

1 APPLICATION SYSTEMS AND WEBSITE DEVELOPMENT				
Description				
The Division is responsible for the formulation of the information systems concept and architecture, development and installation of applications systems technology projects. In line with the division mandate, ICTD caters PGNO offices needs for applications system and website development.				
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may avail	PGNO Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirement documents which includes:		client provided		
* Descriptions of the system properties				
*Specifications for how the system should work				
*constraints placed upon the development process				
*other supporting documents relevant to the system development				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide all requirements document	1.1 Receive and review the requirements document	NONE	10 days	OFFICE HEAD Admin Section ICTD
	1.2 Conduct meetings with client for details (budget source, cost estimates, hardware and software requirements, approvals etc.) and decision making.	NONE	10 days	OFFICE HEAD Admin Section ICTD
2. Communicate and coordinate with the ICTD system development team throughout the System Development Process to facilitate system development needs and requirements.	2. Start the System Development process	NONE	variable	OFFICE HEAD Admin Section ICTD
	2.1 System Development Planning	NONE	variable	OFFICE HEAD Admin Section ICTD
	2.2 System Development Analysis	NONE	variable	OFFICE HEAD Admin Section ICTD
	2.3. System Development Design	NONE	variable	OFFICE HEAD Admin Section ICTD

		2.4. System Testing	NONE	variable	OFFICE HEAD Admin Section ICTD
		2.5 System Implementation	NONE	variable	OFFICE HEAD Admin Section ICTD
	TOTAL		NONE		

2 APPLICATION SYSTEMS AND WEBSITE MAINTENANCE MINOR JOB REQUEST

Description
The Division is responsible for the data and system administration; operate and maintain the developed application system and provide maintenance services to various offices of the Provincial Government. This includes : Payroll System's payroll deletion, revision, verification and modification/ DTS deletion/ PIS Report generation and personnel information updates and minor system modification/ Website updates/ Other minor system maintenance

Classification Simple

Type of Transaction G2G-Government to Government

Who may avail PGNO Offices and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.ICTD FORM No. 1 WEB/MIS JOB REQUEST FORM (2 copies)		ICTD OFFICE ADMIN SECTION or DEVELOPMENT SECTION		
2. OTHER documents relevant to the job requests(if applicable)		REQUESTING OFFICE/CLIENT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required Job Request Form	1.Give the WEB/MIS JOB REQUEST FORM to the client	NONE	15 mins	ISA II Development Section or ICTD Admin Section ICTD Acting AO
2. Submit the required documents to the ICTD Admin Section for Approval of Head of the Office	2. 1 Receive the required documents and check for completeness	NONE	15 mins	Acting AO Section ICTD Admin
	2.2 Forward the required documents to the Head of the Office for approval	NONE	1 hr	Acting AO Section ICTD Admin
	2.3 Route the required documents to the assigned ICTD personnel to start processing the request.	NONE	15 mins	OIC-ICTD Section ICTD Admin

	2.4 Process the request	NONE	1 day	ISA II ICTD Development Section
	2.5 Inform the client about the job request status	NONE	15 mins	ISA II ICTD Development Section
3.1 Review the job request result/ accomplishment.	3.1 Coordinate with the client for update or any concerns	NONE	1 hr	ISA II ICTD Development Section
3.1.1 If Job Request is completely accomplished: Approve and sign the lower portion of the WEB/MIS Job Request Form by the Head/AO of the requesting client and return 1 copy of the required documents to ICTD	3.1.1 Receive a copy of the required documents approved by the client for record purposes.	NONE	1 hr	ISA II ICTD Development Section
3.1.2 If Job Request incomplete or partially accomplished: Contact the ICTD personnel incharged.	3.1.2 Reprocess the request until fully accomplished (Repeat Agency Action 2.4, 2.5, 3.1 until 3.1.1 is obtained).	NONE	1 day	ISA II ICTD Development Section
TOTAL			2 days , 4 hrs.	

3 APPLICATION SYSTEMS MAINTENANCE MAJOR JOB REQUEST

Description
The Division is responsible for the data and system administration; operate and maintain the developed application system and provide maintenance services to various offices of the Provincial Government. This includes : Application System's module revisions, modifications and additions.

Classification Highly Technical
Type of Transaction G2G-Government to Government
Who may avail PGNO Offices and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.ICTD FORM No. 1 WEB/MIS JOB REQUEST FORM (2 copies)	ICTD OFFICE ADMIN SECTION or DEVELOPMENT SECTION

3.1.2 If Job Request incomplete or partially accomplished: Contact the ICTD personnel incharged.	3.1.2 Reprocess the request until fully accomplished (Repeat Agency Action 2.4, 2.5, 3.1 until 3.1.1 is obtained).	NONE	5 days	ISA II ICTD Development Section
TOTAL			15 days , 4 hrs.	

4 DATABASE SERVER ERRORS/MAINTENANCE

Description
The Division is responsible for the administration and maintenance of ICTD DATA SERVERS, diagnose and troubleshoot database errors. These support services is made available through phone calls or office visit as needed.

Classification simple
Type of Transaction G2G-Government to Government
Who may avail PGNO Offices and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform ICTD of the Database Server error encountered via phone call	1. 1 Receive phone call and take note of the issue	NONE	15 mins	DEMO I ICTD Technical Operations Section
	1.2 Check the database servers, troubleshoots the errors to resolve the issue	NONE	2 hr	DEMO I ICTD Technical Operations Section
	1.3 Inform the client via phone call once issue is resolved	NONE	15 mins	DEMO I ICTD Technical Operations Section
TOTAL			2 hrs, 30 mins.	

5 LOCAL AREA NETWORK (LAN) MAINTENANCE

Description
The Division is responsible for the administration and maintenance of Local Area Network (LAN) , diagnose and troubleshoot to maintain LAN connectivity

throughout the PGNO offices.

Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail	PGNO Offices and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.ICTD FORM No. 3 NETWORK SERVICE REQUEST FORM (2 copies)		ICTD OFFICE ADMIN SECTION or TECHNICAL OPERATIONS SECTION		
2. OTHER documents relevant to the job requests(if applicable)		REQUESTING OFFICE/CLIENT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required Job Request Form	1.Give the NETWORK SERVICE REQUEST FORM to the client	NONE	15 mins	DEMO I ICTD Technical Operations Section or Acting AO ICTD Admin Section
2. Submit the required documents to the ICTD Admin Section or Technical Operations Section	2. 1 Receive the required documents and check for completeness	NONE	15 mins	DEMO I ICTD Technical Operations Section or Acting AO ICTD Admin Section
	2.2 Route the required documents to the assigned ICTD personnel to start processing the request.	NONE	15 mins	DEMO I ICTD Technical Operations Section or Acting AO ICTD Admin Section
	2.4 Process the request	NONE	1 day	DEMO I ICTD Technical Operations Section
	2.5 Inform the client about the job request status	NONE	15 mins	DEMO I ICTD Technical Operations Section
TOTAL			1 day, 2 hrs	

5 COMPUTER HARDWARE AND SOFTWARE TECHNICAL ASSISTANCE

Description	The Division is mandated to ensure the upkeep of all hardware and software facilities and provide maintenance services to the various offices of the Provincial Government .
-------------	--

Classification	Complex
Type of Transaction	G2G-Government to Government
Who may avail	PGNO Offices and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.ICTD FORM No. 2 COMPUTER HARDWARE & SOFTWARE SERVICE		ICTD OFFICE ADMIN SECTION or TECHNICAL OPERATIONS SECTION		
2. OTHER documents relevant to the job requests(if applicable)		REQUESTING OFFICE/CLIENT		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required Job Request Form	1.Give the COMPUTER HARDWARE & SOFTWARE SERVICE REQUEST FORM to the client	NONE	15 mins	DEMO I ICTD Technical Operations Section or Acting AO ICTD Admin Section
2. Submit the required documents to the ICTD Admin Section or Technical Operations Section	2. 1 Receive the required documents and check for completeness	NONE	15 mins	DEMO I ICTD Technical Operations Section or Acting AO ICTD Admin Section
	2.2 Route the required documents to the assigned ICTD personnel to start processing the request.	NONE	15 mins	DEMO I ICTD Technical Operations Section or Acting AO ICTD Admin Section
	2.4 Process the request	NONE	6 days	DEMO I ICTD Technical Operations Section
	2.5 Inform the client about the job request status	NONE	15 mins	DEMO I ICTD Technical Operations Section
TOTAL			6 days, 2 hrs	

7 Schedule of Deductions(SOD), Deletion, Payroll Requests, Job Requests and other ICTD forms and certificates

Description

The Division's administrative section provides forms to the various offices of the Provincial Government . These forms are issued to individuals needing the documents for various purposes.

Classification	Simple
----------------	--------

Type of TransactionG2G-Government to Government

Who may availPGNO Offices and employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the ICTD personnel of requested form	1. Provide the client's requested form	NONE	15 mins	COMPUTER FILE LIBRARIAN ICTD Admin Section
TOTAL			15 mins	

SERVICE NAME	Operations Audit			
Description of the Service	A separate evaluation of the input, process, output, and outcome to determine whether government			
OFFICE OR DIVISION	Governor's Office - Internal Audit Division			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail	All offices under the Provincial Government of Negros Occidental who have specific projects funded by it			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assignment Order		Governor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify availability date for	Set entrance conference date	none	5 working days	Internal Auditors
2. Submit documents needed by	Receive needed documents	none		
3. Attend entrance conference	Conduct entrance conference	none	3 hours	Head of Internal Audit with
4. Provide necessary documents and information	Conduct Audit	none	75 working days from entrance conference	Internal Auditors
	Prepare Audit Observation Report	none	5 working days after Audit	Internal Auditors
5. Signify availability date for exit conference	Set exit conference date with presentation of Findings and Recommendations and	none	5 working days	Internal Auditors
6. Attend exit conference	Conduct exit conference	none	4 hours	Head of Internal Audit with
	Prepare Internal Audit Report (IAR)	none	15 working days from exit conference	Internal Auditors
7. Answer checklist and provide supporting documents to prove compliance of agreed actions	Conduct Audit Follow-up	none	within 3 months from submission of IAR	Internal Auditors

	Prepare Internal Audit Follow-up Report (IAFR)	none	5 working days after Audit Follow-up	Internal Auditors
8. Provide documents requested to prove continous commpliance to agreed actions	Conduct Spot Audit Monitoring	none	anytime after submission of IAFR	Internal Auditors
TOTAL:				

SERVICE NAME		Management Audit		
Description of the Service		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 a specific date.		
OFFICE OR DIVISION		Governor's Office - Internal Audit Division		
Classification		Highly Technical		
Type of Transaction		G2G		
Who may avail		All offices under the Provincial Government of Negros Occidental who have specific projects funded by it		
OF REQUIREMENTS		WHERE TO SECURE		
Assignment Order		Governor		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify	Set entrance conference date	none	5 working days	Internal Auditors
2. Submit	Receive needed documents	none		
3. Attend entrance conference	Conduct entrance conference	none	3 hours	Head of
4. Provide	Conduct Audit	none	75	Internal Auditors
	Prepare Audit Observation Report	none	5 working	Internal Auditors

5. Signify	Set exit	none	5 working days	Internal Auditors
6. Attend exit conference	Conduct exit conference	none	4 hours	Head of
	Prepare Internal Audit Report (IAR)	none	15	Internal Auditors
7. Answer	Conduct Audit Follow-up	none	within 3	Internal Auditors
	Prepare	none	5 working	Internal Auditors
8. Provide	Conduct	none	anytime	Internal Auditors
TOTAL:				

SERVICE NAME		Application for Scholarship (Negros Occidental Training for Work Scholarship Program)		
Description of the Service		Processing of applicants for scholarship program		
OFFICE OR DIVISION	Office of the Governor - Negros Occidental Language and Information Technology Center			
Classification	Simple and Complex			
Type of Transaction	G2C and G2G			
Who may avail	Out-of-School Youth, High School Graduates, K12 Graduates, ALS Graduates, College Drop-Outs and Unemployed College Grad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1 DOCUMENTARY REQUIREMENTS FOR PRE-ASSESSMENT		Recruitment Head/VSA Recruitment Team Recruitment Team Recruitment Team Recruitment Team Recruitment Team		
PROCEDURE ON-SITE RECRUITMENT				
Letter to the Stakeholders				
Advocacy Materials and Collaterals				
Institutional Pre-Assessment Forms				
List of Requirements for Enrollment				
Client's Feedback Form				
Advocacy Materials and Collaterals				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stakeholder receives and confirms participation in the recruitment activity	1. Sends letter of invitation/proposal signed by the VSA to target stakeholders	None	1 hour	Recruitment Head/VSA
2. Stakeholder campaigns and recruits applicants for the scholarship program in the community	2. Gets confirmation and sets the schedule of on-site recruitment	None	3 days	Recruitment Head/VSA
3. Stakeholder gathers all applicants in a selected venue	3. Recruitment Team conducts orientation and pre-assessment to all applicants	None	2 hours	Recruitment Team
4. Applicant fills out the PDS and and submit the PDS to the Recruitment Team and sign in the Attendance Sheet	4.1 Recruitment Team accepts the PDS 4.2 Recruitment Team gives the Institutional Assessment Tools and Answer Sheets to the applicants	None	15 minutes	Recruitment Team
5. Applicant takes the pre-assessment exam and submit it to the Recruitment Team for checking	5. Recruitment Team checks the Institutional Assessment Tool			

		None	1 hour	Recruitment Team
6. Applicant undergoes interview	6. Recruitment Team conducts interview using the Institutional Interview Assessment Tool and gives the Client's Feedback Form while waiting for the result.	None	15 minutes	Recruitment Team
7. Applicant fills out the Client's Feedback Form and submits it to the Recruitment Team while waiting for the result of the examination and accepts Advocacy Materials/Collaterals	7.1 Recruitment Team informs the applicants of the results of the assessment exam 7.2 Recruitment Team issues List of Entry Requirements and schedule of the training to those who passed the assessment 7.3 Recruitment Team accepts the Client's Feedback Form 7.4. Distributes advocacy materials/collaterals	None	5 minutes	Recruitment Team
8. Applicant waits for the schedule of training	8. Prepares list of applicants who passed the assessment process and endorses the list to the Registrar and submit reports to the VSA	None	3 days	Recruitment Team
TOTAL			6 days, 5 hours and 35 minutes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.2 DOCUMENTARY REQUIREMENTS FOR PRE-ASSESSMENT PROCEDURE FOR WALK-IN APPLICANTS Personal Data Sheet (PDS) Institutional Pre- Assessment Tool Answer Sheet Institutional Interview Assessment Tool List of Entry Requirements		NOLITC Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant enters the school campus and signs	1.1 Security Guard conducts health check and			

the client Log Book at the Security Guard post and undergoes mandatory health check and health protocol	mandatory health protocol; gives the log book to the client and refers the applicants to the Recruitment Staff/Admin Staff	None	5 minutes	Security Guard/Recruitment Staff/Admin Staff
2 Applicant fills out the PDS and takes the pre-assessment exam	2.1 Recruitment Staff/Admin Staff explains the assessment process to the applicant 2.2 Gives PDS and Institutional Assessment Tools and Answer Sheets to the applicants 2.3 Checks the pre-assessment exam and interviews the applicants	None	1 hour	cruitment Staff/Admin St
3. Fills out the Feeback Form while waiting for the result of the assessment	3.1 Recruitment Staff gives the Client's Feedback Form 3.2 Recruitment Staff provides the result of the assessment 3.3 Recruitment staff gives the List of Admission Requirements (if passed) and schedule of the training 3.4 Recruitment Staff accepts the Clients Feedback Form	None	10 minutes	cruitment Staff/Admin St
		TOTAL	1 hour and 15 min	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.3 DOCUMENTARY REQUIREMENTS FOR PRE-ASSESSMENT PROCEDURE FOR ON-LINE APPLICANTS Personal Data Sheet (PDS) Institutional Pre- Assessment Tool Answer Sheet Institutional Interview Assessment Tool List of Entry Requirements		NOLITC Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant accesses the site for online	1. Focal person logs-in to nolitic.org/wp-admin			

application (http://www.nolitic.org/online-application link)	and monitors online application and inquiries	None	15 minutes	NOLITC Focal Person
2. Applicant selects option for course or qualification; fills out the PDS; answers the online Pre-Assessment Examination and schedules online interview	2.1 Focal Person prints out the PDS and on-line assessment result of the applicant 2.2 Focal person gives the result of the applicant to the trainer assigned by the Training Coordinator	None	4 hours	NOLITC Focal Person
3. Applicant receives confirmation email and text message for online/phone interview schedule	3.1 Focal person sends email and text for online/phone interview 3.2 Trainer prepares for the online interview	None	8 hours	NOLITC Focal Person/Trainer
4. Applicant receives a call for online interview	4.1 Trainer conducts interview to the applicant 4.2 Trainer gives the result to the Focal Person	None	1 hour	Trainer
5. Applicant receives confirmation of enrollment through text and list of entry requirements	5.1 Focal Person sends text message to the applicant who passed and provides the list of entry requirements 5.2 Focal person prepares batch summary of the online applications once a minimum of 10 successful applicants has been reached	None	1 hour	Focal Person
TOTAL			14 hours and 15	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.4 DOCUMENTARY REQUIREMENTS FOR APPLICATION AND ISSUANCE OF SCHOOL ID ID Information Sheet ID Logbook ID Cards		Trainers/Trainee Registrar Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Trainee accepts the School Identification	1. Trainer distributes the School Identification			

