plan	None	15 minutes	<i>Nutritionist/ Dietician</i> Matile A. Olivas District Hospital
	1.3 Purchase food supplies from the market 1.4 Check food items and store perishable goods in the cold storage area	None	2 hours	<i>Dietary Staff</i> Matile A. Olivas District Hospital
	1.5 Prepare and cook menu based on the types of diet needed by patients	None	2 hours	<i>Dietary Staff</i> Matile A. Olivas District Hospital
	1.6 Prepare food trays and verify type of diet ordered per patient	None	1 hour	<i>Nutritionist/Dietician/ Dietary Staff</i> Matile A. Olivas District Hospital
1. Receive food served by Dietary staff	1.7 Provide food supplies to patient in the ward	None	15 minutes	<i>Dietary Staff</i> Matile A. Olivas District Hospital
Total Response Time: 5 hours and 30 minutes				

8. Records Section Services (Issuance of Birth Certificate)

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		
1. OPD folder for OPD patients 2. Police request for Medico-legal certificates 3. Request for Medical Certificate Form (accomplished by nurses) Marriage contract for birth certificate		<ul style="list-style-type: none"> • RECORDS SECTION • POLICE STATION • NURSE STATION • PERSONAL 		
Client steps	PGC ACTION	Fees to be paid	Processing time	Person responsible
ISSUANCE OF BIRTH CERTIFICATE 1. Fill out pre-live birth form	1. Interview patient and verify information written in pre-live birth form	None	8 minutes	<i>Delivery Room Nurse/ Ward Nurse Matile A. Olivas District Hospital</i>
	1.1 Submit accomplished pre-live birth form to Records Officer	None	5 minutes	<i>Ward Nurse Matile A. Olivas District Hospital</i>
2. For Married Parents: Present Marriage Contract 2.1 For Unmarried Parents who wants to use the surname of father: The Father must present Community Tax Certificate and Sign the Acknowledgement of Paternity	2. Encode information and print data in the Official Certificate of Live Birth Form (4 copies)	None	10 minutes	<i>Medical Records Clerk Matile A. Olivas District Hospital</i>
	2.1 Present birth certificate to parents for verification of entries	None	2 minutes	
	2.2 Forward accomplished CLOB to Attending Physician for Signature	None	2 minutes	
	2.3 Let the parents/representa	None	1 minute	

	ive sign in the birth certificate			
3. Submit printed and signed Certificate of Live Birth to Municipal Civil Registrar Office	3. Released Birth Certificate for registration at Municipal Civil Registrar Office	None	20 minutes	<i>Municipal Civil Registrar Office Clerk</i>
4. Proceed to the Medical Records Office	4. Submit one copy of registered Birth Certificate to Medical Records Section for filing	None	1 minute	<i>Medical Records Clerk Matile A. Olivas District Hospital</i>
Total Response Time: 49 minutes				

8.1 Records Section Services (Issuance of 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			
Client steps	PGC ACTION	Fees to be paid	Processing time	Person responsible
ISSUANCE OF DEATH CERTIFICATE	1. Retrieve record of patient	None	5 minutes	<i>Medical Records Clerk Matile A. Olivas District Hospital</i>
1. Proceed to Medial Record Section	1.1 Interviews patient relatives and prepare draft of death certificate	None	5 minutes	<i>Medical Records Clerk Matile A. Olivas District Hospital</i>
	1.2 Encode information and print data in the Official Death Certificate Form (4 copies)	None	5 minutes	<i>Medical Records Clerk Matile A. Olivas District Hospital</i>
	1.3 Secure signature of	None	3 minutes	<i>Medical Records Clerk</i>

	attending physician			Matile A. Olivas District Hospital
	1.4 Secure signature of attending physician	None	3 minutes	<i>Medical Records Clerk</i> Matile A. Olivas District Hospital
	1.5 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	<i>Medical Records Clerk</i> Matile A. Olivas District Hospital
	1.6 File death certificate accordingly	None	5 minutes	<i>Medical Records Clerk</i> Matile A. Olivas District Hospital
Total Response Time: 46 minutes				

8.2 ISSUANCE OF MEDICAL 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 & MC			
Client steps	PGC ACTION	Fees to be paid	Processing time	Person responsible
ISSUANCE OF MEDICAL CERTIFICATE 1. For ER/OPD patients	1. Retrieve record of patient at OPD/ER 1.1 For Medico-Legal cases present Police request	None	10 minutes	<i>OPD/ER nurse on duty</i> Matile A. Olivas District Hospital
	2. Retrieve record of patient on file	None	5 minutes	<i>Medical Records Clerk</i> Matile A. Olivas District Hospital
2. For In-Patient proceed to record section	2.1 Encode medical certificate/ Medico-legal	None	5 minutes	<i>Medical Records Clerk</i> Matile A. Olivas District Hospital