Information Sheet (SIIS)	1. Trainer distributes the School Identification Information Sheet to the trainees during the first day of the training	None	5 minutes	Trainers
2 Trainee fills out the SIIS	2.1 AS receives the complete School Identification Information Sheet 2.2 AS encodes to the Student ID Form for printing	None	30 minutes	Administrative Staff
3 Trainee signs the ID Logbook upon the issuance of the ID	3. AS gives the school ID	None forScholars PHP150 for paying students	1 minute	Administrative Staff
TOTAL			36 minutes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.5 DOCUMENTARY REQUIREMENTS FOR LIBRARY SERVICES Book Permission Slip Library Logbook		Administrative Staff Administrative Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student fills out the Book Permission Slip	Librarian receives request to borrow books from student	None	2 minutes	Librarian
2. Student logs the borrowed books in the logbook	Librarian issues the books	None	2 minute	Librarian
3. Student returns the book	3.1 Librarian accepts the borrowed book 3.2 Librarian asks trainee to sign the returned books in the library logbook	None	5 minute	Librarian
TOTAL			9 minutes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.6 DOCUMENTARY REQUIREMENTS FOR HEALTH SERVICES Medicine Issuance Logbook Referral Form		Administrative Staff Administrative Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student reports unwell condition (limited to	1.1 AS gives medicine for minor illness			

minor illness only)	1.2 AS refers to the Provincial Health Office for major illness for further clinical examinations	None	3 minute	Administrative Staff
2 Students signs the medical issuance logbook	2.2 AO accepts the medical issuance logbook	None	2 minute for minor illnesses and 10 minutes for major illnesses	Administrative Officer
TOTAL			15 minutes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.7 DOCUMENTARY REQUIREMENTS FOR ENROLMENT				
Photocopy of Birth Certificate (2 copies) Photocopy of Diploma and TOR (for college graduate) Photocopy of HS Diploma or K12 report card(for Senior High School graduate) Photocopy of ALS Certification (for ALS graduate) original copy of Drug Test result Passport size picture (2pcs) 1x1 picture (2 pcs.)		Philippine Statistic Office located at East of Bacolod School where you graduated School where you graduated School where you took the ALS certification Drug Test Center nearest photo printing shop nearest photo printing shop		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits requirements to the Registrar	1.1 Registrar conducts admission to new students	NONE	30 minutes	Registrar
	1.2 Registrar accepts requirements from the incoming students			
	1.3 Registrar verifies the authenticity of the document submitted			
	1.4 Registrar provides school forms to be filled out by the incoming students			
	1.5 Registrar checks if the forms are fully filled out			
	1.6 Registrar issues admission slip			
2. Students who are not scholars pay tuition and miscellaneous fees to the Cashier	2.1 Cashier provides assessment to paying students			

Contact Center Services NC II	2.2 Cashier issues Official Receipt	PHP 6,000	5 minutes	Cashier
2D Animation NC III		PHP 25,000		
Visual Graphic Design NC III		PHP 10,000		
English Language Proficiency		PHP 5,000		
Institutional Assessment Fee		PHP 150		
Identification Card		PHP 150		
DormitoryFee		PHP 500		
TOTAL			35 minutes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.8 DOCUMENTARY REQUIREMENTS FOR COMPETENCY ASSESSMENT				
Photocopy of Birth Certificate (2 copies)		Philippine Statistic Office located at East of Bacolod		
Enrolment Report (for K12 applicants)		School where you are studying		
Certificate of Employment (for industry worker)		Company where you are working		
Application Form (2 copies)		Assessment Center Processing Officer		
Self Assesment Guide (2copies)		Assessment Center Processing Officer		
TESDA required Passport size picture (4pcs)		nearest photo printing shop		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant inquires about the requirements, date and time of assessment	1.1 provides information on qualification for assessment	NONE	30 minutes	ACAC Liaison Officer
2. Applicant submits requirements for assessment to the ACAC Liaison Officer	2.1 checks completeness of Accomplished	NONE	30 minutes	
	2.2 assigns a reference number in application			
	2.3 prepares Attendance Sheet of candidate-			
3. Applicant pays the assessment fee	3.1 Cashier accepts payment		5 minutes	ACAC Cashier
* Medical Transcription Assessment Fee	3.2 Cashier issues Official Receipt	PHP 250		
*Animation NC II, 2D Animation NC III, 3D Animation NC III and Visual Graphic Design NC III		PHP 500		
TOTAL			1 hour and 5 minutes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.9 DOCUMENTARY REQUIREMENTS FOR INDUSTRY ENDORSEMENT				

Institutional Assessment		Trainer		
Application and Resume template		Trainer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Trainees take the institutional assessment	1.1 Trainers conduct institutional assessment	NONE	2 hours	Trainer
	1.2 Trainers identify trainees who are competent			
2. Trainees prepares application and resume	2.1 Trainers prepare the trainees for endorsement		30 minutes	
	2.2 Trainers check the resume and application letter of the trainees			
	2.3. Trainers communicate with industry partners for the schedule of endorsement			
3. Trainees prepares for the endorsement	3.1 Trainers accompany trainees to the BPO site for endorsement		8 hours	
	3.2 Trainers update the employment report			
TOTAL			10 hours and 30 minutes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1 DOCUMENTARY REQUIREMENTS FOR FOREIGN STUDENTS				
Photocopy of passport of the foreign students		Country of origin		
Photocopy of Special Study Permit		Bureau of Immigration		
Photocopy of Alien Certificate of Registration		Bureau of Immigration		
Photocopy of Visa extension		Bureau of Immigration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Foreign Student submits pertinent documents to Registrar/BI Liaison Officer	1.1 BILO accepts requirements from the incoming students		1 hour	
	1.2 BILO verifies the authenticity of the pertinent			

2. Foreign Student fills out school and Bureau of Immigration forms	2.1 BILO provides school forms to be filled out by the incoming students	NONE	1 day	Bureau of Immigration Liaison Officer
	2.2 BILO provides Bureau of Immigration enrolment forms to students			
	2.3 BILO checks if the forms are fully filled out			
	2.4 BILO assists students in processing the Special Study Permit and Alien Certificate of Registration and Visa extension			
	2.5 BILO submits student documents to Bureau of Immigration			
3. Foreign Student pays SSP and Visa Extension fee to Registrar/BI Liaison Officer	3.1 BILO receives the payment for SSP and Visa Extension Fee		8 hours	
	3.2 BILO remits the payment of foreign student to			
4. Foreign Students receives copy of SSP and Visa extension from Registrar/BI Liaison Officer	4 BILO provides student his/her copy of approved special study permit or student visa extension	3 minutes		
5. Foreign students receives official receipt from Registrar/BI Liaison Officer	5 BILO hands out receipt to foreign student.			
6. Foreign student pays tuition to Cashier	6 Cashier receives payment and issues Official Receipt		5 minutes	NOLITC Cashier
Contact Center Services NC II		PHP 6,000		
2D Animation NC III		PHP 25,000		
Visual Graphic Design NC III		PHP 10,000		
English Language Proficiency		PHP 5,000		
Institutional Assessment Fee		PHP 150		

Identification Card		PHP 150		
7. Foreign student gets admission slip and schedule of classes	7. Registrar issues admission slip and schedule of classes		5 minutes	Registrar
TOTAL			1 day 9 hours and 13 minutes	
NOLITC INTERNAL				

SERVICE NAME: Leave Applications
Description of the Service: Process of leave applications

OFFICE OR DIVISION	Office of the Governor - Negros Occidental Language and Information Technology Center			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	NOLITC Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1 DOCUMENTARY REQUIREMENTS FOR LEAVE APPLICATIONS				
Application for Leave (2 copies) Leave Logbook		Personnel Information System Administrative Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Files leave of absence through the	1.1 Prepares and print out the leave application	None	5 minutes	Administrative
2 Signs the leave application	2.1 VSA approves the leave application	None	5 minutes	VSA
3. Waits for the leave application released from	3.1 Administrative Officer/Administrative Staff	None	2 days	Administrative
4. Accepts the approved leave application	4.1 PHRMO then issues a copy of the approved	None	5 minutes	PHRMO
TOTAL			2 day and 15 minutes	

SERVICE NAME: PROCUREMENT OF SUPPLIES				
Description of the Service: Process for procurement of supplies and other materials leave applications				
OFFICE OR DIVISION	Office of the Governor - Negros Occidental Language and Information Technology Center			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	NOLITC Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

1.2 DOCUMENTARY REQUIREMENTS FOR PROCUREMENT				
Annual Procurement Plan (3 copies) Project Procurement Management Plan (3 copies) Purchase Request (3 copies) Obligation Request (3 copies)		General Procurement System NOLITC General Procurement System General Procurement System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submits list of needed supplies for	1.1 Prepares the Project Procurement	None	2 hours	Administrative Officer
2. Administrative Officer submits APP and PPMP	2.1 Provincial Budget Office (PBO) and General Service Office (GSO) receives APP and PPMP for	None	2 minutes	PBO/GSO
3. Receives approved APP and PPMP	3.1 Administrative Officer prepares Purchase	None	1 hour	Administrative Officer
4. Submits the Purchase Request, OBR	4.1 The Provincial Administrator's Office accepts	None	2 days	Provincial
5. Receives the approved PR and OBR to the	5.1 Submits PR and OBR to the Provincial Budget	None	3 minutes	PBO
		TOTAL	2 days, 3 hours and 5	
SERVICE NAME: PAYROLL				
Description of the Service: Process of payrolls				
OFFICE OR DIVISION	Office of the Governor - Negros Occidental Language and Information Technology Center			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	NOLITC Staff			
1.3 DOCUMENTARY REQUIREMENTS FOR PAYROLL				
Payroll (3 copies) Daily Time Record (1 copy) Application for Leave (1 copy) Obligation Request (3 copies)		Management Information System NOLITC Personnel Information System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Administrative Staff prints the Daily Time	1.1 Distributes the recorded Daily Time Record	None	5 minutes	Administrative Officer
2. Employees submit their DTR to the	2.1 Administrative Officer checks the DTR for the	None	10 minutes	Administrative
3. Administrative Staff prints the payroll through the MIS	3.1 Administrative Officer checks the payroll in confirmation with the employees for their loan	None	1 hour	Administrative Officer
4. Administrative Staff prints the final payroll and	4.1 VSA signs the payroll and OBR	None	3 minutes	VSA
5. Administrative Staff attached other	5.1 Submits the payroll and other documentary	None	5 minutes	Administrative Officer
		TOTAL	1 hour and 23 minutes	
SERVICE NAME: Financial Transactions				

Description of the Service: All payments for billing statements and purchase of supplies and materials.				
OFFICE OR DIVISION	Office of the Governor - Negros Occidental Language and Information Technology Center			
Classification	Simple			
Type of Transaction	G2G and G2B			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.4 DOCUMENTARY REQUIREMENTS FOR FINANCIAL TRANSACTIONS Voucher (3 copies) Obligation Request (3 copies) Billing Statement (electricity, telephone, internet, mobile, water) Documents for Procurement of Supplies and Materials (Purchase Order, OBR, Disbursement Voucher, Acceptance and Inspection Report, Billing Statement, Abstract of		NOLITC Billing Agency Various Offices of the Provincial Government		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives the billing statement	1. Administrative Officer prepares the voucher	None	2 minutes	Administrative Officer
2	2. VSA signs the vouchers	None	1 minute	VSA
3	3. Administrative Staff submits the documents to	None	2 minutes	Administrative Staff
4	4. PBO forwards the approved documents	None	3 minutes	Provincial Budget
5	5. Provincial Accounting Office forwards the	None	30 minutes	Provincial Accounting
6	6. PTO forwards to the Provincial Accounting	None	30 minutes	PTO Liaison
7	7. Provincial Administrator's Office received the	None	2 minutes	Prov'l Accounting
8	8. Provincial Administrator's Office release the	None	2 minutes	Prov'l Admin Liaison
9	9. Check release	None	5 minutes	PTO Cash Division

1. BORROWING OF PRINTED MATERIALS

The printed materials are allowed to be borrowed by the general public, officials and employees, and the media. Those materials are information reference and source of factual information of Provincial Government activities, programs, and projects.

OFFICE OR DIVISION	Promotion and Information Section- Office of the Governor			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Promotion and Information Section Office		
2. (1) Valid Government-issued ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for availablilty of needed material at the Front desk.	Prepare logbook entry of client's identification and contact details.	-	3 minutes	Clerk II, Front Desk
2. Sign logbook entry and leave valid ID card.	Release material being borrowed.	-	1 minute	Clerk II, Front Desk
3. Return borrowed materials on due date/time.	Check returned material and release client's ID card.	-	1 minute	Clerk II, Front Desk
TOTAL:			5 minutes	

2. COPYING OF AUDIO-VISUAL MATERIALS

The audio-video materials are available upon request for copying of the general public, officials and employees, and the media. The materials serve as reference for various documented activities and projects of the Provincial Government.

OFFICE OR DIVISION	Promotion and Information Section- Office of the Governor			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		Promotion and Information Section Office		
2. Appropriate material for copying (blank compact disk or USB)		Should be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for availablilty of needed material at the Front desk.	Provide RS (Request Slip) to the client if material is available.	-	1 minutes	Clerk II, Front Desk
2. Fill out RS and submit to the Front Desk.	Check Editing Room's schedule, issue Claim Slip (CS) and advise client to come back on the date/time stipulated in the CS.	-	5 minutes	Clerk II, Front Desk
3. Wait for scheduled time/date for pick up.	Prepare a copy of the requested audio-video material.	-	Variable	AVEO III
4. Present Claim Slip.	Release the material.	-	1 minute	Clerk II, Front Desk
TOTAL:			Variable	

3. REQUEST FOR RISOGRAPH

The request for risograph printing is open to different departments and offices. The risograph printing provides substantial and efficient production of necessary information materials for distribution.

OFFICE OR DIVISION	Promotion and Information Section- Office of the Governor			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Promotion and Information Section Office		
2. Paper, RISO Ink		Should be provided by office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form (RF).	Provide Request Form (RF).	-	1 minute	Clerk II, Front Desk
2. Submit RF signed by authorized head of the requesting office.	Submit RF for approval.	-	5 minutes	Clerk II, Front Desk
3. Wait for scheduled time/date for pick up.	Start RISO Printing.	-	Variable	RMO II
4. Sign claim slip; receive materials.	Release materials.	-	1 minute	RMO II
TOTAL:			Variable	

CITIZEN'S CHARTER

Promotion and Information Section – Provincial Library Services

1. USE OF REFERENCE MATERIALS

Schedule of Availability of Service:

How to avail of the Services:

STEP	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON
1	Log in at the library counter	Prepare librarylogbook for clients	1 minute	Clerk II
2	Check catalog for references needed or ask	Assist client in retrieving the books needed	5 minutes	Clerk II
3	Bring reference material to the reading area			
4	Return reference material and log out	Shelf reference materials	Within the day	Utility Worker I

2. ACCESS TO E-LIBRARY

Schedule of Availability of Service:

2.1 Application for E-Library Card

How to avail of the Services:

STEP	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON
1	Log in at the library counter and fill outE-	Provide E-Library attendance form	1 minute	Clerk II
2	Present Requirements	Check validity of client’s ID Card and ID	2 minutes	Clerk II/ Librarian II
3	Fill out application form	Process and approve application form	7 minutes	Clerk II/ Librarian II
4	Claim E-Library Card and log-out	Release E- Library Card	1 minute	Clerk II

2.2 E-Library Online Access

How to avail of the Services:

STEP	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON
1	Log in at the library counter and fill E-Library	Provide E-Library attendance form	1 minute	Clerk II
2	Present E-Library Card or Identification	Check and get E-Library Card or	1 minute	Clerk II
3	Find available unit in the Computer Area	Assist/Brief client on how to use the E-	7 minutes	Clerk II/ Librarian II
4	Access E-Library		1 hour	
5	Claim E-Library Card or Identification Card	Release E- Library Card or Identification Card	1 minute	Clerk II

PERSONNEL SERVICES
Description of the Service

OFFICE OR DIVISION	Negros Occidental Investment and Promotions Center - Provincial Economic Development and Investment			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	PEDIC Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div>Application for Leave</div> <div>Leave Logbook</div>		<div>Administrative Officer/Designate</div> <div>Administrative Officer/Designate</div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Files leave of absence through the Administrative Staff 5 days prior to the leave dates and on day the staff goes back to work in the logbook	1. Prepares and print out the leave application through the MIS	None	10 minutes	Administrative Officer/Designate/ Administrative Staff
2. Employee signs the leave application	2. DMO IV approves the leave application	None	5 minutes	DMO IV

3. PHRMO accepts the leave application for approval	3. Administrative Staff submits the application to the Provincial Human Resource Management Office for approval	None	5 minutes	Administrative Officer/Designate/ Administrative Staff
4. PHRMO approves the leave application	4. PHRMO then issues a copy of the approved leave to the Administrative Staff	None	1 day	PHRMO
Total:		TOTAL:	1 day 20 mins.	

PAYMENT OF TELEPHONE BILLS AND INTERNET EXPENSES

Description of the Service

OFFICE OR DIVISION	Negros Occidental Investment and Promotions Center - Provincial Economic Development and Investment			
Classification	Simple			
Type of Transaction	G2B, G2G			
Who may avail	Utility Company			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account Disbursement Voucher Obligation Request		Administrative Officer/Designate Administrative Officer/Designate Administrative Officer/Designate		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Receiving of Statement of Account	1. Preparing of Statement of Account, DV and OBR	(Php3,000-4,000 for telephone bill and Php1,500 for internet expense)	10 minutes	Administrative Officer/Designate
2. For approval of DMO IV	2. DMO IV signs the DV and OBR for payment	None	5 minutes	DMO IV
3. Submission of documents to the Provincial Budget Office	3. Administrative Staff submits the documents to the Provincial Budget Office	None	5 minutes	PBO
		TOTAL:	20 mins.	

MOBILE ALLOWANCE

Description of the Service

OFFICE OR DIVISION	Negros Occidental Investment and Promotions Center - Provincial Economic Development and Investment		
Classification	Simple		
Type of Transaction	G2G		
Who may avail	PEDIC Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<div>Official Receipt</div> <div>Disbursement Voucher</div> <div>Obligation Request</div>		<div>Administrative Officer/Designate</div> <div>Administrative Officer/Designate</div> <div>Administrative Officer/Designate</div>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of Official Receipt	1. Preparing of Official Receipt, DV and OBR	Php1,500	10 minutes	Administrative Officer/Designate
2. For approval of DMO IV	2. DMO IV signs the DV and OBR for payment	None	5 minutes	DMO IV
3. Submission of documents to the Provincial Budget Office	3. Administrative Staff submits the documents to the Provincial Budget Office	None	5 minutes	PBO
		TOTAL:	20 mins.	

PAYROLL PREPARATION

Description of the Service

OFFICE OR DIVISION	Negros Occidental Investment and Promotions Center - Provincial Economic Development and Investment			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	PEDIC Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTR's Payroll Obligation Request Leave Form		Administrative Officer/Designate Administrative Officer/Designate Administrative Officer/Designate Administrative Officer/Designate		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Preparation of documents	1. Preparing of DTR's, Leave Form and printing of Payroll and OBR from the MIS	None	15 minutes	Administrative Officer/Designate
2. For approval of DMO IV	2. DMO IV signs DTR's, Payroll and OBR	None	10 minutes	DMO IV
3. Submission of documents to the Provincial Budget Office	3. Administrative Staff submits the documents to the Provincial Budget Office	None	5 minutes	PBO
		TOTAL:	30 mins.	

ADMINISTRATIVE SUPPORT SERVICES

Description of the Service

OFFICE OR DIVISION	Negros Occidental Investment and Promotions Center - Provincial Economic Development and Investment
Classification	Simple
Type of Transaction	G2B, G2G
Who may avail	PEDIC Staff, Suppliers

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
---------------	---------------	-----------------	-----------------	--------------------

Disbursing Officer should have no unliquidated Cash Advance	Prepare Special Personnel Order approved by the authorized person with supporting necessary documents such as (Bureau of Treasury, Voucher, Project Proposal, etc.)	Cash Advanced based on office used	1 day	Administrative Officer/Admin Staff
Submit the supporting documents for liquidation such as (receipt, copies of voucher, OBR, List of expenses acquired)	Consolidate the requirements needed and prepare the liquidation report with supporting documents until the disbursing officer must clear at the accounting office	NONE	10 minutes	Administrative Officer/Admin Staff
Gather the requirements for the preparation of the materials/equipments needed	Prepare the Purchase Request with supporting documents, such as Pre-inspection for the repair of vehicle, Project procurement Management Program (PPMP) for equipment then forward to offices concerns	NONE	5 minutes	Administrative Officer/Admin Staff

Fill up the form five (5days) before for request the available leave credits for monetize leave and fill up the travel form for travel order concern	Make a monetize application with the approval of the Head of Office and the HR Department Head and make a travel order signed by Office Head for local travel and signed by the Provincial Administrator for outside the province	NONE	10 minutes	Administrative Officer/Admin Staff
TOTAL		1 Day and 25 mins		

NEGROS OCCIDENTAL COMPREHENSIVE HEALTH PROGRAM

Description of the Service

The Negros Occidental Comprehensive Health Program is a priority program which seeks to provide comprehensive health care to Negrosanons, especially the indigents.

OFFICE OR DIVISION	Office of the Governor			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may avail	A Negrense who resides outside Bacolod City, an active PhilHealth member with an annual per capita income not higher than			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Philhealth MDR		PhilHealth Office		
Philhealth ID		PhilHealth Office		
Birth or Baptismal Certificate		PSA/ Civil Registrar		
marriage Certificate, if applicable		PSA/ Civil Registrar		
Digitized colored ID photo of client		Accredited NOCHP Office		
NOCHP Member Data Form		NOCHP Satellte Office/ Program Coordinator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present updated Phil Health Member's Data Record and valid ID during enrollment	- Validate if MDR presented is updated	N O N E	5 minutes	NOCHP MEMBERSHIP TEAM
2. Fill out NOCHP Member Data Record Form	- Assist Client to fill out enrollment form - Interview Client		5 minutes	
3. Attach photocopy of required documents	- Gather complete documents		2 minutes	
4. Submit self for interview and photo taking	- Take photo of the Client		2 minutes	
	- Encode Client's information and print		8 minutes	
5. Orientation	- Orient Client		4 minutes	
6. Receive NOCHP card and sign logbook	- Release NOCHP Card		1 minute	
				Program Coordinator
				Program Coordinator
				Program Coordinator

				Program Coordinator
				Program Coordinator
TOTAL:		0	27 minutes	

NEGROS OCCIDENTAL COMPREHENSIVE HEALTH PROGRAM

Description of the Service

The Negros Occidental Comprehensive Health Program is a priority program which seeks to provide comprehensive health care to Negrosanons, especially the indigents.

OFFICE OR DIVISION	Office of the Governor			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may avail	NOCHP Members and Dependents who seek medical intervention through consultation or hospital admission			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Udated Philhealth MDR		PhilHealth Office		
NOCHP Card		NOCHP Satelllite Office/ Program Coordinator		
Valid ID		Company/ PRC/LTO/ SSS/GSIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client should go for consultation or be admitted at the accredited hospital and take Prescription of medicines or laboratory requests from physician		N O N E	15 mins	Attending Physician
2. Present required documents to the Program Coordinator	Check validity of requirements, membership status and remaining balance		3 minutes	NOCHP Program Coordinator
3. Go to the Pharmacy to check availability of medicines			5 minutes	NOCHP Program Coordinator
4. Present prescription of medicines and laboratory request to the NOCHP Coordinator	- Issue Charge Slip appropriated for medicines and laboratory expenses		5 minutes	NOCHP Program Coordinator

5. Present Discharge order and going home instruction	- Evaluate bill and compare with remaining balance to be availed		5 minutes	Program Coordinator
TOTAL:		0	33 minutes	

SERVICE NAME: Negros Occidental Scholarship Program

Description of the Service: Provision of equal access to educational opportunities to poor but deserving students of Negros Occidental.

OFFICE OR DIVISION	Negros Occidental Scholarship Program Division - Office of the Governor	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2C - Public Service	
WHO MAY AVAIL	Residents of component cities and municipalities of Negros Occidental	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none">● Fully accomplished NOSP Application Form with recent photo● Photocopy of Birth Certificate● Photocopy of School Records<ul style="list-style-type: none">A. Form 138-Grade 12 applicantsB. Transcript of Records -for NOPMaNS/DCS/Post Graduate Studies/International Studies applicants <p><i>Additional requirements for:</i></p> <ul style="list-style-type: none">◆ Indigenous Peoples (IP)- Genealogy Form and Certificate of Confirmation from NCIP		<p>Application Forms are available at the Negros Occidental Scholarship Program Division-Office of the Governor located at the 2nd Floor of the New Multi-Purpose Building, beside NBI Office, Aguinaldo Street, Bacolod City.</p> <p>It can also be downloaded through our Facebook Page “NOSP Applicants”.</p>

<p>◆ NOPMaNs -Latest BIR Income Tax Return or Tax Exemption of Parents/Guardian</p> <p>◆ Negrense Dualtech - ALS Certificate, NBI Clearance, High School Diploma, Certificate of Indigency</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form from the Negros Occidental Scholarship Program Division (NOSPD)-Office of the Governor or download from Facebook Page “NOSP Applicants”.	Release Application Form and post updates on the Facebook page for downloading	None	1 Minute	NOSPD Personnel
2. Submit duly accomplished Application Form and other requirements to the NOSPD	Receive and assess submitted documents		5 Minutes	NOSPD Personnel
	Post/publish on FB Page schedule and venue of examinations			NOSPD Personnel
3. Take examinations	Administer written examinations and advise clients to wait for the schedule of interview	None	1 Hour	Test Examiners/ NOSPD Personnel

4. Attend one on one or panel interview for validation	Conduct thorough interview to validate documents	None	15 minutes	NOSPD Personnel
5. Sign scholarship agreement	Facilitate signing of scholarship agreement		3 minutes	NOSPD Personnel
6. Join online orientation	Conduct orientation online	None	30 Minutes	NOSPD Personnel
TOTAL:			NONE	

CITIZEN'S CHARTER

1. TRAINING ON ORGANIC FARMING/IQCS INSTALLATION

Provision of training to farmers to increase thier knowledge with the scientific adavances and technology tools in organic farming.

OFFICE OR DIVISION	ORGANIC FARMING DEVELOPMENT AND PROMOTIONS DIVISION			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen, G2G - Government to Government , G2B - Government to business			
Who may avail	Farmers, all concerened individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* letter request addressed to office head - two (2) original copies		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to avail training/ seminar	1. Accomodate/assist the client in filling out the information in the logbook	none	3 minutes	Receiving clerk
1. Approach the receiving clerk and register to visitors log book .				
2 Submit the letter request to the receiving clerk	2. Receive the letter request and refer him/her to the personnel in - charge regarding the concern	none	1 minute	Receiving clerk
	2.1 Assess the kind of training needed		3 minutes	Technical personnel assigned
2.1. Client can also submit/send thier letter request through email organic.negocc@gmail.com *Inform the office after sending the request (call - (043) 700-8261)	2.1.1 Receive and acknowledge the emailed request letter	none	3 minutes	Office clerk
	2.1.2 Evalute the letter request and give copy to the office head		5 minutes	Technical personnel assigned

3. Wait for the approval and further instruction (personal)	3.1 Inform the client for the approval of letter request and provide instructions for the needed preparations	none	10 minutes	Office head/Technical personnel assigned
3.1 Wait for the approval of request to be communicated (email)	3.2 Contact/ inform the client for the approval of letter request and provide instructions for the needed preparations	none	10 minutes	Technical personnel assigned
4. Finalization of the training venue and schedule	4.1 Confirm the client about the final training schedule and venue.	none	5 minutes	Technical personnel assigned
	Conform the kind of activity to be conducted and should be coordinated with partner agencies/farmers organization			
	Conduct of training/seminar/ workshop Actual conduct of the activity (depend upon the the scope and duration of the traning)	none	Farmers class - 1 day Farmers worksop and seminer - 5 days Farmers Field School (FFS) - 16 weeks	Technical personnel assigned
	Prepare and submit training accomplishment report to the office head	none	1 day	Technical personnel assigned
TOTAL:			30 Minutes	

2. TECHNICAL ASSISTANCE FOR ORGANIC CERTIFICATION

[Third party certification by Organic Certifying Body (OCB)]

R.A. 10068 implement third party certification and BAFS registration for all products to be labeled as organic. Processing for third party certification is a tedious and very technical procedures especially in complying the minimum requirements sets under the Philippine National Standard on Organic Agriculture.

OFFICE OR DIVISION	ORGANIC FARMING DEVELOPMENT AND PROMOTIONS DIVISION
--------------------	---

Classification	Highly Technical			
Type of Transaction	G2C, G2B			
Who may avail	Individual farmers, small holder groups (associations, coops, etc.), and processors (inputs, foods)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent		Client		
Organic farm management protocols (Individual farmers)		Client		
Processing Manual with GMP (for inputs), Food Safety procedures/HCCP (foods)		Client		
Operation Manual with Internal Control System (Small holder groups)		Client		
Farm records and documentations (farm/facility map, process flow, etc..)		Client		
Farm/processing unit with actual operations during evaluation		Client		
Organic farm pre-assessment (evaluation) form		Organic Farming Division		
Pre-assessment findings and recommendations		Organic Farming Division		
Application form for organic certification and questionnaires, contracts, etc.		Organic Certifying Body (OCB)		
Payment of certification fee services to OCB.		Client/PGNO - Organic Farming Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent to avail organic certification assistance.	Receive the letter of intent and log in the receiving log book for documentation.	None	2 minutes	Office clerk
a. If submitted personally to the office, sign in to the client/visitor's log book.				
b. Can also be done by sending it to our e-mail address: organic.negocc@gmail.com .				

2. Prepare the farm and all necessary documents, organic farm management protocol, forms, farm/facility map, and farm records pertaining to organic certification requirements.	Provide orientation on the minimum requirements sets under PNS on organic agriculture and documents to comply pertaining to farm operation needed for verification during the certification process.	None	15 minutes	Office technical personnel
3. Assist the evaluator during the inspection to attend some queries related to farm operations in compliance to standard requirements.	Conduct evaluation of farm/processing operation to assess compliance to organic standard requirements.	None	Individual farm/processor; 1-2 scopes - 1 day >3 scopes - 2 days Small holder groups ; 100 members - 5 days	Office technical personnel
4. Comply all the recommendations specified on findings of pre-assessment for a maximum of 14 days.	Provide recommendations from the findings of pre-assessment conducted.	None	Right after pre-assessment activity was concluded	Office technical personnel
5. Submit documents of compliances for review within the 14 days period.	After 14 days maximum period (time use for complying all given recommendations),check the farm/facility and review documents of compliances submitted.	None	the same day upon the receipt of submitted compliances <i>(This step depend to promptness of client in the submission of compliances)</i> maximum of	Office technical personnel
7. Submit additional necessary documents.	Assist the client if there's a need for further improvement.	None	1 day	Office technical personnel

8. Prepare all the documents required related to third party certification process.	If all the requirements are complied based on the minimum requirements of the PNS on Organic Agriculture, assist in applying with OCB for third party organic certification.	None	1 day	Office technical personnel
8. Submit application to OCB for organic certification and other related documents as required by OCB.	Assist the farmer in the preparation of all required documents by the OCB for scheduling of inspection.	None	2 days	Office technical personnel
TOTAL:		None	<i>Individual farm/processor ;</i> 1-2 scopes - 19 days, 17 mins>3 scopes - 20 days, 17 mins <i>Small holder groups ;</i> 100 members - 23 days, 17mins	

3. ORGANIC CERTIFICATION ASSISTANCE (SUBSIDY)

R.A. 10068 provision on incentives include subsidies for certification fees to farms and processing operations that have been compliant to Philippine National Standard on Organic Agriculture. Qualified for this service were operators belonging to SME that are ready for third party certification in the Province of Negros Occidental.

OFFICE OR DIVISION	ORGANIC FARMING DEVELOPMENT AND PROMOTIONS DIVISION	
Classification	Highly Technical	
Type of Transaction	G2C, G2B	
Who may avail	Individual farmers, small holder groups (associations, coops, etc.), and processors (inputs, foods)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of intent		Applicant
Organic farm management protocols (Individual farmers)		Applicant
Processing Manual with GMP (for inputs), Food Safety procedures/HCCP (foods)		Applicant
Operation Manual with Internal Control System (Small holder groups)		Applicant
Farm records and documentations (farm/facility map, process flow, etc..)		Applicant
Farm/processing unit with actual operations during evaluation		Applicant

Organic farm pre-assessment (evaluation) form Pre-assessment findings and recommendations Application form for organic certification and questionnaires, contracts, etc. Payment of certification fee services to OCB.		Organic Farming Division Organic Farming Division Organic Certifying Body (OCB) Province of Negros Occidental - Organic Farming Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent to avail organic certification assistance. a. If submitted personally to the office, sign in to the client/visitor's log book. b. Can also be done by sending it to our e-mail address: organic.negocc@gmail.com .	Receive the letter of intent and log in the receiving log book for documentation.	None	2 minutes	Office clerk
2. Prepare the farm and all necessary documents, organic farm management protocol, forms, and records pertaining to organic certification requirements.	Provide instruction and orientation about the subsidy program and organic certification requirements and schedule date for pre-assessment of organic farm.	None	15 minutes	Office technical personnel
3. Assist the evaluator during the inspection to attend some queries related to farm operations in compliance to standard requirements.	Conduct farm/processing operation pre-assessment and evaluation in compliance to organic standard requirements.	None	Individual farm/processor; 1-2 scopes - 1 day >3 scopes - 2 days Small holder groups :	Office technical personnel
4. Comply all the recommendations specified on findings of pre-assessment for a maximum of 14 days.	Provide recommendations from the findings of pre-assessment conducted.	None	Right after pre-assessment activity was concluded	Office technical personnel
5. Submit documents of compliances for review during the 14 days period.	Review documents of compliances submitted based on recommendations provided.	None	the same day upon the receipt of submitted compliances <i>(This step depend to promptness of</i>	Office technical personnel

6. Wait for the result of decision to be communicated.	Prepare result of decision on the review of submitted compliances.	None	1 day after the review of documents submitted	Office technical personnel
7. Submit additional necessary documents .	Inform the client on the result of his/her application for organic certification assistance.	None	Same day the decision result of review was made	Office technical personnel
a. Prepare all the documents required related to third party certification process.	If decision is APPROVED, include to the list of subsidize farmers and proceed to step 8.			
b. Comply all the major deviation not complied as stated by disapproval and submit for re-evaluation.	If decision is DISAPPROVED, explain the reasons for denial and give recommendation for improvement.			
8. Submit application for organic certification and other related documents for OCB's review.	Assist the farmer in the preparation of all required documents by the OCB for scheduling of inspection.	None	2 days	Office technical personnel
TOTAL:		None	Individual farm/processor; 1-2 scopes - 18 days, 17 mins >3 scopes - 19 days, 17 mins Small holder groups ; 100 members - 22 days, 17mins	

ORGANIC CERTIFICATION ASSISTANCE

R.A. 10068 provision on incentives include subsidies for certification fees to farms and processing operations that have been compliant to Philippine National Standard on Organic Agriculture. Qualified for this service were operators belonging to SME that are ready for third party certification in the Province of Negros Occidental.