	2.2 Secure signature of attending physician	None	2 minutes	<i>Medical Records Clerk</i> Matile A. Olivas District Hospital
3. Proceed to cashier for payment of corresponding fee.	3. Issue charge slip and instruct relative/patient to pay @ cashier	PHP 100.00 for MC PHP 200.00 for medico-legal	2 minutes	<i>Cashier</i> Matile A. Olivas District Hospital
Total Response Time: 24 minutes				

9. 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"> Barangay or Municipal Social Worker Hospital Medical Social Worker Philhealth Section 		
Client steps	PGC ACTION	Fees to be paid	Processing time	Person responsible
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	<i>Medical Social Worker</i> Matile A. Olivas District Hospital
2. Submit proof of indigency if any	2. Interview, assess and evaluate patients if eligible for Phil Health or not.	None	15 minutes	<i>Medical Social Worker</i> Matile A. Olivas District Hospital
	2. If the patient is not eligible for Phil Health, MSW and the patient cannot afford to pay the	None	10 minutes	<i>Medical Social Worker</i> Matile A. Olivas District Hospital

	<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>2.1 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.</p>	None	5 minutes	<p><i>Chief Of Hospital</i></p> <p><i>Medical Social Worker</i></p> <p>Matile A. Olivas District Hospital</p>
	<p>2.2 FOR INPATIENTS If eligible for Phil health:</p> <p>2.2.1 If eligible for Phil health, MSW forwards the admission slip to Phil health staff</p> <p>2.2.2 If the patient is not eligible for Phil health MSW enroll the patient to Point of Service.</p>			<p><i>Phil health Staff</i></p> <p>Matile A. Olivas District Hospital</p> <p><i>Medical Social Worker</i></p> <p>Matile A. Olivas District Hospital</p>
	<p>3. 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.</p>	None	10 minutes	<p><i>Medical Social Worker</i></p> <p>Matile A. Olivas District Hospital</p>
Total Response Time: 45 minutes				

10. 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		
1. FOR IN-PATIENTS 1.1 Billing statement 1.2 PWD or Senior Citizen Card		<ul style="list-style-type: none"> Philhealth Office OSCA/DSWD 		
2. FOR OUT-PATIENTS 2.1 Charge slip 2.2 PWD or Senior Citizen Card		<ul style="list-style-type: none"> Department where services are requested OSCA/DSWD 		
Client steps	PGC ACTION	Fees to be paid	Processing time	Person responsible
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 & discount	1. Receive charge slip	None	2 minutes	Concerned department where services are availed
2. Pay the total required amount.	2. Accept cash payment	Based on services availed	3 minutes	<i>Cashier/ Billing Clerk</i> Matile A. Olivas District Hospital
3. Receive the Official receipt, charge slip	3. Issues official receipt	None	5 minutes	<i>Cashier/ Billing Clerk</i> Matile A. Olivas District Hospital
4. Proceed to department where services will be availed	4. 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				

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	PGC ACTION	Fees to be paid	Processing time	Person responsible
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	<i>Cashier/ Billing Clerk</i> Matile A. Olivas District Hospital
2. Pay the total required amount.	2. Accept cash payment	Based on services availed	2 minutes	<i>Cashier/ Billing Clerk</i> Matile A. Olivas District Hospital
3. Receive the Official receipt, billing statement for payments made.	3. Issues official receipt 3.1 Stamp the billing discharge clearance/charge slips. 3.2 Give the OR, SOA and the stamped billing discharge clearance to the client.	None	5 minutes	<i>Cashier/ Billing Clerk</i> Matile A. Olivas District Hospital
4. Proceed to concerned Department and facilitate clearance	4. 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	Concerned department where services are availed
Total Response Time: 15 minutes				



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	<i>Medical Technologist Radiology Technologist Northern Cagayan District Hospital</i>
5.2 Provide specimen for laboratory examination	5.2 Receive specimen	None	5 minutes	<i>Medical Technologist Northern Cagayan District Hospital</i>
5.3 To X-Ray Room for procedure	5.3 Instruct patient for procedure	None	5 minutes	<i>Radiology Technologist Northern Cagayan District Hospital</i>
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	<i>Cashier Northern Cagayan District Hospital</i>
7. Submit laboratory result/diagnostic procedure	7. Assist the client	None	3 minutes	<i>Medical Officer Northern Cagayan District Hospital</i>



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. 1.2 Prepare antigen request	None	10 minutes	<i>Nurse</i> Northern Cagayan District Hospital

1.2 Undergo Antigen Swab Test for patient and 1 companion / watcher	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