OFFICE OR DIVISION	ORGANIC FARMING DEVELOPMENT AND PROMOTIONS DIVISION
Classification	Highly Technical
Type of Transaction	G2C, G2B, G2G

Who may avail	Individual farmers, small holder groups (associations, coops, etc.), and processors (inputs, foods)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent Organic farm		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent to avail organic a. If submitted personally to the office, b. Can also be done by sending it to our	Receive the letter of intent and provide instruction and orientation about the program.	None	15 minutes	Office clerk
2. Prepare the farm and all necessary	Schedule date for pre-assessment of	None	1 day after the receipt of	Division Head
3. Assist the evaluator during the	Conduct farm pre-assessment and	None	Individual farm &	Office technical personnel
4. Comply all the recommendations	Provide recommendations from the	None	Right after pre-assessment	Office technical personnel
5. Submit documents of compliances for	Review documents of compliances	None	the same day upon the	Office technical personnel
6. Wait for the result of decision to be	Prepare result of decision on the review	None	1 day after the review of	Office technical personnel
7. Submit additional documents.	Inform the client on the result of his/her	None	Same day the decision result of review was made	Office technical personnel
a. Prepare all the documents required	If decision is APPROVED, include to the			
b. Comply all the major deviation not	If decision is DISAPPROVED, provide the			
8. Submit application for organic	Assist the farmer in the preparation of all	None	3 days	Office technical personnel
TOTAL:			Individual farm & processor; 1-2 scopes - 6 days, 15 mins >3 scopes - 7 days, 15 mins Small holder groups ; 100 members - 11 days, 15mins	

ORGANIC SUPPORT SERVICES- Provision of organic inputs

Provision of organic inputs such as seeds/ fertilizers, etc., to farmers practicing organic agriculture in order to increase productivity and be able to produce their own organic seeds for sustainable organic agriculture production.

OFFICE OR DIVISION	ORGANIC FARMING DEVELOPMENT AND PROMOTIONS DIVISION
Classification	Simple
Type of Transaction	G2C, G2B, G2G
Who may avail	Individual farmers, smallholder groups (associations, cooperatives)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Letter of Intent Organic farm List of beneficiaries		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent signed by the group's president/ chairman for the availment of organic seeds/ fertilizers to the division *Can be submitted directly to the office *Can also be sent through the office's e-mail address @ organic.negocc@gmail.com	1.1. Receive the letter of intent	None	3 mins	Receiving Clerk
	1.2. Provide orientation regarding the program	None	15 mins	Office Technical Personnel
2. Prepare the area and necessary documents (list of beneficiaries) for validation	2.1. Review documents submitted 2.2. Proceed to area validation 2.3. Prepare report to be submitted to the Division head	None	1 day	Office Technical Personnel

3. Wait for the results of validation	Review report for approval a. If approved, proceed to next step. b. If disapproved, relay the reason of disapproval to the farmer	None	30 mins	Division Head
4. Proceed to the office for signing of necessary documents on the availment of organic seeds/ fertilizers, etc.	4.1. Prepare and assist the farmer beneficiary in the signing of important documents	None	3 mins	Office Technical Personnel
* Receiving of organic seeds/ fertilizers, etc.	4.2. Distribution of organic seeds/ fertilizers	None	15 mins	Division Head/ Office Technical Personnel
TOTAL:		None	1 Day, 1 hour, 6 minutes	

CITIZEN'S CHARTER

5. REQUEST FOR INFORMATION EDUCATION CAMPAIGN (IEC) MATERIALS (ORGANIC FARMING PRACTICES)

The office attends to walk-in clients and field request relative to distribution of IEC materials, in order to help farmers and to those individual who wants to understand/ learn proper knowledge and skills regarding organic agriculture practices .

OFFICE OR DIVISION	ORGANIC FARMING DEVELOPMENT AND PROMOTIONS DIVISION
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2G - Government to Government , G2B - Government to business

Who may avail		Farmers, all concerened individual , walk in clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IEC materials request form		Organic Farming Development and Promotions Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the frontline personnel and register to visitors log book.	Assist the client	none	2 minutes	Office clerk
2. Request for IEC materials by filling out the request form	2.Gives request form 2.1 Receives and evaluate the request form and releases the request IEC Materials	none	3 minutes	Office clerk
3. Receives the IEC Materials and signs the acknowledgement receipt	Receives the accomplished acknowledgement receipt	none	2 minutes	Office clerk
END OF TRANSACTION				
TOTAL:			7 minutes	

1. FINANCIAL ASSISTANCE/MEDICAL ASSISTANCE

Financial and medical assistance for the indigent people who are sick or Hospitalized.

OFFICE OR DIVISION	OFFICE OF THE VICE GOVERNOR			
Classification	COMPLEX			
Type of Transaction	G to C			
Who may avail	Indigent people who are sick seeking for Medical and Financial Assistance.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR FINANCIAL ASSISTANCE Case Study and Eligibility (2 Original Copies and 1 Photo copy) Medical Abstract (Photo Copy) Barangay Indigency (Latest Date, Original copy) Valid ID (Photo Copy)		DSWD Doctor/Private and Government Hospital Barangay where the patient/claimant is residing Claimant or representative		
FOR BLOOD PROCESSING Request Form Photo Copy Barangay Indigency (Latest Date, Original copy) Valid ID (Photo Copy)		CLMMRH,TJMH,RED CROSS and Negros First Barangay where the patient/claimant is residing Claimant or representative		
FOR HOPITAL BILLS: Hospital Bill (Original) Lab./Doctor's request with transaction No. (Original) Barangay Indigency (Original , latest date) Valid ID (Photo Copy)		CLMMRH,TJMH Doctor requesting Barangay where the patient/claimant is residing Claimant or representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements to the Office of the Vice Governor	Clients submits requirement for Financial and Medical Assistance to the Office of the Vice Gov. Checklist for Financial Assistance if documents are incomplete requisition, to be returned to	N/A	5 Minutes	Vice Governors' Receptionist
2. Checking of required Documents		N/A	5 minutes	Vice Governor's Staff

3. Monitoring	clients if requirements are complete, assigned staff will submit documents to PSWDO for approval Assigned Staff will monitor the Approval of Documents	N/A	1 day	Vice Governor's Staff
4. Approval	and Availability of Fund from PSWDO			
4.1 For Hospital Bills	Assigned Stgaff give medical slip to the clients to be submitted to PSWDO for approval	N/A	5 minutes	Vice Governor's Staff
4.2 Petty Cash Voucher	With the Availability of Fund, assigned staff will inform the clients and prepares petty cash voucher for processing (Client will be the one to process)	N/A	15 minutes	Vice Governor's Staff
TOTAL:				

2. EDUCATIONAL ASSISTANCE

OFFICE OR DIVISION	OFFICE OF THE VICE GOVERNOR			
Classification	COMPLEX			
Type of Transaction	G to C			
Who may avail	ALL COLLEGE STUDENTS from Private and Public Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Assesment / Enrollment form (2 Certifide Photo copy)		School Regstrar		
Grades from previous semester or school attended (2 Certified Photo Copy)		School Regstrar		
School ID (Photo Copy)		School		
Barangay Indigency (1 Original & 1 Photo Copy)		Respected Barangay		
MOA (For Approval oF Governor)		Vice Gov. Office		
CLIENT STEPS	AGENCY ACTION	EES TO BE PAIR	ROCESSING TIM	PERSON RESPONSIBLE

1 SUBMIT Complete Documents	• Checklist application; if documents are incomplete, application to returned to the client	N/A	5 Minutes	Vice Governors' Receptionist
	• If documents are complete, prepare payroll when all qualified scholars has submitted their requirements.	N/A	20 days	Vice Governor's Staff
	• Submit payroll and MOA to Admin Office for approval Prov'l Administrator and Governor	N/A		Admin Office and Governors office
	• Submit complete document to PPDO for voucher & OBR			PPDO
	• Monitor and updating (N/A		Vice Gov's Staff
	• Contact students for schedule of releasing		1 day	Vice Gov's Staff
2	• Releasing cash			PTO Cashier
TOTAL:				

FINANCIAL ASSISTANCE/FUND TRANSFER

The Office of the Vice Governor give Financial Assistance thru fund transfer to Local Government Units (Cities/Municipalities/Barangays) and Non Government Organization

OFFICE OR DIVISION	OFFICE OF THE VICE GOVERNOR
Classification	COMPLEX
Type of Transaction	G to G and G to C
Who may avail	LOCAL GOVERNMENT UNIT AND NON GOVERNMENT ORGANIZATION

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR LGUS: RESOLUTION REQUESTING FINANCIAL ASSISTANCE (3 COPIES) PROJECT PROPOSAL/MEMORANDUM OF AGREEMENT (3 COPIES) PROGRAM OF WORKS (3 COPIES) FOR NGOS: ACCREDITATION FROM THE PROVINCE OF NEGROS OCCIDENTAL (3 COPIES) RESOLUTION REQUESTING FINANCIAL ASSISTANCE (3 COPIES) PROJECT PROPOSAL/MEMORANDUM OF AGREEMENT (3 COPIES) PROGRAM OF WORKS (3 COPIES)		Local Government Unit Local Government Unit Local Government Unit Province of Negros Occidental (Sangguniang Panlalawigan) Non Government Organization Non Government Organization Non Government Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit resolutions and supporting Documents to the Vice Governor	Clients submits requisition for financial assistance and its supporting documents to the office of the Vice Governor	N/A	5 Minutes	Vice Governor's Receptionist
2. Staff assigned checks the required Documents	Checklist for Financial Assistance if documents are incomplete, requisition, to be returned to Clients	N/A	5 Minutes	Vice Governor's Staff
3. For Vice Governor's signature	If requirements are complete, assigned staff will submit Memorandum of Agreement for signature	N/A	1 day	Vice Governor
4. For Governor's signature	Staff assigned will submit to the office of the governor for signature of the Memorandum	N/A	1 day	Governor

5. For Governor's Fund, Submit to Special Planning Division	of Agreement Complete Documents will b submitted to the Special Planning Planning Division for review and preparation of voucher and obligation Assigned staff will monitor for the flow of documents and informed clients for check releasing	N/A	1 day	Special Planning Division
5.1 Monitoring		N/A	5 days	Vice Governor's Staff
TOTAL:				

PROVINCIAL ADMINISTRATOR'S OFFICE

Administrative Services Division
EXTERNAL SERVICES

1. ISSUANCE OF CERTIFICATE OF APPEARANCE

The Certificate of Appearance is issued to the general public, official or employee of Local Government Unit, Barangay and Government Line Agency on the day of his/her visit or transaction at the Provincial Capitol as proof of appearance and supporting document for travel claim.

OFFICE OR DIVISION		Provincial Administrator's Office, Administrative Services Division				
Classification		Simple				
Type of Transaction		G2G-Government to Government, G2C-Government to Citizen, G2B-Government to Business				
Who may avail		All requesting party				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
♦	Approved Travel Order (1 original copy)			Local Government Unit/Barangay/Government Line Agency		
♦	Valid Identification Card with photo and signature (1 original ID)			Local Government Unit/Barangay/Government Line Agency		
♦	Personal Appearance					
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1	Give the Log Book to the Client	None	1 minute	Assistance Front Desk
2	Present the required docum	2	Check authenticity of the documents presented, record details in the Visitor's Log Book, affix initials on the certificate of appearance	None	3 minutes	Administrative Assistant II
3	Sign in the Log Book	3	Release the Certificate of Appearance	None	1 minute	Administrative Assistant II
		TOTAL:			5 minutes	

2. FACILITATE AUTHORITY TO TRAVEL DURING COMMUNITY QUARANTINE

Provides assistance to requesting parties during the Enhance Community Quarantine (ECQ), Modified Enhance Community Quarantine (MECQ), General Community Quarantine (GCQ) and Modified General Community Quarantine (MGCQ) within the Province of Negros Occidental through providing Authority to Travel, ECQ Pass and Cross Border Pass (Inter Island and Inter Region) and facilitate Domestic and International Sweeper Flights upon recommendation of the Provincial Administrator and approval of the Governor.

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division	
Classification	Simple	
Type of Transaction	G2G-Government to Government,G2C-Government to Citizen, G2B-Government to Business	
Who may avail	All residents of the Province of Negros Occidental and stranded individuals within the province requesting to return to their residence	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A.	Request for Authority to Travel	
◊	Letter of Request with specific date and time of travel, purpose, name, address and age of passangers (1 original copy)	Requesting party
B.	Request for ECQ, MECQ, GCQ and MGCQ Pass	
◊	Letter of Request with specific date and time of travel, purpose, name, address and age of passangers (1 original copy)	Requesting party
◊	Business Permit and Identification Card (1 certified photocopy each)	Requesting party
C.	Request for Cross Border Pass (Inter Island and Inter Region)	
◊	Letter of Request with specific date and time of travel, purpose, name, address and age of passangers (1 original copy)	Requesting party
◊	Notice of Acceptance from receiving LGU (1 original copy)	Requesting party
D.	Request for Sweeper Flights (Domestic and International)	
◊	Letter of Request with specific date and time of travel, purpose, name, address and age of passangers (1 original copy)	Requesting party
	For Domestic Flight	
◊	Letter of Request from the airline or private individual intending to do chartered flight (1 original copy)	Requesting party, Airline
	For International Flight	

Letter of request from airline and endorsement from Embassy or Consular Affairs (1 original copy each)				Requesting party, Airline and Embassy/Consular Affairs		
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk
2	Submit the letter request for approval	2.1	Receive submitted letter, check authenticity of the details with specific purpose and date/s of travel land with name, address and age of passengers	None	5 minutes	Administrative Assistant II
	Send letter request thru email at pao.negros.occ@gmail.com	2.2	Receive letter request thru email			Project Development Officer I, Project Development Officer II
		2.3	Prepare/encode documents, affix initial in the certification	None	10 minutes	Project Development Officer I, Project Development Officer II
		2.4	Approve the request and affix initial/signature in the certification	None	1 day	Provl Govt Dept Head (Provincial Administrator), Governor
		2.5	For Domestic and International Flights, forward letter to Civil Aviation Authority of the Philippines, Office of the City Mayor of Silay	None		Administrative Aide III (Driver), Project Development Officer I, Project Development Officer II

		2.6	Notice of Acceptance to passenger thru pick-up and/or email	None		Project Development Officer I, Project Development Officer II
3	Receive approved certificate	3.1	Release thru pick-up or email	None		Administrative Aide III (Frontliner) Project Development Officer I,
		TOTAL:			1 day and 17 minutes	

3. FACILITATE REQUESTS FOR TRANSPORTATION ASSISTANCE

Provides transportation assistance to requesting parties during official travel from other Department/Offices of the Province of Negros Occidental, and National Agencies upon approval of the Provincial Administrator/ Governor.

OFFICE OR DIVISION		Provincial Administrator's Office, Administrative Services Division				
Classification		Complex				
Type of Transaction		G2G-Government to Government				
Who may avail		All Government Officials and Employees of the Provincial Government of Negros Occidental and National Agencies				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
◊	Letter of Request with specific date and time of official travel, purpose and number of passe			Requesting Party from other Department/Office concerned		
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk
2	Submit the letter request for approval	2.1	Receive submitted letter, check as to availability of the vehicle/s and driver/s based on the schedule requested, note the available vehicle and driver	None	5 minutes	Administrative Assistant II

		2.2	Check if the travel is official in nature, and affix initial in the letter request for approval	None	5 minutes	Administrative Officer IV
		2.3	Affix signature/approve the letter request	None	1 day	Provl Govt Dept Head (Provincial Administrator)/ Governor
3	Follow up the request and give instruction re contact person, meeting place and time	3.1	Coordinate with the requesting party, with the driver as to the schedule, place and time of travel	None	10 minutes	Administrative Assistant II/ Administrative Officer IV
		3.2	Prepare Travel Order/s and affix initials	None	10 minutes	Administrative Officer IV
		3.3	Affix signature/approve the Travel Order	None	1 day	Provl Govt Dept Head (Provincial Administrator)

		3.4	Fill up driver's trip ticket and Vale slip, review and affix initials	None	1 day	Administrative Aide III (Driver I), Administrative Assistant II
		3.5	Affix signature in the trip tickets and vale slips	None	8 minutes	Administrative Officer IV/ Administrative Officer V
		3.6	Check and prepare the condition of the vehicle	None	1 day	Administrative Aide III (Driver I)
		3.7	Report to the office, return the key upon arrival and submit a copy of the certificate of apperance			Administrative Aide III (Driver I), Administrative Assistant II
		TOTAL:			4 days and 50 minutes	

4. TRANSMISSION OF RADIO MESSAGES

Radio communication service is designed to save time, money and effort for fast and reliable information dissemination and in coordination services related to risk reduction and risk management during calamities/disasters, information transmitted upon approval of the Provincial Administrator/Governor.