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 Fecalalysis: 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	None	Blood Chemistry: 5 hours, Other lab. Test: 1 hour	<i>Medical Technologist</i> Northern Cagayan District Hospital

	<p>blood collection.</p> <p>4.1 Proceed to examination of specimen and write result in standard result forms and record results.</p>			
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	<p><i>Medical Technologist</i> Northern Cagayan District Hospital</p>
<p>TOTAL 6 hours and 38 minutes</p>				
<p>IN-PATIENT</p>				
1. Receive instruction from nurses / attendant.	1. Receive and check the completeness of the 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	None	5 minutes	<p><i>Nurse on Duty</i> Northern Cagayan District Hospital</p>

	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	None	5 hours for blood chemistry and 1 hour for other lab. Test	<i>Medical Technologist</i> Northern Cagayan District Hospital
	2.1 Deliver laboratory results to the ward and receive laboratory result and sign at the releasing logbook.	None	5 minutes	<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 transaction:	Government to Citizen			
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	FEE 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	None	8 minutes	<i>Pharmacist</i> Northern Cagayan District Hospital

	<p>medicines and supplies.</p> <p>1.2 Prepares medicines and supplies with patient name.</p> <p>1.3 Charge prescriptions to patient's account on HBSYS.</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	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.	<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	8 minutes	<i>Pharmacist</i> Northern Cagayan District Hospital
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 Cashier'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	None	8 hours (x-ray/UTZ)	<i>Radiologic Technologist</i>



	result and film/images.			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. shall send shots to Radiologist for official reading thru messenger	None	10 mins. (X-ray) 1 hour (UTZ)	<i>Radiologic Technologist</i> Northern Cagayan District Hospital
	2.3 Releasing of official x-ray/ultrasound result and film	None	Within the day or the next day	<i>Nurse</i> <i>Radiologic Technologist</i> Northern Cagayan District Hospital
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</i> Northern Cagayan 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 200	3 minutes	<i>Cashier</i> Northern Cagayan 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> Northern Cagayan District Hospital
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 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 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	5 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	None	2 minutes	<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 (MDR) 2. Birth Certificate, Marriage Contract		<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 Phil-health	1. Receive data and verify in the portal.	None	5 minutes	<i>Philhealth Clerk</i> Northern Cagayan District Hospital
2. Fill-up data needed (PMRF)	2. Prepare documents to be signed by the Phil-health member.	None	15 minutes	<i>Philhealth Clerk</i> Northern Cagayan District Hospital
3. Sign documents for Phil-health claims.	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	<i>Philhealth Clerk</i> Northern Cagayan District Hospital
	3. Checked the documents signed by the client.	None	1 minutes	<i>Social Worker</i> <i>Philhealth Clerk</i> Northern Cagayan District Hospital
4. Inform nurse on duty for their discharge.	4. Nurse check if the bills are settled or Phil-	None	5 minutes	<i>Nurse</i> Northern Cagayan District Hospital



	health requirements are completed and then proceed to discharge.			
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 Hospital</i>
		Fecalysis: 50.00		



7. Submit laboratory result / diagnostic procedure	7. Physician will receive and analyze the result then prescribe medicines and give instruction.	Chest X-ray (AP)- 150.00	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</i> <i>ER Nurse/Staff</i> Nuestra Sra De Piat District Hospital

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 District Hospital</i>
	7.2 Bring patients chart to pharmacy then forward to billing section and philhealth office	None	1 hour	

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 Nuestra Sra De Piat District Hospital</i>
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 Nuestra Sra De Piat District Hospital</i>
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 Nuestra Sra De Piat District Hospital</i>
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		<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 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 Fecalalysis: 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: Careng, Mary Ann et.al

	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		<ul style="list-style-type: none"> Medical Officer on Duty 		
2. Official Receipt		<ul style="list-style-type: none"> 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				

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		<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: 150.00 Lumbo Sacral Xray: 350.00	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				

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		
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</i> Nuestra Sra De Piat 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 – PHP100.00 Medico-legal Certificate – PHP 200.00	3 minutes	<i>Billing Clerk</i> Nuestra Sra De Piat 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> Nuestra Sra De Piat District Hospital
TOTAL: 18 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		
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 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</i> Nuestra Sra De Piat 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> Nuestra Sra De Piat 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> Nuestra Sra De Piat District Hospital
4. Received birth or death certificate for registration	4. Released birth or death certificate for registration	None	2 minutes	<i>Physician</i> <i>Medical Records Clerk</i> Nuestra Sra De Piat District Hospital
TOTAL: 17 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. Philhealth I.D or Member Data Record (MDR) 2. Birth Certificate, Marriage Contract		<ul style="list-style-type: none"> • Patient • 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	5 minutes	<i>Philhealth Clerk</i> Nuestra Sra De Piat District Hospital
	1.1 Prepare documents to be signed by the Philhealth member.	None	15 minutes	<i>Philhealth Clerk</i> Nuestra Sra De Piat District Hospital
	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</i> <i>Philhealth Clerk</i> Nuestra Sra De Piat District Hospital
2. Fill-up data needed (PMRF)	2. Checked the documents signed by the client.	None	2 minutes	<i>Philhealth Clerk</i> Nuestra Sra De Piat 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	2 minutes	<i>Philhealth Clerk</i> Nuestra Sra De Piat District 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> Nuestra Sra De Piat District Hospital
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		
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> Sta. Ana Community Hospital
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> Sta. Ana Community 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> Sta. Ana Community Hospital

2. Submit self for assessment and screening	2. Assess and screen patient/client.	None	30 minutes	<i>Nurse on Duty</i> Sta. Ana Community 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	1 hour	<i>Nurse on Duty</i> Sta. Ana Community Hospital
4. Undergo Medical examination and treatment	4. Medical Officer will examine the patient.	None	5 minutes	<i>Medical Officer on Duty</i> Sta. Ana Community 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.	CBC w/ APC: PHP250 Urinalysis: PHP100 Fecalysis: PHP50 RAT: PHP500 None	30 minutes	<i>Medical Technologist on Duty</i> Sta. Ana Community Hospital
5.2. Provide specimen for laboratory examination	5.2 Receive specimen	None	5 minutes	<i>Medical Technologist on Duty</i> Sta. Ana Community Hospital

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</i> Sta. Ana Community Hospital
7. Submit laboratory result/diagnostic procedure	7. Physician will receive and analyze the result then prescribe medicines and give instruction .	See Table of Pricelist of Drugs/Medicines and Supplies None	5 minutes	<i>Medical Officer on duty</i> Sta. Ana Community Hospital
8. Take prescription from the physician and proceed to pharmacy.	8. Pharmacist will receive prescription and issue charge slip then prepare medicine.		5 minutes	<i>Pharmacist on Duty</i> Sta. Ana Community Hospital
9. Proceed to Cashier's Office for payment	9. Collect and issue receipt of payment.		5 minutes	<i>Cashier</i> Sta. Ana Community Hospital
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</i> Sta. Ana Community Hospital
Total Response Time: 2 hours 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 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</i> Sta. Ana Community Hospital
1.1. Holding area/room (for suspect COVID Patient)	1.1. Give instruction for specimen collection.	RAT 500 per client	10 minutes	<i>Covid Nurse</i> Sta. Ana Community Hospital
1.2. Undergo Antigen Swab Test for patient and 1 companion/watcher	1.2 Get specimen.	None	30 minutes	<i>Medical Technologist</i> Sta. Ana Community Hospital
2. Proceed to Emergency Room	2. ER nurse will receive patient chart.	None	5 minutes	<i>ER Nurse/Staff</i> Sta. Ana Community Hospital
3. Undergo History and Physical Examination	3. ROD performs physical examination and nurse on	None	10 minutes	<i>Medical Officer</i> Sta. Ana Community Hospital

<p>4. Consent to admission/care</p>	<p>duty will log patient to HBSYS admission and do routine.</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> Sta. Ana Community Hospital</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> Sta. Ana Community Hospital</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</i> Sta. Ana Community Hospital</p>
<p>7. Discharge Patient</p>	<p>6.1 Ward nurse Will receive patient and I.W will bring patient to designated room.</p> <p>7. Prepare discharge order/notice, write discharge instructions and prescription for take home medicines,</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Nurse on Duty IW</i> Sta. Ana Community Hospital</p>
<p>7. Discharge Patient</p>	<p>7. Prepare discharge order/notice, write discharge instructions and prescription for take home medicines,</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Nurse on Duty</i> Sta. Ana Community Hospital</p>

	date of follow up check-up			
	7.1 Review Chart completeness Bring patients chart to pharmacy forwarded to billing section and philhealth office	None for Philhealth patient/ Fees varies on consumption	1 hour	<i>Nurse on Duty Pharmacist on Duty Philhealth clerk Nurse on Duty Sta. Ana Community Hospital</i>
8. Give chart or official receipt to nurse.	8. Ward Nurse will check if bills are settled and with complete requirements.	None	30 minutes	<i>Nurse on Duty Sta. Ana Community Hospital</i>
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 Sta. Ana Community Hospital</i>
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 Sta. Ana Community Hospital</i>
Total Response Time: 3 hours and 44 minutes				