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division-Radio Communication System
Classification	Simple
Type of Transaction	G2G-Government to Government,G2C-Government to Citizen, G2B-Government to Business
Who may avail	Local Government Units, Non-Government Organizations and Private Organizations
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

0	Radio Message for transmission signed by the department/office head (1 original copy and 2 duplicate copies)			Department/Office of Local Government Unit, Non-Government Organization and Private Oraganization		
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the client	None	2 minutes	Administrative Assistant V (Communication Equipment Operator IV) on duty
2	Submit written message for transmission	2.1	Receive written message, check if signed by the department/office head, review and record the details	None	5 minutes	Administrative Assistant V (Communication Equipment Operator IV) on duty
3	Receive copy of the message for transmission	3.1	Assign priority number to message, indicate the receiving copy and release the latter to the client	None	3 minutes	Administrative Assistant V (Communication Equipment Operator IV) on duty
		3.2	Initial and prepare transmittal per batch to the Provincial Administrator's Office for approval	None	10 minutes	Sr. Admin Assistant I (Communication Equipment Operator V)
		3.3	Submit the transmittal and radio messages for approval of the Provincial Administrator	None	3 minutes	Sr. Admin Assistant I (Communication Equipment Operator V)

		3.4	Receive approved radio messages	None	2 minutes	Sr. Admin Assistant I (Communication Equipment Operator V)
		3.5	Relay the message to identified receipient	None	15 minutes	Administrative Assistant V (Communication Equipment Operator IV) on duty
4	Follow-up to check transmission of message using prority number for easy tracking	4.1	Confirm the transmission of radio message relayed if clearly received by the receiving operator	None	20 minutes	Administrative Assistant V (Communication Equipment Operator IV) on duty
		TOTAL:			1 hour	

INTERNAL SERVICES

I. PERSONNEL TRANSACTIONS

1. PROCESSING OF APPOINTMENT REQUIREMENTS

Appointment forms are issued to the newly-hired/promoted/reappointed official or employee of the Government in career and non-carrer service except for casual employees which shall use the Plantilla Appointment Form.

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division	
Classification	Complex	
Type of Transaction	G2G-Government to Government	
Who may avail	All qualified applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Appointment Requirements for newly-hired/promoted/reappointment/reemployment		

♦	CSC Form 212 Personal Data Sheet notarized (3 original copies with 3 passport size pictures)	End-User: Department/Office/Hospital concerned			
♦	CSC Form 1 Position Description Form (3 original copies)	End-User: Department/Office/Hospital concerned			
♦	CSC Form 4 Certification of Assumption To Duty (3 original copies)	End-User: Department/Office/Hospital concerned			
♦	CSC Form 211 Medical Certificate Form (3 original copies) with laboratory results (1 original 2photocopies)	End-User: Department/Office/Hospital concerned			
♦	CSC Form 32 Oath of Office for permanent positions (3 original copies)	End-User: Department/Office/Hospital concerned			
♦	Statement of Assets, Liabilities and Networth noratized (3 original copies)	End-User: Department/Office/Hospital concerned			
♦	Scholastic Records (2 authenticated copies)	School Graduated			
♦	Birth Certificate and/or Marriage Certificate if married (2 original copies and a photocopy)	National Statistics Office			
♦	Individual Performance Commitment and Review for 2 Rating periods for promotional appt (1 copy each)	Office/Division			
♦	Certificates if any authenticated (1 copy each)	Administrative Services Division/Employee			
	Additional Requirements for Tranfer/Reappointment				
♦	Certification from Previous Employment re Last compensations received (3 original copies)	Previous Government Employer			
♦	Clearance (3 original copies)	Previous Government Employer			
♦	Service Record (3 original copies)	Previous Government Employer			
♦	Statement of Leave Credits (3 original copies)	Previous Government Employer			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk
2	Submit all the requirements	2.1	Check authenticity of documents presented, and receive if complete	None	15 minutes	Administrative Officer
		2.2	Receive submitted supporting documents, prepare forms, check as to accuracy and completeness of entries in each form	None	3 hours	Administrative Officer
3	Sign in the forms	3.1	Prepare endorsement to the PHRMO with list of employees	None	15 minutes	Administrative Officer
		3.2	Affix Initials/signatures in the Certification of Assumption to Duty, Position Description Form, Individual Performance Commitment and Review	None	1 day	Immediate Supervisor, Provl Govt Dept Head

		3.3	Submit/receive the requirements to the PHRMO for review and appropriate action	None	15 minutes	Administrative Aide III, Administrative Officer
		3.4	Initial/sign in the Appointment and Oath of Office	None	1 day	Provl Govt Dept Head (Provincial Administrator) , Governor
4	Receive the approved appointment from PHRMO and submit a copy for 201 File	4.1	Receive the authenticated copies of approved appointment and duplicate copies of all supporting documents	None	10 minutes	Administrative Officer
5	Process the Membership Forms	5.1	Provide Membership Forms for GSIS, Pag-ibig, PhilHealth and BIR for processing	None	2 days	Employee
6	Submit accomplished Membership Forms	6.1	Receive and check all Membership Forms required if complete for First salary claim of employee	None	3 minutes	Administrative Officer
		TOTAL:			4 days and 4 hours	

2. ISSUANCE OF CERTIFICATIONS

The Certification for GSIS Loan is issued to requesting official or employee who may avail loan and Certifications of Leave Credits is issued to employee who may avail loan with CAPGEM Multi-Purpose Cooperative and other legal purpose.

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division				
Classification	Simple				
Type of Transaction	G2G-Government to Government, G2B-Government to Business				
Who may avail	All officials or employees of the Provincial Government of Negros Occidental				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
♦	Certificate of Net Pay/Payslip (1 original copy)		Provincial Accounting Office		
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1	Give the Log Book to the Client	None	Assistance Front Desk
2	Fill up request form	2	Received request form	None	Administrative Officer V/ IV
3	Present the required documents	3	Check authenticity of the documents presented, encode details, print and affix initial/signature on the certification	None	Administrative Officer V/ IV
4	Sign in the Log Book	4	Release the Certificate	None	Administrative Officer V/ IV
			TOTAL:	10 minutes	

3.1 PROCESSING OF LEAVE APPLICATIONS FOR VACATION/SICK LEAVE

Leave application is issued to government official or employee who acquired and will acquire absences with or without leave credits. He/She may apply for a Vacation Leave, Forced leave or Special Leave within 5 days prior the inclusive date/s. For Sick Leave, he/she may apply upon reporting to duty. Approved leave applications are attached to the payroll for the succeeding month claim of salary and to the Disbursement Voucher within the month salary claim and/or for Travel abroad.

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division				
Classification	Simple				
Type of Transaction	G2G-Government to Government				
Who may avail	All Government Officials and Employees of the Provincial Government of Negros Occidental				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
A.	Applications for Sick Leave				

♦	Request Form completely filled-up		End-User: Department/Office/Hospital concerned			
♦	Medical Certificate for more than 5 days sick leave (1 original copy 2 duplicate copies)		Government Physician			
B. Applications for Vacation/Forced Leave/Special/Maternity Leave						
♦	Request Form completely filled-up		End-User: Department/Office/Hospital concerned			
	Additional for one (1) month or more applications for (Vacation/Sick Leave of Absence)					
♦	PGNO Clearance (5 original copies)		Provincial Human Resource Management Office			
♦	GSO Clearance for property accountabilities (3 original copies)		General Services Office			
♦	PLO Clearance for no filed/instituted or pending administrative case (3 original copies)		Provincial Legal Office			
	Additional for one (1) month or more applications for Maternity Leave					
♦	Medical Certificate		End-User: Department/Office/Hospital concerned			
	Additional for Travel Abroad					
♦	Certificate of Employment (3 original copies)		Provincial Human Resource Management Office			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk

2	Fill-up request form/submit the requirement/s or	2.1	Receive request form and submitted supporting documents if needed or	None	3 minutes	Administrative Officer,
	transmital from PHRMO/other department/Offices		Receive applications from other offices, encode in computer			Administrative Assistant II
		2.2	Prepare forms in Personnel Information System if available, check if the previous application is already posted, if not, call the PHRMO for posting	None	30 minutes	Administrative Officer
3	Sign in the application form	3.1	Affix Initials of immediate supervisor and signature of the Head of Office	None	1 day	Immediate Supervisor, Provl Govt Dept Head,

		3.2	Encode in the Document Tracking System if available and send to PHRMO or Prepare transmittal for Governor's signature	None	10 minutes	Administrative Officer Administrative Assistant II
4	Check if already approved by the Head of Office and by the PHRMO	4.1	Deliver leave applications to the PHRMO for approval	None	15 minutes	Administrative Aide III
			TOTAL:		1 day and 1 hour	

3.2 PROCESSING OF LEAVE APPLICATIONS FOR MONETIZED/TERMINAL LEAVE

Leave application is issued to government official or employee who may apply for Monetization of Leave Credits as payment in advance under prescribed limits and subject for specific terms and conditions of the monetary value of leave credits of an employee upon request without actually going on leave. Terminal Leave is applied upon retirement date/voluntary separation/end of service, for payment to money value of the total accumulated leave credits of an employee based on highest salary rate received.

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division
Classification	Complex
Type of Transaction	G2G-Government to Government

Who may avail	All qualified Government Officials and Employees of the Provincial Government of Negros Occidental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
C. Applications for Monetized Leave				
♦	Certified/Updated Statement of Leave Credits (1 original copy)	Provincial Human Resource Management Office		
♦	Letter of Request for approval of the Governor (2 original copies)	End-User: Department/Office/Hospital concerned		
D. Applications for Terminal Leave				
♦	Appointment/Plantilla Latest issued (2 authenticated copies)	End-User: Department/Office/Hospital concerned/PHRMO		
♦	Daily Time Record Latest issued (2 authenticated copies)	End-User: Department/Office/Hospital concerned		
♦	GSO Clearance for property accountabilities (3 original copies)	General Services Office		
♦	Letter of Resignation for approval of the Governor if resigned (2 original copy)	Concerned employee		
♦	Notice of Salary Adjustment/Step Increment for permanent Latest Issued (3 authenticated copies)	End-User: Department/Office/Hospital concerned/PHRMO		
♦	PGNO Clearance (5 original copies)	Provincial Human Resource Management Office		
♦	PLO Clearance for no filed/instituted or pending administrative case (3 original copies)	Provincial Legal Office		
♦	Service Record updated (3 original copies)	Provincial Human Resource Management Office		
♦	Statement of Assets and Liabilities Latest Filed (3 authenticated copies)	End-User: Department/Office/Hospital concerned/PHRMO		
♦	Statement of Outstanding Leave Credits (3 authenticated copies)	Provincial Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk
2	Submit the requirement/s or transmittal from PHRMO/other department/Offices	2.1	Receive submitted form and supporting documents if needed or Receive applications, encode in computer	None	3 minutes	Administrative Officer, Administrative Assistant II
		2.2	Prepare forms in Personnel Information System, check if the previous application is already posted, if not, call the PHRMO for posting	None	30 minutes	Administrative Officer
		2.3	Refer to the Provincial Administrator for recommendation/prepare endorsement to Budget Office	None	1 day	Administrative Officer

		2.4	Refer to the Provincial Budget Officer for allocation/endorsement	None	1 day	Provl Govt Dept Head (Provincial Administrator)
3	Sign in the application form	3.1	Affix Initials and signatures of the Head of Office and/or Governor	None	1 day	Immediate Supervisor, Provl Govt Dept Head, Governor
		3.2	Encode in the Document Tracking System if available and send to PHRMO or Prepare transmittal for Governor's signature	None	10 minutes	Administrative Officer Administrative Assistant
4	Check if already approved by the Head of Office and by the PHRMO	4.1	Deliver/receive leave applications to/from the PHRMO	None	15 minutes	Administrative Aide III
		TOTAL:			3 days and 1 hour	

II. FINANCIAL TRANSACTIONS

1. PROCESSING OF PAYMENTS FOR PERSONAL SERVICES: SALARIES AND WAGES AND OTHER COMPENSATION

All Payments for salaries and wages, allowances, overtime and night pay, bonus and cash gifts, retirement and life insurance premiums, PAG-IBIG and Philhealth contributions, Employees Compenstions Insurance Premiums, and other personnel benefits such as monetized leave claims, terminal leave benefits, loyalty, Subsistence, Hazard and Laundry Allowance (SuHaLa) and Philhealth Sharing of Hospital personnel for approval.

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division	
Classification	Simple	
Type of Transaction	G2G-Government to Government	
Who may avail	All Government Officials and Employees of the the Provincial Government of Negros Occidental	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Payment for First Salary (newly-hired/promoted/reappointed/reemployed)		
♦	Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned
♦	Disbursement Vouchers (DVs) - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned
♦	Appointment/Plantilla of Casual/Contract of Services (1 authenticated copy)	End-User: Department/Office/Hospital concerned
♦	Assumption of Duty (with received stamp of PHRMO) (1 authenticated copy)	End-User: Department/Office/Hospital concerned
♦	Oath of Office (1 authenticated copy)	End-User: Department/Office/Hospital concerned
♦	Statement of Assets, Liabilities and Networth (SALN) (1 authenticated copy)	End-User: Department/Office/Hospital concerned
♦	Daily Time Record (1 original copy)	End-User: Department/Office/Hospital concerned
♦	Detail/Reassignment/Assignment Order (if any) (1 authenticated copy)	End-User: Department/Office/Hospital concerned
♦	Application for Leave (if any) - (1 duplicate copy)	End-User: Department/Office/Hospital concerned
♦	BIR Membership/Update Form (1 original copy with received by BIR)	Bureau of Internal Revenue, Bacolod Branch
♦	GSIS Membership/Update Form (1 original copy received by AAO)	Provincial Human Resource Management Office
♦	Pag-ibig Membership/Update Form (1 original copy with received by Pag-ibig)	Pag-ibig

♦ Philhealth MDR Form (1 original copy with received by Philhealth)				Philhealth		
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk
2	Submit the required documents for initial assessment and verification	2.1	Receive the documents, check as to completeness of requirements, receive in the Data Tracking System, stamp received, affix initial, control number, and date received	None	15 minutes	Administrative AideIII/Admin Aide IV
		2.2	Record/Indicate end-user number and important details in the logbook and in computer system for monitoring purposes			Administrative AideIV/Admin Aide III
		2.3	Prepare Obligation Request, Disbursement Voucher and supporting documents for payment and remittances, affix initials	None	1 hour	Administrative Assistant II

		2.4	Review the documents, affix initial/sign in the Obligation Request and recommending approval in Disbursement Voucher	None	1 day	Admin Officer IV, Admin Officer V/PDO IV, Provl Govt Dept Head (Provl Admin)
		2.5	Forward to the Provincial Budget Office thru Data Tracking System for signature of the Provl Budget Officer as to existence of available appropriation	None	15 minutes	Administrative Aide III/ Liaison
		2.6	Sign in OBRs certifying the existence of available appropriation			PGDH (Provincial Budget Officer)/ OIC-PBO
		2.7	Sign in audited Disbursement Vouchers certifying that the allotment is obligated for the indicated purpose and supporting documents are complete			PGDH (Provincial Accountant)/ Acting PA
		2.8	Sign in Disbursement Vouchers certifying that the funds are available			PGDH (Provincial Treasurer)

		2.9	Issue Accountant's Advice and forward check to the Provl Admin Office			Accounting Clerk, Acting Provl Accountant
3	Forward audited Disbursement Vouchers with checks as per Accountant's Advice(Liaison of Acctg)	3.1	Receive DVs with checks as per accountant's advice, encode in computer, sort and stamp name of signatory	None	15 minutes	Administrative Aide III, Admin Assistant II
		3.2	Encode, review, affix initials/signatures in DVs and checks	None	1 day	Admin Officer V/PDO IV/ Provl Administrator
		3.3	Release to the Provl Treasurer's Office - Cash Division w/ advice	None	13 minutes	Provincial Administrator's Office Liaison
4	Sign in Disbursement Voucher and receive check	4.1	Release the check/s			<i>PTO-Cashier</i>
TOTAL:					2 days and 2 hours	

OFFICE OR DIVISION		Provincial Administrator's Office, Administrative Services Division				
Classification		Complex				
Type of Transaction		G2G-Government to Government				
Who may avail		All Government Officials and Employees of the the Provincial Government of Negros Occidental				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
B. Payment for Monthly Salaries and allowances						
♦ Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)				End-User: Department/Office/Hospital concerned		
♦ Payroll/Disbursement Voucher- 3 copies (1 original 2 duplicate copies)				End-User: Department/Office/Hospital concerned		
♦ All Daily Time Record (1 original copy each personnel with 1 justification for missing				End-User: Department/Office/Hospital concerned		
♦ Application/s for Leave (if any) - (1 duplicate copy) with medical certificate if needed (1				End-User: Department/Office/Hospital concerned		
♦ Travel Order/s if any - (1 authenticated copy)				End-User: Department/Office/Hospital concerned		
♦ GSIS Remittance Lists for all Loans and Premiums - 3 copies each (1 original 2 duplicate				End-User: Department/Office/Hospital concerned		
♦ Pag-ibig Remittance Lists for all Loans and Premiums - 3 copies each (1 original 2 duplicate				End-User: Department/Office/Hospital concerned		
♦ BIR Remittance List for withholding taxes - 3 copies (1 original 2 duplicate copies)				End-User: Department/Office/Hospital concerned		
♦ Philhealth Remittance List - 3 copies (1 original 2 duplicate copies)				End-User: Department/Office/Hospital concerned		
♦ CAPS Remittance Lists for Loans and others - 3 copies each (1 original 2 duplicate				End-User: Department/Office/Hospital concerned		
♦ Veterans Bank Loan Remittance Lists and other financial institutions if any (1 original 2				End-User: Department/Office/Hospital concerned		
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk
2	Submit the required documents for initial assessment and verification	2.1	Receive the documents, check as to completeness of requirements, stamp signatory, sort and arrange in alphabetical order, review DTRs, reports, and affix initials	None	1 day	Admin Officer I, CEO V, Admin Officer IV, Project Development Officer IV, Admin Officer V