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		
1. Referral Slip for referred patients (1 original) 2. Hospital OPD Card (1 original)		<ul style="list-style-type: none"> From referring Health Provider Emergency Department 		
CLIENT STEPS	PGC ACTION	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.	1. Triage Assessment	None	5 minutes	<i>Triage Staff</i> Sta. Ana Community Hospital
	1.1 Classify patient accordingly, if COVID suspect or non-COVID based on triaging	None	10 minutes	
2. Cooperates with nurse and Resident-on-Duty (ROD).	2. Vital signs recording	None	15 minutes	<i>Nurse on Duty</i> Sta. Ana Community Hospital
	2.1 Assessment of patient	None	15 minutes	<i>Resident on Duty</i> Sta. Ana Community Hospital
3. Cooperates with nurse and Resident-on-Duty (ROD), understands explanation and follows instruction/s.	3. Explains the need for admission and management	None	1 hour	Resident on Duty (Myra R. Pascua, MD et.al)
	3.2. Nurse-on-duty secures the consent for admission and carries out doctor's order, accomplishes the	None	5 minutes	<i>Nurse on Duty</i> Sta. Ana Community Hospital

<p>4. If need for transfer of patient to higher facility, cooperate with nurse and Resident-on-Duty (ROD), understand explanation and follow instruction/s.</p>	<p>nursing history and assessment period.</p> <p>4. Transfers the patient safely and properly as assisted by nurse/nursing attendant</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Nurse on Duty</i> Sta. Ana Community Hospital</p>
<p>5. DISCHARGE OF PATIENT – Cooperates with nurse and Resident-on-Duty (ROD), understands explanation and follow instructions.</p>	<p>5. Send the patient home with instructions for follow up and prescribe medication</p> <p>5.1 Secure at billing section for any payment of medicine/medical supplies.</p>	<p>None</p> <p>Depends on the drugs and medicine provided</p>	<p>10 minutes</p>	<p><i>Nurse on Duty</i> Sta. Ana Community Hospital</p> <p><i>Cashier Staff</i> Sta. Ana Community Hospital</p>
<p>Total Response Time: 2hours and 15 minutes</p>				

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		
<p>1. Laboratory Request Form</p> <p>2. Official Receipt</p>		<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				
<p>1. Present a duly accomplished laboratory request form by the client or significant others.</p>	<p>1. Receive laboratory request and fill-out in the logbook.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Medical Technologist</i> Sta. Ana Community Hospital</p>

	1.1 Give charge slip and instruct client to proceed to Cashier's Office.	Fees varies on approved laboratory fees.	3 minutes	Cashier Sta. Ana Community Hospital
2. Proceed to Cashier's Office and the cashier will collect the respective service fees.	2. Received charge slip, collect payment and issue official receipt.	None	5 minutes	Cashier Sta. Ana Community Hospital
3. Present the official receipt to Med. Tech. on duty.	3. Check official receipt and log OR number to logbook.	None	20 minutes	Cashier Sta. Ana Community Hospital
	3.1 Receive and check the quality of specimen given by patient and prepare materials and proceed for blood collection	None	5 minutes	Medical Technologist Sta. Ana Community Hospital
4. Submit specimen needed for test.	4. Proceed to examination of specimen and write result in standard result forms and record results.	None	10 minutes	Medical Technologist Sta. Ana Community Hospital
5. Receive laboratory result.	5. Release laboratory result let the patient sign at the releasing logbook and instruct the client to proceed to his/her physician	None	2 minutes	Medical Technologist Sta. Ana Community Hospital

IN-PATIENT

<p>1. The patient will submit a duly accomplished laboratory request form by the nurse or nursing attendant.</p>	<p>1. Receive and check the completeness of the laboratory request form.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Medical Technologist</i> Sta. Ana Community Hospital</p>
<p>2. Submit specimen needed.</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>None</p>	<p>20 minutes</p>	<p><i>Medical Technologist</i> Sta. Ana Community Hospital</p>
	<p>2.1 Examine specimen and write result in standard result forms and record results</p>	<p>None</p>	<p>10minutes</p>	<p><i>Medical Technologist</i> Sta. Ana Community Hospital</p>
	<p>2.2 Deliver laboratory results to the ward and receive laboratory result and sign at the releasing logbook.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Medical Technologist</i> Sta. Ana Community Hospital</p>
<p>Total Response Time: 1 hour and 30minutes</p>				



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		
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	2 minutes	<i>Pharmacist /Cashier</i> Sta. Ana Community Hospital
	1.1 Check stock availability	Fees varies per medicine	5 minutes	<i>Nurse on Duty</i> Sta. Ana Community Hospital
	1.2 If not available, ask the doctor for alternative medicine or instruct patient to buy outside	None	10 minutes	<i>Pharmacist</i> Sta. Ana Community Hospital
	1.3 If available, price prescription and issue charge slip	None	5 minutes	<i>Pharmacist</i> Sta. Ana Community Hospital
2. Receive charge slip and proceed to cashier.	2. Give charge slip and instruct client to proceed to cashier section for payment	None	5 minutes	<i>Pharmacist</i> Sta. Ana Community Hospital
3. Present charge slips and Official Receipt to pharmacist	3. Receive and verify official receipt and copy OR number	Fees varies per medicine	5 minutes	<i>Cashier Pharmacist</i> Sta. Ana Community Hospital



4. Receive medicine.	4. Dispense medicine with patient counselling	None	10 Minutes	Pharmacist Sta. Ana Community Hospital
IN-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	10 minutes	Pharmacist Sta. Ana Community Hospital
2. Receive medicine.	2. Dispense medicine with patient counselling	None	10 minutes	Nurse on Duty Pharmacist Sta. Ana Community Hospital
Total Response Time: 1 hour and 2 minutes				

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		
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> Sta. Ana Community 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	<i>Cashier</i> Sta. Ana Community Hospital
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> Sta. Ana Community Hospital
Total response time: 30 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			
Operating Hours:	8:00 am to 5:00 pm			
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> Sta. Ana Community 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 Sta. Ana Community Hospital</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 Sta. Ana Community Hospital</i>
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 Sta. Ana Community Hospital.</i>
Note: Strictly Follow Health Protocols: <ul style="list-style-type: none"> • Wear Mask Properly • Maintain Social Distancing • Use Alcohol/Sanitizer • Proper Handwashing 		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			
Operating hours:	8:00 am to 5:00 pm			
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 Sta. Ana Community Hospital</i>
2. Fill-up data needed in the birth or death certificate	2. Prepare documents to be signed by	None	15 minutes	<i>Philhealth Clerk Sta. Ana Community Hospital</i>

	the Philhealth member.	None	15 minutes	<i>Philhealth Clerk</i> Sta. Ana Community Hospital
	2.1 If do not have Philhealth, Philhealth clerk will instruct patient to go to Social Worker for an interview for Philhealth enrollment			
3. Sign documents for Philhealth claims.	3. Check the documents signed by the client.	None	5 minutes	<i>Philhealth Clerk</i> Sta. Ana Community 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> Sta. Ana Community Hospital
Total response time: 50 minutes				



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>Opd Nurse Opd Nursing Attendant Triage Officer</i>
2. FOR SUSPECT COVID-19 CASES:	2. Inform the swabber for Appropriate action.	NONE	5 minutes	<i>Opd Nurse Swabber Triage Officer Tuao District Hospital</i>
2.1 Proceed to Holding Area for swabbing at the swabbing booth.	2.1 Isolate patient until the result is confirmed negative then for admission to non-covid ward.	NONE	2 minutes	
2.2. FOR NON-COVID-19 CASES:	2.2. Distribute the queing and priority nos. to SENIOR CITIZEN/PW D/PREGNANT PATIENTS			

<p>3. Present OPD queing number and patient's medical record to the OPD Section.</p>	<p>3.1. Medical Record's Staff will issue the patient's folder for old patients, directly proceed to the OPD Staff.</p> <p>3.2. 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>5 minutes</p>	<p><i>Medical Records</i> Tuao District Hospital</p>
<p>4. Proceed to patients' waiting area and wait for your number to be called.</p>	<p>4. Calls out the number of the patient on deck</p>	<p>NONE</p>	<p>30 minutes</p>	<p><i>Opd Nurse</i> <i>Opd Nursing</i> Tuao District Hospital</p>
<p>TOTAL: 45 minutes</p>				

2. Patients for Swabbing

Covid-19 testing is mandatory to all patients with covid-like symptoms and exposure to confirmed infected patients. Anyone who has tested negative must be retested with Polymerase Chain Reaction (PCR) and isolation is mandatory for all patients regardless of whether the patient is being managed in the community facility isolation or requires admission for treatment.

Office or Division	TUAO DISTRICT HOSPITAL-COVID-LAB			
Classification	SIMPLE TRANSACTION			
Type of Transaction	G2C- Government to Citizens G2G- Government to Government			
Who May Avail	Ideally, any patient with symptoms consistent with COVID-19 Case subject for swabbing, isolation and medical treatment and any. Individual with exposure to infected patient.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Form For Antigen/Pcr Test 2. Request For Antigen Test 3. Case Investigation		<ul style="list-style-type: none"> Referring Rhu/Hospital/Lgu Referring Rhu/Hospital/Lgu 		
CLIENT'S STEPS	PGC ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Symptomatic patient proceed to the triage for Rapid Antigen Test.	1. Triage staff attends to patients for antigen. 1.1 Collect referral slip from the patients and assist/guide patients w/ maximum health protocol in the area.	NONE		<i>Triage Officer Tuao District Hospital</i>
2. Patient for antigen for purpose of employment & resume to work due to leave of absence and other related personal reasons in compliance to health protocols.	2.1 Triage staff orders patients to the cashier's office for payment of antigen kit.	900.00		<i>Triage Officer Tuao District Hospital</i>
	2.2. The Cashier issues Official Receipt to patient as proof of payment.			<i>Cashier Tuao District Hospital</i>
3. Patient already at the Triage waiting for swabbing.	3. Triage Staff submit referral slip of the	NONE		<i>Triage Officer Tuao District Hospital</i>