		2.2	Record/Indicate end-user number and important details in the logbook and in computer system for monitoring purposes	None	10 minutes	Admin Assistant II, Admin Aide IV
		2.3	If system is available, prepare/print Payrolls/DVs, OBRs and remittances, affix initials in attachments	None	1 day	Admin Assistant II/Admin Officer IV
		2.4	Review the documents, affix initial/sign in the Obligation Request and recommending approval in Disbursement Voucher	None	1 day	Admin Officer IV, Admin Officer V/PDO IV, Provl Govt Dept Head (Provl Admin)
		2.5	Review as to completeness of approved supporting documents, sort and arrange in alphabetical order and separate copies for attachment to payrolls for salaries, overtime claims and files			Admin Officer I, Admin Officer IV/ Administrative Officer V
		2.6	Forward to the Provincial Budget Office thru Data Tracking System for signature of the Provl Budget Officer as to existence of available appropriation	None	15 minutes	Administrative Aide III/ Liaison
		2.7	Sign in OBRs certifying the existence of available appropriation			PGDH (Provincial Budget Officer)/ OIC-PBO

		2.8	Sign in audited Disbursement Vouchers certifying that the allotment is obligated for the indicated purpose and supporting documents are complete			PGDH (Provincial Accountant)/ Acting PA
		2.9	Sign in Disbursement Vouchers certifying that the funds are available			PGDH (Provincial Treasurer)
		2.10	Issue Accountant's Advice and forward check to the Provl Admin Office			Accounting Clerk, Acting Provl Accountant
3	Forward audited Disbursement Vouchers with checks as per Accountant's Advice(Liaison of Acctg)	3.1	Receive DVs with checks as per accountant's advice encode in computer, sort and stamp name of signatory	None	15 minutes	Administrative Aide III, Admin Assistant II
	Forward audited Payrolls (Liaison of Acctg)	3.2	Receive Payrolls from Accounting Office, sort and stamp name of signatory, and record in Log book			Administrative Aide III, Admin Assistant II
		3.3	Encode, review, affix initials/signatures in Disbursement Vouchers and checks	None	1 day	Admin Officer V/PDO IV/ Provl Administrator
		3.4	Encode, review and affix initials/signatures in Payrolls			AO IV, AO V/PDO IV/ Provl Administrator

		3.5	Release to the Provl Treasurer's Office - Cash Division	None	15 minutes	Provincial Administrator's Office Liaison
4	Sign in Disbursement Voucher and receive check	4.1	Release the check/s /prepare Request for Booking of Account			<i>PTO-Cashier, Provincial Treasurer</i>
	Forward the Request for Booking of Account	4.2	Receive/record/affix initial/sign in Request for Booking to Bank	None	3 hours	Admin Officer V/PDO IV, Provl Admin
TOTAL:					4 days, 3 hrs and 57 min	

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division				
Classification	Complex				
Type of Transaction	G2G-Government to Government				
Who may avail	All qualified Government Officials and Employees of the the Provincial Government of Negros Occidental				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
C. Payment for Clothing/Uniform Allowance, Bonus and Cash Gift					
◊ Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)			End-User: Department/Office/Hospital concerned		
◊ Payroll/Disbursement Voucher- 3 copies (1 original 2 duplicate copies)			End-User: Department/Office/Hospital concerned		
◊ Statement of Account from CAPGEM to be deducted if any (1 original copy)			CAPGEM Multi-Purpose Cooperative		
D. Payment for Overtime Services					
◊ Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)			End-User: Department/Office/Hospital concerned		
◊ Payroll/Disbursement Voucher- 3 copies (1 original 2 duplicate copies)			End-User: Department/Office/Hospital concerned		
◊ Daily Time Records (1 original copy each personnel) with 1 justification for missing entries in biometric print-out, if any			End-User: Department/Office/Hospital concerned		
◊ Application for Leave (if any) - (1 authicated copy)			End-User: Department/Office/Hospital concerned		
◊ Office Order for Overtime Services (1 original copy)			End-User: Department/Office/Hospital concerned		
◊ Accomplishment Report/s (1 original copy each)			End-User: Department/Office/Hospital/ concerned employee		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk
2	Submit the required documents for initial assessment and verification	2.1	Receive the documents, check as to completeness of requirements, stamp signatory, sort and arrange in alphabetical order, review DTRs, reports, and affix initials	None	1 hour	Admin Assistant II
		2.2	Record/Indicate end-user number and important details in the logbook and in computer system for monitoring purposes	None	10 minutes	Admin Assistant II/ Admin Aide IV
		2.3	If system is available, prepare/print Payrolls/DVs, OBRs and remittances, sort/arrange, affix initials in attachments	None	4 hours	Admin Assistant II/Admin Officer IV
		2.4	Review the documents, affix initial/sign in the Obligation Request and recommending approval in Disbursement Voucher	None	1 day	Admin Officer IV, Admin Officer V/PDO IV, Provl Govt Dept Head (Provl Admin)
		2.5	Forward to the Provincial Budget Office thru Data Tracking System for signature of the Provl Budget Officer as to existence of available appropriation	None	15 minutes	Administrative Aide III/ Liaison
		2.6	Sign in OBRs certifying the existence of available appropriation			PGDH (Provincial Budget Officer)/ OIC-PBO
		2.7	Sign in audited Disbursement Vouchers certifying that the allotment is obligated for the indicated purpose and supporting documents are complete			PGDH (Provincial Accountant)/ Acting PA
		2.8	Sign in Disbursement Vouchers certifying that the funds are available			PGDH (Provincial Treasurer)

		2.9	Issue Accountant's Advice and forward check to the Provl Admin Office			Accounting Clerk, Acting Provl Accountant
3	Forward audited Disbursement Vouchers with checks as per Accountant's Advice(Liaison of Acctg)	3.1	Receive DVs with checks as per accountant's advice encode in computer, sort and stamp name of signatory	None	15 minutes	Administrative Aide III, Admin Assistant II
	Forward audited Payrolls (Liaison of Acctg)	3.2	Receive Payrolls from Accounting Office, sort and stamp name of signatory, and record in Log book			Administrative Aide III, Admin Assistant II
		3.3	Encode, review, affix initials/signatures in Disbursement Vouchers and checks	None	1 day	Admin Officer V/PDO IV/ Provl Administrator
		3.4	Encode, review and affix initials/signatures in Payrolls			AO IV, AO V/PDO IV/ Provl Administrator
		3.5	Release to the Provl Treasurer's Office - Cash Division	None	15 minutes	Provincial Administrator's Office Liaison
4	Sign in Disbursement Voucher and receive check	4.1	Release the check/s /prepare Request for Booking of Account			<i>PTO-Cashier, Provincial Treasurer</i>
	Forward the Request for Booking of Account	4.2	Receive/record/affix initial/sign in Request for Booking to Bank	None	3 hours	Admin Officer V/PDO IV, Provl Admin
TOTAL:					3 days & 57 minutes	

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division	
Classification	Simple	
Type of Transaction	G2G-Government to Government	
Who may avail	All qualified Government Officials and Employees of the the Provincial Government of Negros Occidental	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
G. Payment for Loyalty Award (from PHRMO/Accounting for approval)		
◊	Obligation Request (OBR) - signed by Department Head and the Provincial Budget Office/ Officer-In-Charge	End-User: Department/Office/Hospital concerned

◇ Disbursement Voucher/Payroll signed by Department Head and Provincial Accountant-2 copies (1 original 1 duplicate copies)			End-User: Department/Office/Hospital concerned			
◇ List of employees who are qualified to avail			Provincial Human Resource Management Office			
H. Payment for Subsistence, Hazard and Laundry Allowance (from Accounting for approval)						
◇ Obligation Request (OBR) - signed by Department Head and the Provincial Budget Officer/Officer-In-Charge			End-User: Department/Office/Hospital concerned			
◇ Disbursement Voucher/Payroll signed by Department Head and Provincial Accountant-2 copies (1 original 1 duplicate copies)			End-User: Department/Office/Hospital concerned			
◇ Daily Time Record/s (1 original copy each personnel) with 1 Justification for missing entries in biometric print out if any			End-User: Department/Office/Hospital concerned			
I. Payment for Philhealth Sharing (from Accounting for approval)						
◇ Obligation Request (OBR) - signed by Department Head and the Provincial Budget Officer/Officer-In-Charge			End-User: Department/Office/Hospital concerned			
◇ Disbursement Voucher/Payroll signed by Department Head and Provincial Accountant-2 copies (1 original 1 duplicate copies)			End-User: Department/Office/Hospital concerned			
◇ Daily Time Record/s (1 original copy each personnel) with 1 Justification for missing entries in biometric print out if any			End-User: Department/Office/Hospital concerned			
J. Remittances for BIR, GSIS, Pag-ibig, PhilHealth, CAPGEM, Veterans Bank (from Accounting for approval)						
◇ Obligation Request (OBR) - signed by Department Head and the Provincial Budget Officer/Officer-In-Charge			Provincial Accounting Office			
◇ Disbursement Voucher/Payroll signed by Department Head and Provincial Accountant-2 copies (1 original 1 duplicate copies)			Provincial Accounting Office			
◇ All Remittances from approved payrolls			Provincial Accounting Office			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk

2	Forward audited Disbursement Vouchers with checks as per Accountant's Advice(Liaison of Acctg)	2.1	Receive DVs with checks as per accountant's advice, encode in computer, sort and stamp name of signatory	None	15 minutes	Administrative Aide III, Administrative Assistant II
	Forward audited Payrolls with checks (Liaison of Acctg)	2.2	Receive audited Payrolls, sort and stamp name of signatory			Administrative Aide III
		2.3	Encode, review, affix initials/signatures in DVs and checks	None	1 day	Admin Officer V/PDO IV/ Provl Administrator
		2.5	Release to the Provl Treasurer's Office - Cash Division w/ advice	None	13 minutes	Provincial Administrator's Office Liaison
3	Sign in Disbursement Voucher and receive check	3.1	Release the check/s			PTO-Cashier
	Note: For approved payrolls	3.2	Prepare Office Order for Cash Advance of authorized Disbursing Officer			PTO-Disbursing Officer
4	Forward Office Order for Cash Advance (from PTO)	4.1	Receive Office Order and record	None	2 minutes	Administrative Assistant II
		4.2	Affix Initials in Office Orders for cash advance	None	1 day	Provl Govt Dept Head (Provl Admin)
		4.3	Affix signatures in Office Orders for cash advance			Governor
5	Forward audited Disbursement Vouchers with checks as per Accountant's Advice(Liaison of Acctg)	5.1	Received DVs with checks as per accountant's advice, encode in computer, sort and stamp name of signatory	None	15 minutes	Administrative Aide III, Admin Assistant II
		5.2	Encode, review, affix initials/signatures in DVs and checks	None	1 day	Admin Officer V/PDO IV, Provl Administrator
		5.3	Release to the Provl Treasurer's Office - Cash Division w/ advice	None	13 minutes	Provincial Administrator's Office Liaison
TOTAL:			For checks		1 day and 30 minutes	
TOTAL:			For payrolls w/ CA		2 days and 1 hour	

2. PROCESSING OF PAYMENTS FOR OTHER MAINTENANCE AND OPERATING EXPENSES

All Payments for Job-Orders, Professional Fees, Travel Claims and Utility Bills: electricity consumption, telephone expenses, mobile allowance, internet subscription expenses, cable, registration/renewal of utility vehicles, fidelity bonds, and financial assistance to all indigents.

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division	
Classification	Simple	
Type of Transaction	G2G-Government to Government, G2C-Government to Citizen, G2B-Government to Business	
Who may avail	All Job Order Personnel, Professionals with Contract of Services and Consultancy Agreement with PGNO	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Payments for Job-Order Salaries		
◊	Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Disbursement Vouchers/Payrolls - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Accomplishment Report/s (1 original copy each)	End-User: Department/Office/Hospital concerned
◊	Contract of Employment for Job Orders (1 orginal copy first claim and 1 authenticated copy for succeeding month)	End-User: Department/Office/Hospital concerned
◊	Job Order Computation (1 orginal copy first claim and 1 authenticated copy for succeeding month)	End-User: Department/Office/Hospital concerned
◊	Job Order Plantilla (1 original copy first claim and 1 authenticated copy for succeeding month)	End-User: Department/Office/Hospital concerned
◊	Specimen Card (1 orginal copy first claim and 1 authenticated copy for succeeding month)	End-User: Department/Office/Hospital/concerned personnel
B. Payments for Professional Fees		
◊	Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Payrolls/Disbursement Vouchers - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Accomplishment Report/s (1 original copy each)	End-User: Department/Office/Hospital concerned
◊	Contract of Services/Consultancy Agreement (1 orginal copy first claim and 1 authenticated copy for succeeding month)	End-User: Department/Office/Hospital concerned
◊	Daily Time Record (1 original copy each personnel)	End-User: Department/Office/Hospital concerned

Daily Time Record (1 original copy each personnel)				End-User: Department/Office/Hospital concerned		
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk
2	Submit the required documents for initial assessment and verification	2.1	Receive the documents, check as to completeness of requirements, receive in the Data Tracking System, stamp received, affix initial, control number, and date received	None	15 minutes	Administrative Aide III/Admin Aide IV
		2.2	Record/Indicate end-user number and important details in the logbook and in computer system for monitoring purposes			Administrative Aide IV/Admin Aide III
		2.3	Prepare Obligation Request,DVs/Payrolls and supporting documents for payment, affix initials	None	1 hour	Admin Aide IV, Administrative Assistant II
		2.4	Review the documents, affix initial/sign in the Obligation Request and recommending approval in Disbursement Voucher	None	1 day	Admin Officer IV, Admin Officer V/PDO IV, Provl Govt Dept Head (Provl Admin)

		2.5	Forward to the Provincial Budget Office thru Data Tracking System for signature of the Provl Budget Officer as to existence of available appropriation	None	15 minutes	Administrative Aide III/ Liaison
		2.6	Sign in OBRs certifiying the existence of available appropriation			PGDH (Provincial Budget Officer)/ OIC-PBO
		2.7	Sign in audited Disbursement Vouchers certifying that the allotment is obligated for the indicated purpose and supporting documents are complete			PGDH (Provincial Accountant)/ Acting PA
		2.8	Sign in Disbursement Vouchers certifying that the funds are available			PGDH (Provincial Treasurer)
		2.9	Issue Accountant's Advice and forward check to the Provl Admin Office			Accounting Clerk, Acting Provl Accountant
3	Forward audited Disbursement Vouchers with checks as per Accountant's Advice(Liaison of Acctg)	3.1	Receive DVs with checks as per accountant's advice, encode in computer, sort and stamp name of signatory	None	15 minutes	Administrative Aide III, Admin Assistant II
	Forward audited Payrolls (Liaison of Acctg)	3.2	Receive payrolls from Accounting Office, sort and stamp name of signatory, and record in Log book			Administrative Aide III, Admin Assistant II
		3.3	Encode, review, affix initials in DVs and checks	None	1 day	Admin Officer IV, Admin Officer V

		3.4	Affix signatures in DVs and checks	None	1 day	Provl Govt Dept Head (Provl Admin)
		3.5	Release to the Provl Treasurer's Office - Cash Division w/ advice	None	13 minutes	Provincial Administrator's Office Liaison
4	Sign in Disbursement Voucher and receive check	4.1	Release the check/s			<i>PTO-Cashier</i>
TOTAL:					2 days and 2 hours	

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division	
Classification	Simple	
Type of Transaction	G2G-Government to Government, G2C-Government to Citizen, G2B-Government to Business	
Who may avail	All officials and employees of PGNO (for C-E), and (F) certified indigent for financial assistance	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
C. Payment for Travel Claims		
♦	Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned
♦	Disbursement Vouchers - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned
♦	Travel Order approved by authorized signatory (1 original copy and 1 duplicate copy)	End-User: Department/Office/Hospital concerned
♦	Itinerary of Travel signed and approved (2 original copies)	End-User: Department/Office/Hospital concerned
♦	Certification of Itinerary Completed signed and approved (1 original copy and 1 duplicate copy)	End-User: Department/Office/Hospital concerned
♦	Certificate of Appearance	Department/Office/Place visited
D. Payment for Utility Bills (Electricity/Water Consumption, Telephone/Mobile Expenses, Internet/Cable Subscription)		
♦	Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned

♦	Disbursement Vouchers - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned				
♦	Statement of Bills (1 original copy per month)	Company concerned				
♦	Official Receipt for Reimbursement (1 original copy with no erasure)	Company concerned				
E. Payment for Registration/Renewal (LTO and GSIS Insurance for Transporation Equipment)		End-User: Department/Office/Hospital concerned				
♦	Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned				
♦	Disbursement Vouchers - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned				
♦	Official Receipt and Certificate of Registration of RP vehicle (1 authenticated copy)	Land Transporation Office				
♦	LTO Registration/Renewal Form	Land Transporation Office				
♦	Computation for GSIS Insurance	Government Service Insurance System				
F. Payment for Financial Assistance to Indigents (for approval)						
♦	Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned				
♦	Disbursement Vouchers - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned				
♦	Certificate of Indigency (1 original copy)	Barangay				
♦	Case Study (1 original copy)	Provincial Social Welfare and Development Office/Sangguniang Panlalawigan Office				
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk
2	Submit the required documents for initial assessment and verification	2.1	Receive the documents, check as to completeness of requirements, receive in the Data Tracking System, stamp received, affix initial, control number, and date received	None	15 minutes	Administrative Aidell/Admin Aide IV

		2.2	Record/Indicate end-user number and important details in the logbook and in computer system for monitoring purposes	None	15 minutes	Administrative Aide IV/Admin Aide III
		2.3	Prepare Obligation Request,DVs and supporting documents for payment, affix initials	None	15 minutes	Administrative Aide IV/Admin Aide III
		2.4	Review the documents, affix initials/signatures in the Obligation Request and recommending approval in Disbursement Voucher and supporting documents for Travel	None	4 hours	Admin Officer IV/Admin Officer V/PDO IV, Provl Govt Dept Head (Provincial Administrator)
		2.5	Forward to the Provincial Budget Office thru Data Tracking System for signature of the Provl Budget Officer as to existence of available appropriation	None	15 minutes	Administrative Aide III/ Liaison
		2.6	Sign in OBRs certifiying the existence of available appropriation			PGDH (Provincial Budget Officer)/ OIC-PBO
		2.7	Sign in audited Disbursement Vouchers certifying that the allotment is obligated for the indicated purpose and supporting documents are complete			PGDH (Provincial Accountant)/ Acting PA
		2.8	Sign in Disbursement Vouchers certifying that the funds are available			PGDH (Provincial Treasurer)

		2.9	Issue Accountant's Advice and forward check to the Provl Admin Office			Accounting Clerk, Acting Provl Accountant
3	Forward audited Disbursement Vouchers with checks as per Accountant's Advice(Liaison of Acctg)	3.1	Receive DVs with checks as per accountant's advice, encode in computer, sort and stamp name of signatory	None	15 minutes	Administrative Aide III, Admin Assistant II
	Forward audited Payrolls (Liaison of Acctg)	3.2	Receive payrolls from Accounting Office, sort and stamp name of signatory, and record in Log book			Administrative Aide III, Admin Assistant II
		3.3	Encode, review, affix initials in DVs and checks	None	1 day	Admin Officer V/PDO IV
		3.4	Affix signatures and approve DVs and checks			Project Development Officer/Provl Admin
		3.5	Release to the Provl Treasurer's Office - Cash Division w/ advice	None	13 minutes	Provincial Administrator's Office Liaison
4	Sign in Disbursement Voucher and receive check	4.1	Release the check/s			<i>PTO-Cashier</i>
TOTAL:					1 day, 5 hours and 15 minutes	

III. SUPPLIES AND PROCUREMENT TRANSACTIONS

1. PROCESSING OF PURCHASE REQUESTS

All Purchase Requests for supplies and materials, gasoline oil and lubricants expenses, water expenses, postage and courier services, repairs and maintenance of Building and other structure, machinery and transportation equipment, advertising and subscription expenses and other maintenance and operating expenses as per accounting and auditing rules and regulations.