	<p>patient to the Covid Laboratory Staff on duty.</p> <p>3.1 Medical Technologist on duty proceeds to the swabbing booth w/ complete Personal Protective Equip. Ready to conduct swabbing to patients.</p>			<p><i>Covid Laboratory Staff On Duty</i> Tuao District Hospital</p>
TOTAL PROCESSING TIME: 30 minutes				
PATIENTS POSITIVE OF ANTIGEN TEST ARE SUBJECT FOR POLYMERASE CHAIN REACTION (PCR).				
1. Referring RHU Transports patients for PCR in our Hospital	1. Medical Technologist on duty encodes patients' details in the case investigation form based on the accomplished form based on the accomplished form the referring RHU/Hospital.	NONE	15 minutes	<i>Medical Technologist on duty</i> Tuao District Hospital
2. All patients subject for PCR already complete & assembled in the triage ready for swabbing.	2. Medical Technologist on duty proceeds to the swabbing booth w/ complete Personal Protective Equip. Ready to conduct swabbing to patients.	NONE		<i>Medical Technologist on duty</i> Tuao District Hospital
2.1 After being swabbed, patient back to respective referring	2.1 Transports PCR Specimens to CVMC Laboratory.	NONE	1 Hour	<i>Driver</i> Tuao District Hospital

RHU or admitted in the hospital for isolation and treatment.	2.2 Medical Technologist checks if confirmatory of PCR already sent by CVMC Lab. staffs via email to this hospital	NONE	24 hours	Covid Laboratory Staff On Duty Tuao District Hospital
	2.3 Medical Technologist forwards official confirmed PCR to referring RHU/HOSPITAL/ LGU VIA to the Email address.			
TOTAL PROCESSING TIME 1 day, 1 hour & 20 minutes				

3. Admission and Discharge Services

Suspect, probable and confirmed cases shall be isolated in the proper facility depending on the severity of their symptoms. As a 25-bed capacity, asymptomatic, mild & moderate cases are being accommodated. Proper health care waste management, housekeeping, disinfection, food handling and sanitation is strictly observed to ensure the cleanliness and safety of the facility and provide proper service to COVID Patients. Free meal, hygiene kits/essential needs are all provided and No Balance billing upon their discharge.

Office or Division	TUAO DISTRICT HOSPITAL COVID WARD			
Classification	HIGHLY TECHNICAL			
Type of Transaction	G2C- Government to Citizens			
	G2C- Government to Citizens Suspect, Asymptomatic, Mild & Moderate Covid-19 Patients.			
Who May Avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. REFERRAL TEMPLATE 2. MOBILE CONTACT NO. OF REFERRING HOSPITAL/LGU		<ul style="list-style-type: none"> REFERRING RHU/HOSPITAL/LGU 		
CLIENT'S STEPS	PGC ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

A. ADMISSION				
1. Referring RHU / LGU / Hospital calls to our hospital through hospital hotline.	1. Sends the referral template through text message.	NONE	5 minutes	<i>Medical Officer On Duty Nurse On Duty Tuao District Hospital</i>
2. Referring RHU / HOSP. / LGU thru referral template to our hospital.	2.1. The Resident Physician on duty or the Supervising Nurse calls the mobile contact no. indicated in the referral template & interviews patient or his watcher for more detailed informations especially on the patient's condition or symptoms.	NONE	5 minutes	<i>Medical Officer On Duty Nurse On Duty Tuao District Hospital</i>
	2.2. The Resident Physician or the Supervising Nurse orders the patient transport after confirmed available room for accomodation.	NONE	10 minute	
3. Referring RHU / LGU / HOSPITAL Transports patient in our hospital for admission.	3. Upon the patient's arrival t the admitting area, the Covid Ward staffs/team on duty attend immediately to the patient & conduct thorough physical examination and vital signs	NONE	15minutes	<i>Physician on Duty Nurse on Duty Tuao District Hospital</i>