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division	
Classification	Highly Technical	
Type of Transaction	G2G-Government to Government, G2C-Government to Citizen, G2B-Government to Business	
Who may avail	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Purchase of Supplies and Materials, Advertising and Subscription		
◊	Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Purchase Requests - 3 copies (1 original copy and 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Project Procurement and Management Plan (PPMP) - 1 authenticated/certified copy with received stamp of BAC	End-User: Department/Office/Hospital concerned
◊	Annual Procurement Plan (APP) consolidated by GSO - after submission of PPMP (1 authenticated/certified copy)	General Services Office
◊	Project Proposal approved by the Governor - if charged to specific PPAs (1 certified copy)	End-User: Department/Office/Hospital concerned
B. Purchase of Drinking Water, Gasoline oil and lubricants, Postage and Courier Services		
◊	Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Purchase Requests - 3 copies (1 original copy and 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Project Procurement and Management Plan (PPMP) - 1 authenticated/certified copy with received stamp of BAC	End-User: Department/Office/Hospital concerned
	Additional - Billing Statement for Postage and Courier Services (1 original copy)	Postage and Courier Services
C. Labor and Materials for the Repair and Maintenance		
	(Building and other structure)	

◊	Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Purchase Requests - 3 copies (1 original copy and 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Project Procurement and Management Plan (PPMP) - 1 authenticated/certified copy with received stamp of BAC	End-User: Department/Office/Hospital concerned
◊	Program of Work - (1 original copy)	End-User: Department/Office/Hospital concerned
◊	Contract and/or Plan - (1 certified copy each)	End-User: Department/Office/Hospital concerned
◊	Request for Pre-inspection - recommended/approved by Inspector (1 original copy)	End-User: Department/Office/Hospital, Provl Admin Ofc-PMSSD, Inspection Section
	(Machinery and Transportation Equipment)	
◊	Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Purchase Requests - 3 copies (1 original copy and 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Project Procurement and Management Plan (PPMP) - 1 authenticated/certified copy with received stamp of BAC	End-User: Department/Office/Hospital concerned
◊	Request for Pre-inspection - recommended and approved by Inspector (1 original copy)	End-User: Department/Office/Hospital concerned/Provl Admin-Inspection Section
◊	Acknowledgement Receipt of Equipment signed (1 certified copy)	End-User: Department/Office/Hospital concerned
◊	Official Receipt and Certificate of Registration of RP vehicle (1 authenticated copy)	End-User: Department/Office/Hospital concerned
◊	Estimated Cost of Labor and Materials (1 original copy)	Supplier
	D. Purchase for Catering Services: Meals (Other MOOE)	
◊	Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Purchase Requests - 3 copies (1 original copy and 2 duplicate copies)	End-User: Department/Office/Hospital concerned
◊	Project Procurement and Management Plan (PPMP) - 1 authenticated/certified copy with received stamp of BAC	End-User: Department/Office/Hospital concerned
◊	Project Proposal approved by the Governor - if charged to specific PPAs (1 certified copy)	End-User: Department/Office/Hospital concerned
	E. Purchase of IT and other Equipment	

♦	Obligation Request (OBR) - 3 copies (1 original 2 duplicate copies)			End-User: Department/Office/Hospital concerned		
♦	Purchase Requests - 3 copies (1 original copy and 2 duplicate copies)			End-User: Department/Office/Hospital concerned		
♦	Project Procurement and Management Plan (PPMP) - 1 authenticated/certified copy with received stamp of BAC			End-User: Department/Office/Hospital concerned		
♦	Annual/Supplemental Equipment Procurement Program (ASEPP)			End-User: Department/Office/Hospital concerned		
♦	Authority to Purchase charged to Capital Outlay as per DBM Local Budget Circular No. 35 dated 12/08/1998			End-User: Department/Office/Hospital concerned, Office of the Governor		
♦	Endorsement Letter from Provincial Budget Officer			End-User: Department/Office/Hospital concerned, Provincial Budget Office		
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk
2	Submit the required documents for initial assessment and verification	2.1	Receive the documents, check as to completeness of requirements, receive in the Data Tracking System, stamp received, affix initial, control number, and date received	None	15 minutes	Administrative AideIII/Admin Aide III
		2.2	Record/Indicate end-user number and important details in the logbook and in computer system for monitoring purposes			Administrative AideIV/Admin Aide IV
		2.3	Prepare Purchase Requests, Obligation Request, and attach supporting documents, stamp budget control, affix initials	None	1 hour	Administrative AideIV/Admin Assistant II

		2.4	Review the documents, affix initials/signatures in the Obligation Requests and Purchase Requests	None	1 day	Admin Officer IV, Admin Officer V/PDO IV, Provl Govt Dept Head (Provl Admin)
		2.5	Forward to the Provincial Budget Office thru Data Tracking System for preparation of OBR if Capital Outlay	None	15 minutes	Administrative Aide III/ Liaison
3	Forward the printed OBR with PR and signed endorsement (if Capital Outlay) thru Prov'l Budget Office Liaison	3.1	Receive OBRs, PRs, AREPP, Authority pursuant ot Local Budget Circular No. 35 dated 12/08/1998 of DBM and signed Endorsement			Provincial Budget Officer
		3.2	Affix initials in the OBRs, PRs and Authority and signs in AREPP	None	1 day	Provl Administrator, Governor
		3.3	Affix signature/approve the OBRs, PRs, AREPP, Authority	None	1 day	Governor
		3.4	Sign in OBRs certifying the existence of available appropriation			PGDH (Provincial Budget Officer)/ OIC-PBO

		3.5	Sign in OBRs certifying the existence of available appropriation			PGDH (Provincial Budget Officer)/ OIC-PBO
		3.6	Sign in PR certifying that the allotment is obligated for the indicated purpose and supporting documents are complete			PGDH (Provincial Accountant)/ Acting PA
		3.7	Refer to Bids and Awards Committee for appropriate action as to mode of procurement: Public Bidding, Small Value Procurement, Direct Contracting, Shopping, Repeat Order, Government to Government, Emergency Procurement, or Negotiated or Extension of Contract			Bids and Awards Committee, BAC Secretariat, Provincial Legal Officer and Provincial Administrator (Chairman)
		3.8	Procurement flow starts based on its mode, selling of Bid Document to interested Bidders, Pre-Bid Conference, Opening of Bids/Quotation and Bid Evaluation of TWG if necessary			BAC Secretariat, TWG
		3.9	Prepare Abstract of Bids/Quotations for signature the office head/representative and other signatories			BAC Secretariat

4	Forward the Abstract and supporting documents (BAC Liaison)	4.1	Process Abstract for review, initial and signature of the office head/ representative and signatories of the committee	None	1 day	Administrative Aide III, Admin Assistant II, Admin Officer IV/ Admin Officer V
		4.2	Affix signature in Abstract as Chairman	None	1 day	PGDH (Provincial administrator)
		4.3	Prepare Purchase Orders/Contract, affix initials, record, encode to DTS (Contract is subject for approval of Chief Executive)			BAC Secretariat, BAC Chairman, Chief Executive
5	Forward the Purchase Orders with all supporting documents (BAC Liaison)	5.1	Receive Purchase Orders per batch thru DTS, record and stamp receive, affix initials, control number and date received	None	2 hours	Administrative AideIII (frontliner)
		5.2	Review POs as per PRs, OBRs and supporting documents, affix initials depending on the amount and charges	None	1 day	Admin Officer IV, Admin Officer V/PDO IV, Provl Govt Dept Head (Provl Admin)
		5.3	Signs Purchase Orders, Notice of Award to Proceed to Suppliers, Agency Procurement Request fo DBM	None	1 day	Administrative Officer V, Project Development Officer IV, Governor

		5.4	Forward to BAC Secretariat thru DTS per batch	None	1 hour	Administrative Aide III
		5.5	Forward to COA, release to Supplier			BAC Secretariat
6	Deliver supplies and request for inspection	6.1	Prepare Inspection and Acceptance Report and Requisition and Issuance Slip	None	1 day	Administrative Assistant II
		6.2	Receive supplies from the suppliers, facilitate request for inspection, prepare Disbursement Vouchers for payment	None		Administrative Assistant II, Admin Aide IV/ III
		6.3	Review DVs for payment and supporting documents, affix initials in recommending approval depending on the amount and charges	None	1 day	Admin Officer IV, Admin Officer V/PDO IV, Provl Govt Dept Head (Provl Admin)
		6.4	Collate necessary documents for signature of authorized signatories	None	1 day	Administrative Assistant II, Admin Officer IV, Admin Officer V

		6.5	Signs the recommending approval in Disbursement Vouchers depending on the amount and charges	None	1 day	Administrative Officer V,/Project Development Officer IV, Provincial Administrator/Governor
		6.6	Forward to Provincial Accounting Office for audit and signature of the Provincial Accountant	None	15 minutes	Administrative Aide III (Liaison)
		6.7	Sign in audited Disbursement Vouchers certifying that the allotment is obligated for the indicated purpose and supporting documents are complete			PGDH (Provincial Accountant)/ Acting PA
		6.8	Sign in Disbursement Vouchers certifying that the funds are available			PGDH (Provincial Treasurer)
		6.9	Issue Accountant's Advice and forward check to the Provl Admin Office			Accounting Clerk, Acting Provl Accountant
7	Forward audited Disbursement Vouchers with checks as per Accountant's Advice(Liaison of Acctg)	7.1	Receive DVs with checks as per accountant's advice, encode in computer, sort and stamp name of signatory	None	15 minutes	Administrative Aide III, Admin Assistant II

		7.2	Encode, review, affix initials in DVs and checks	None	1 day	Admin Officer IV, Admin Officer V
		7.3	Affix signatures and approve DVs and checks			Project Development Officer IV, Provl Govt Dept Head (Provl Admin), Governor
		7,4	Release to the Provl Treasurer's Office - Cash Division w/ advice	None	13 minutes	Provincial Administrator's Office Liaison
8	Sign in Disbursement Voucher and receive check	8.1	Release the check/s			<i>PTO-Cash Division</i>
TOTAL:					11 days, 4 hrs and 15 minutes	

IV. FACILITATE APPROVAL OF CONTRACTS AND PROJECT PROPOSALS

1. LEGAL DOCUMENTS

All legal documents such as Final Deed of Donation, Deed of Sale with Condition, Conformity to Sell, Deed of Absolute Sale with Conditions from the General Services Office, and all the Contract of Services/Employment, Consultancy Agreement, Memorandum of Agreement/Understanding, Deed of Sale and all other documents for review and endorsement to the Office of the Sangguniang Panlalawigan upon recommendation of the Provincial Administrator, which the Governor is empowered to implement and which the Sanggunian is empowered to provide for and under the Local Government Code of 1991.

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division
Classification	Complex
Type of Transaction	G2G-Government to Government

Who may avail	All qualified Government Officials and Employees of the Provincial Government of Negros Occidental	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Final Deed of Donation, Deed of Sale with Condition, Conformity to Sell, Deed of Absolute Sale with Conditions		
• Final Deed of Donation (8 original copies)		General Services Office
◊ Endorsement Letter signed by the PGDH (General Services Officer) - (1 original copy)		General Services Office
◊ Letter of Request for approval of the Governor and Acknowledgement Receipt of Awardee (1 original copy)		General Services Office
◊ Declaration of Heirship and Waiver (6 original copies)		General Services Office
◊ Deed of Sale with Conditions (6 original copies)		General Services Office
• Deed of Sale with Condition (8 original copies)		General Services Office
◊ Endorsement Letter signed by the PGDH (General Services Officer) - (1 original copy)		General Services Office
◊ Terms of Condition (1 original copy)		General Services Office
• Conformity to Sell (8 original copies)		General Services Office
◊ Endorsement Letter signed by the PGDH (General Services Officer) - (1 original copy)		General Services Office
◊ Transfer of Certificate of Title (6 original copies)		General Services Office
◊ Letter of Request from Awardee		General Services Office
• Deed of Absolute Sale with Condition (8 original copies)		General Services Office
◊ Endorsement Letter signed by the PGDH (General Services Officer) - (1 original copy)		General Services Office
◊ Final Deed of Sale with Condition (6 original copies)		General Services Office
◊ Declaration of Heirship with Sale of Real Property (1 authenticated copy)		General Services Office
B. Contract of Services/Employment, Consultancy Agreement, Memorandum of Agreement/Understanding, Deed of Sale		Department/Office concerned/Provincial Legal Office/PHRMO

♦ Endorsement Letter signed by the PGDH - (1 original copy)			Department/Office concerned/Provincial Legal Office/PHRMO		
♦ Legal Opinion			Provincial Legal Office		
♦ Endorsement Letter to SP Office (2 original copies)			Department/Office concerned/ Provincial Legal Office/ Provincial Admin Office		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1.1 Give the Log Book to the Client	None	2 minutes	Assistance Front Desk
2	Forward endorsement letter	2.1 Receive submitted documents, encode details for records purposes	None	5 minutes	Administrative Officer I
		2.2 Check and affix initial in the endorsement	None	1 day	Provl Govt Dept Head (Provincial Administrator)
		2.3 Update record, print transmittal to Governor's Office	None	5 minutes	Administrative Officer I
		2.4 Affix signature/approve the endorsement to SP Office	None	1 day	Governor
3	Submit SP Resolutions (SP Office Liaison)	3.1 Receive submitted documents, encode details for records purposes	None	5 minutes	Administrative Officer I
4	Submit Legal Documents for signature	4.1 Check and affix initial in the legal documents	None	1 day	Provl Govt Dept Head (Provincial Administrator)
		4.2 Affix signature/approve the Legal Documents	None	1 day	Governor
		4.3 Prepare/print transmittal and forward to the office concerned	None	10 minutes	Administrative Officer I, Administrative Aide III
		TOTAL:		4 days and 27 minutes	

2. PROJECT PROPOSALS

All Project Proposals for Programs, Projects and Activities of the Provincial Government of Negros Occidental submitted by Department/Offices for review and/or endorsement to the Office of the Sangguniang Panlalawigan upon recommendation of the Provincial Administrator, which the Governor is empowered to implement and which the Sanggunian is empowered to provide for and under the Local government Code of 1991.