4. Patient for laboratory tests & X-ray.	4. Medical Management & Ancillary procedures immediately done prior the admission of patient into the Covid ward.	No Balance Billing	20 minute	<i>Laboratory Staff</i> Tuao District Hospital
TOTAL PROCESS FOR ADMISSION: 55 Minutes				
5. Patient admitted in the Covid Ward	5. The Resident Physician on duty finalizes treatment/ order of management depending on the patient's condition. 5.1 Asymptomatic & Mild 5.2 Moderate	NONE	10 DAYS 21 DAYS	<i>Physician on Duty</i> Tuao District Hospital
B. FOR DISCHARGE:				
1. Recovered Covid-19 patients for discharge stays in his room while his chart is being processed by the hospital staffs. Submit philhealth I card for eligible member & birth certificate of qualified member Non-member To be enrolled to Point of Service.		No Balance Billing	10 minutes	<i>Nurse On Duty</i> Tuao District Hospital
				<i>Point of Service Staff</i> Tuao District Hospital
				<i>Point of Service Staff</i> Tuao District Hospital



	<p>1. Covid ward Staffs on duty will bring patient's chart for discharge for disinfection thru the u.v. Sterilizing machin before handling for processing to the Point of Service Unit</p>		1 miinutes	<p><i>Pharmacist on Duty</i> Tuao District Hospital</p>
	<p>1.1 Point of Service Staffs get chart of patients in the U.V. Sterilizing Machine.</p> <p>1.2 Point of Service Staffs will check Philhealth Eligibility of patient, if the patient found non-Philhealth member automatically be enrolled to Point of Service as financially incapable.</p>		15 minutes	
<p>2. The patient signs the following Philhealth Forms:</p>	<p>2. The Point of Service Staff will process claims through the system.</p>		15 minutes	<p>Nurse on Duty Tuao District Hospital</p>
<p>2.1 Philhealth Claim Form-2</p>	<p>2.1 The hospital provides free medicines of the patient to complete medication at home with the Alagang Pinoy Tagubilin as their guide in taking their medicines at home go home.</p>		10 minutes	
<p>2.2 Patient's Statement Bill of Acct.</p>				
<p>2.3 Philhealth Claim Signature Form 3.</p>				
	<p>3. Discharge Patient</p>			
<p>TOTAL PROCESS FOR DISCHARGING: 51mins.</p>				



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@gmail.com 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>Filing of Complaint</p>	<p>To file a complaint against any of the PGC authorities, provide the following details via email address: gov.mamba@gmail.com</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>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>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	Peñablanca, Cagayan	0918-941-4695
Provincial Administrator's Office	Peñablanca, Cagayan	0935-492-3803
Provincial Disaster Risk Reduction Management Office	Tuguegarao City, Cagayan	0975-434-8083 / 0966-642-2340
Task Force Lingkod Cagayan	Peñablanca, Cagayan	0927-992-6871
Provincial Information Office	Peñablanca, Cagayan	0916-771-8621
Provincial Legal Office	Peñablanca, Cagayan	0917-599-2996
Provincial Tourism Office	Peñablanca, 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	Peñablanca, Cagayan	0906-317-6063
Provincial Planning and Development Office	Peñablanca, Cagayan	0919-618-6016
Provincial Budget Office	Peñablanca, Cagayan	0917-838-0690
Provincial Accountant's Office	Peñablanca, Cagayan	0917-551-5912
Office of the Provincial Treasury	Peñablanca, Cagayan	0917-819-5691
Provincial Assessor's Office	Peñablanca, Cagayan	0917-572-6517
General Services Office	Peñablanca, Cagayan	0917-774-4030
Provincial Social Welfare and Development Office	Peñablanca, Cagayan	0917-559-8840
Office Of the Provincial Agriculturist	Peñablanca, Cagayan	0927-327-3538
Provincial Veterinarian Office	Tuguegarao City, Cagayan	0935-032-1879
Provincial Natural Resources and Environment Office	Peñablanca, Cagayan	0916-954-8192
Provincial Engineer's Office	Peñablanca, Cagayan	0917-575-9350
Vice Governor's Office & Sangguniang Panlalawigan	Peñablanca, Cagayan	0935-181-2169
Provincial Health Office	Peñablanca, Cagayan	0917-587-8708
Alcala Municipal Hospital	Alcala, Cagayan	0917-775-8988
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	0917-304-3904
Lasam District Hospital	Lasam, Cagayan	0917-522-9619
Matilde A. Olivas District Hospital	Camalaniugan, Cagayan	0915-984-4204
Northern Cagayan District Hospital	Sanchez Mira, Cagayan	0906-488-4728
Nuestra Sra. De Piat District Hospital	Piat, Cagayan	0917-159-2331
Sta. Ana Community Hospital	Sta. Ana, Cagayan	0917-765-8437
Tuao District Hospital	Tuao, Cagayan	0917-312-5706