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division					
Classification	Complex					
Type of Transaction	G2G-Government to Government					
Who may avail	All qualified Government Officials and Employees of the Provincial Government of Negros Occidental, Non-Government Organizations					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
A. PROJECT PROPOSALS (NGOs) for endorsement to SP						
♦ Project Proposals (2 original copies)			End-User: Department/Office/Hospital concerned			
♦ Annual Investment Plan (AIP) - (1 certified photocopy)			End-User: Department/Office/Hospital concerned			
♦ Endorsement Letter to SP Office (2 original copies)			Provl Legal Office/Provl Admin Office			
♦ Executive Legislative Agenda (ELA) - (1 certified photocopy)			End-User: Department/Office/Hospital concerned			
♦ List of Approved Projects, Programs and Activities (PPAs) - (1 certified photocopy)			Provincial Councils (SAD, PDRRM, Peace and Order, Provincial Council for the Protection of Children, Provincial Development Council)			
B. PROJECT PROPOSALS (Department/Office) for approval						
♦ Project Proposals (2 original copies)			End-User: Department/Office/Hospital concerned			
♦ Annual Investment Plan (AIP) - (1 certified photocopy)			End-User: Department/Office/Hospital concerned			
♦ Endorsement Letter to SP Office (2 original copies) if necessary			Provl Legal Office/Provl Admin Office			
♦ Executive Legislative Agenda (ELA) - (1 certified photocopy)			End-User: Department/Office/Hospital concerned			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk
2	Forward endorsement/Project Proposals	2.1	Receive submitted documents, encode details for records purposes, review the contents	None	15 minutes	Project Development Officer I
		2.2	Review Project Proposals, affix initials	None	10 minutes	Project Development Officer IV

		2.3	Check and affix signature/recommend approval in the endorsement/project proposal	None	1 day	Provl Govt Dept Head (Provincial Administrator)
		2.4	Update record, print transmittal to Governor's Office	None	5 minutes	Project Development Officer I
		2.5	Affix signature/approve the endorsement to SP Office	None	1 day	Governor
3	Submit SP Resolutions (SP Office Liaison)	3.1	Receive submitted documents, encode details for records purposes	None	5 minutes	Project Development Officer I
4	Submit Project Proposals for signature	4.1	Check and affix initial in SP Resolutions	None	1 day	Provl Govt Dept Head (Provincial Administrator)
		4.2	Affix signature/approve the documents	None	1 day	Governor
		4.3	Prepare/print transmittal and forward to the office concerned	None	10 minutes	Project Development Officer I, Admin Aide III
		TOTAL:			4 days and 47 minutes	

V. FACILITATE APPROVAL OF ISSUANCES

All issuances/directives such as Executive Orders, Memoranda, Special Orders, Assignment/Reassignment/Detail Orders, and Travel Orders outside Region VI prepared/received for signature/approval of the Governor upon recommendation of the Provincial Administrator, and Travel Orders within Region VI and Office Orders of overtime services for approval of the Provincial Administrator.

OFFICE OR DIVISION	Provincial Administrator's Office, Administrative Services Division
Classification	Simple
Type of Transaction	G2G-Government to Government, G2C-Government to Citizen, G2B-Government to Business
Who may avail	All

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
♦	Executive Orders (3 original copies)		Dept/Office concerned/PHRMO/Provl Legal Office/Provl Admin/Governor's Office			
♦	Assignment/Reassignment/Detail Orders (3 original copies)		Dept/Office/Hospital concerned/PHRMO/Provl Legal Office/Provl Admin/Governor's Office			
♦	Memorandum (2 original copies)		Dept/Office/Hospital concerned/PHRMO/Provl Legal Office/Provl Admin/Governor's Office			
♦	Office/Special Orders (Designation)		Dept/Office/Hospital concerned/PHRMO/Provl Legal Office/Provl Admin/Governor's Office			
♦	Special Orders (cash Advance of Disbursing Officer)		Dept/Office/Hospital concerned/PHRMO/Provl Legal Office/Provl Admin/Governor's Office			
♦	Special Orders		Dept/Office/Hospital concerned/PHRMO/Provl Legal Office/Provl Admin/Governor's Office			
♦	Travel Orders		Dept/Office/Hospital concerned/PHRMO/Provl Legal Office/Provl Admin/Governor's Office			
•	For recording purposes (2 copies)					
♦	Within the Province of Negros Occidental (signed/approved by the Department/Office Head)		Department/Office/Hospital concerned			
	For approval of the Provincial Administrator (3 copies)					
♦	Within Region VI (signed/recommended by the Department/Office Head)		Dept/Office/Hospital concerned/PHRMO/Provl Legal Office/Provl Admin/Governor's Office			
•	For approval of the Governor (3 copies)					
♦	Outside Region VI (signed by the Department/Office Head and recommended by the Provincial Administrator)		Dept/Office/Hospital concerned/PHRMO/Provl Legal Office/Provl Admin/Governor's Office			
♦	Office Orders for Overtime Services (2 original copies)		Dept/Office/Hospital concerned/PHRMO/Provl Legal Office/Provl Admin/Governor's Office			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the office lobby	1.1	Give the Log Book to the Client	None	2 minutes	Assistance Front Desk

2	Submit documents for approval	2.1	Receive documents, record/encode important details	None	10 minutes	Administrative Officer I
		2.2	Receive Travel Orders within the Province of Negros Occidental, stamp recorded, encode and affix initial and control number			Administrative Assistant II
		2.3	Receive Travel Orders within/outside Region VI, stamp recorded, encode and affix initial and control number			Administrative Assistant II
	Refer concern to the Provincial Administrator	2.4	Arrange meeting with the Provincial Administrator to convene re concern before issuance			Project Development Officer I
		2.5	Prepare/review Executive Order, endorse to the Provincial Administrator for recommendation			Executive Assistant IV, Provincial Legal Officer
		2.6	Prepare Memoranda as directed by the Provincial Administrator			Project Devt Officer I/Project Devt Officer II, Administrative Officer I/ Administrative Officer V

		2.7	Prepare Assignment/ Reassignment/ Detail Orders, Office Orders (Designation) as directed by the Provincial Administrator	None	15 minutes	Project Devt Officer I/Administrative Officer I/ Administrative Officer V
		2.8	Prepare Travel Orders as requested			Administrative Officer IV/ Administrative Officer V
		2.9	Review, recommend/approve and affix initial/signature in the issuance/directive	None	1 day	Provl Govt Dept Head (Provincial Administrator)
		2.10	Approved and affix signature in the issuance/directive			Governor
		2.11	Assign issuance number, photocopy, disseminate for information	None	10 minutes	Administrative Officer I , Administrative Officer V
3	Receive the issuance/directive	3.1	Release the issuance/directive or route thru liaison	None	4 hours	Administrative Officer I/Liaison
		TOTAL:			1 day, 4 hours and 37 minutes	

EXTERNAL SERVICES

1. CONDUCT OF INSPECTION

The Inspection Team is an independent body who conducts inspection of all deliveries of goods, supplies, materials and equipment of offices and department in the Provincial Government of Negros Occidental and make sure that these are in accordance with the specifications, terms and conditions provided in the contract and Purchase Order. It also conduct monitoring and inspection of all infrastructure projects of the Province to ensure that technical specifications and plans are followed and provide check and balance to safeguard the resources of the government.

OFFICE OR DIVISION		PMSSD - Inspection Section, Provincial Administrator's Office				
Classification		Simple, Complex				
Type of Transaction		G2C - Government to Client, G2B - Government to Business Entity, G2G - Government to Government				
Who may avail		All				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
A. Goods						
◊ Acceptance and Inspection Report, (2 original copies)			End-User - Offices/Departments			
◊ Purchase Order (PO), (1 original copy and 2 photocopies)			Bids and Awards Committee, End-User - Offices/Departments			
◊ Sales Invoice (1 original copy)			Supplier			
◊ Purchase Request (PR), (1 original copy)			End-User - Offices/Departments			
◊ Obligation Request (ObR), (1 original copy)			End-User - Offices/Departments			
B. Non-Goods (Infranstructure Projects)						
◊ Acceptance and Inspection Report, (2 original copies)			End-User - Offices/Departments			
◊ Purchase Order (PO), (1 original copy and 2 photocopies)			Bids and Awards Committee, End-User - Offices/Departments			
◊ Contract/Pakyaw Contract, (1 certified copy)			End-User - Offices/Departments, Contractor			
◊ Statement of Work Accomplished (SWA), (1 original copy)			End-User - Offices/Departments, Contractor			
◊ Program of Works, (1 certified copy)			End-User - Offices/Departments, Contractor			
◊ Complete Set of Plan, (1 photocopy)			End-User - Offices/Departments, Contractor			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
GOODS & NON-GOODS (INFRA PROJECTS)						
1.	Submit List of Delivered Purchase Order and Acceptance and Inspection Reports (by batches)	1.1	Check and receive List of Delivered POs and Acceptance and Inspection Reports from GSO and forward to Head of Inspection Section	None	10 minutes	Administrative Aide III

1.2	Seggregate POs to Goods and Non-Goods and assign Inspector	None	30 minutes	Engineer II
1.3	Return POs and Acceptance and Inspection Reports to AA III for assignment of Request for Inspection (RFI) Number	None	3 minutes	Engineer II
1.4	Encode details of POs and assign RFI Number to each document	None	30 minutes	Administrative Aide III
1.5	Seggregate POs and Acceptance Reports and forward to the assigned Inspector	None	5 minutes	Administrative Aide II
1.6	Receive and encode Purchase Orders and calendar day of inspection	None	30 minutes	Engineer II, PDO III, PDO I
1.7	Conduct inspection of delivered goods at the place of End-User			
	<i>* within Capitol Area</i>	None	1 day	Engineer II, PDO III, PDO I
	<i>* outside Capitol Area / Hospitals</i>	None	5 days	Engineer II, PDO III, PDO I

	1.8	Conduct inspection of non-goods (infrastructure projects) at the project site	None	5 days	Engineer II, PDO III, PDO I
	1.9	Sign Acceptance and Inspection Report of delivered goods	None	1 day	Engineer II, PDO III, PDO I
	1.10	Make Inspection Report and sign Acceptance and Inspection Report for non-goods (infra projects)	none	1 day	Engineer II, PDO III, PDO I
	1.11	Sign Acceptance and Inspection Report, attach Inspection Report for Infra projects and return to AA III	none	10 minutes	Engineer II, PDO III, PDO I
	1.12	Receive and encode the document, assign Acceptance and Inspection Report Number	none	30 minutes	Administrative Aide III
	1.13	Print List of Inspected POs for Goods and Non-Goods (infra projects)	None	3 minutes	Administrative Aide III
	1.14	Get file copy and release the document to the End-User or Supplier	None	20 minutes	Administrative Aide III
Goods (within Capitol Area)			TOTAL	2 days, 2 hours, 51 minutes	
Goods (outside Capitol Area / Hospitals)			TOTAL	6 days, 2 hours, 51 minutes	
Non-Goods (Infra Projects)			TOTAL	6 days, 2 hours, 51 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
--------------	---------------	-----------------	-----------------	--------------------

NON-GOODS (Pre-Inspection)						
1.	Submit Request for Pre-Inspection	1.1	Receive the request and check the completeness of attachments	None	5 minutes	Administrative Aide III
		1.2	Forward the request to the Head of Inspection Section	None	3 minutes	Administrative Aide III
		1.3	Assign Inspector in the document	None	5 minutes	Engineer II
		1.4	Return the request to AA III to assign RFI Number	None	3 minutes	Engineer II
		1.5	Encode details of the request and assign RFI Number to each document	None	5 minutes	Administrative Aide III
		1.6	Forward the document to the assigned Inspector	None	3 minutes	Administrative Aide II
		1.7	Receive, record the request for pre-inspection and make schedule to conduct inspection	None	10 minutes	Engineer II, PDO III, PDO I
		1.8	Conduct inspection of supplies/spareparts in the place of the end-user	None	1 day	Engineer II, PDO III, PDO I
		1.9	Stamp "Inspected" and affix signature in the face of the Request for Pre-Inspection	None	5 minutes	Engineer II, PDO III, PDO I

	1.10	Return the Request for Pre-Inspection and its supporting documents to AA III	None	3 minutes	Engineer II, PDO III, PDO I
	1.11	Receive, encode the request and assign Acceptance and Inspection Report Number	None	5 minutes	Administrative Aide III
	1.12	Print List of Request for Pre-Inspection for supplies/spareparts	None	3 minutes	Administrative Aide III
	1.13	Get file copy and release the document to the End-User	None	3 minutes	Administrative Aide III
TOTAL				1 day, 53 minutes	

1. PROCESSING OF FINANCIAL ASSISTANCE

Financial assistance granted by the Office of the Governor as per request of various Local Government Units (LGUs) for the implementation of various infrastructure projects such as repair of roads, construction and repair of covered courts, barangay hall, perimeter fence, concrete pavement and drainage canal, procuremen of multi-purpose vehicles that can be used for emergency cases, sports and cultural programs and support for various livelihood projects. Financial assistance to various National Government Agencies, Non-Government Organizations and People Organizations who provided social services to the public, athletes competing to national and international competitions and educational assistance to the poor but deserving college students in various state universities.

OFFICE OR DIVISION	Project Management and Support Services Division, Provincial Administrator's Office				
Classification	Simple, Highly Technical				
Type of Transaction	G2C - Government to Client, G2G - Government to Government				
Who may avail	Local Government Units, Non-Government Organizations, Peoples Organization, National Government Agencies, Individuals				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
A. LGUs					
Project Proposal and Memorandum of Agreement in a prescribed format, (4 original copies)			PMSSD-Provincial Administrator's Office		
Local Council Resolution authorizing the Local Chief Executive to sign MOA, (1 certified copy)			Office of Sangguniang Panlungsod, Office of Sangguniang Bayan		

Local Council Resolution authorizing the Punong Barangay to sign MOA, (4 original copies)	Office of the Barangay Council
Sangguniang Panlalawigan Resolution authorizing the Provincial Governor to sign MOA, (1 certified copy)	Office of the Sangguniang Panlalawigan
Program of Works, (2 original copies)	Office of the City/Municipal Engineer
Breakdown or List of Items, (2 original copies)	Office of the City/Municipal Mayor, Office of the Punong Barangay
Government Issued Identification Card of LCE/Punong Barangay/Barangay Secretary/Barangay Kagawad, (2 photocopies), with 1 specimen signature	BIR, SSS, GSIS, PAG-IBIG, PHILHEALTH Post Office, DFA, LTO, COMELEC. OSC, DILG
B. Non-Government Organizations & Peoples Organizations	
Project Proposal, (2 original copies)	NORFI, FIAN-BRIS, USLS-BALAY PAG-ASA, TALARAK Foundation, Negros Drug Rehabilitation Foundation, Inc. and other NGOs/POs
Memorandum of Agreement, (4 original copies)	PMSSD-Provincial Administrator's Office
Board Resolution authorizing the Chairman/President or his Authorized Representative to enter into a MOA with Provincial Government, notarized, (1 original copy or 1 certified copy)	Office of the Secretary of the respective Organizations
Sangguniang Panlalawigan Resolution approving the projects under the lump-sum appropriation and granting the Provincial Governor to sign MOA, (1 certified copy)	Office of the Sangguniang Panlalawigan
Accreditation, (1 certified copy)	Office of the Sangguniang Panlalawigan
Certificate of Registration, (1 certified copy)	SEC, DOLE, Cooperative Development Authority
Liquidation Report of previous fund assistance availed, if any	NORFI, FIAN-BRIS, USLS-BALAY PAG-ASA, TALARAK Foundation, Negros Drug Rehabilitation Foundation, Inc. and other NGOs/POs

Government Issued Identification Card of the Chairman/President, (1 photocopy), with 1 specimen signature			BIR, SSS, GSIS, PAG-IBIG, PHILHEALTH, Post Office, DFA, LTO, COMELEC			
C. For National Government Agencies (NGAs)						
Project Proposal, (2 original copies)			DILG, BFP, NOPPO, BJMP, BSP, GSP, RTC, and other Agencies			
Memorandum of Agreement, (4 original copies)			PMSSD-Provincial Administrator's Office			
Authority to Sign, (1 original copy or 1 certified copy)			Office of the Regional Director, Office of the Secretary of the NGAs			
Breakdown or List of Items, (1 original copy)			Offices of DILG, BFP, NOPPO, BJMP, BSP, GSP, RTC, and other Agencies			
Program of Works, (2 original copies)			Certifying Engineer			
Government Issued Identification Card of the Agency Head, (1 photocopy), with 1 specimen signature			BIR, SSS, GSIS, PAG-IBIG, PHILHEALTH, Post Office, DFA, LTO, COMELEC			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
LGUs						
1.	Proceed to PMSSD to discuss details of the approved request	1.	Attend the client and furnish copy of checklist of documentary requirements	None	15 minutes	PDO II, PDO IV, Clerk II
2.	Submit the required documents	2.1	Receive the required documents and check the completeness	None	10 minutes	PDO II, PDO IV

3. Pay Notarial Fee	3.1	Accept payment of Notarial Fee	MOA - P100.00 Brgy. Resolution - P100.00	3 minutes	PDO II, PDO IV
	3.2	Notarize Barangay Resolution	None	5 minutes	PLO Attorney
	3.3	Post project details in the Budget Monitoring Ledger	None	5 minutes	PDO IV
	3.4	Prepare Indorsement to the Members of the Sangguniang Panlalawigan for approval of projects under lump-sum appropriation	None	5 minutes	PDO IV
	3.5	Affix initial, approve Indorsement SP	None	1 day	Provincial Administrator, Provincial Governor
	3.6	Forward copy of Indorsement to the Office of the SP Secretary	None	5 minutes	Clerk II, Repro. Machine Operator
	3.7	Approve list of projects under lump-sum appropriation	None	1 day	Vice Governor, Members of the Sangguniang Panlalawigan

3.8	Sign SP Resolution	None	5 days	SP Secretary, SP Members, Vice Governor, Provincial Governor
3.9	Request copy of SP Resolution approving the projects	None	10 minutes	Clerk II, Repro. Machine Operator
3.10	Prepare Obligation Requests and Disbursement Vouchers and encode in Budget Monitoring System	None	5 minutes	PDO II, PDO IV , Clerk II
3.11	Complete supporting documents to OBRs and DVs	None	10 minutes	PDO II, PDO IV , Clerk II
3.12	Review and affix initial on OBRs and DVs	None	5 minutes	PDO IV
3.13	Sign OBRs and DVs, affix initial on MOA	None	1 day	Provincial Administrator
3.14	Forward OBRs, DVs, MOA to Governor's Office	None	5 minutes	Clerk II

3.15	Sign OBRs, DVs and MOA	None	1 day	Provincial Governor
3.16	Notarize MOA	None	5 minutes	PLO Attorney
3.17	Get file copy, release document thru Data Tracking System and to Budget Office	None	10 minutes	Clerk II, Repro. Machine Operator
	Certify the existence of available appropriation and sign OBRs	None		Provincial Budget Officer
	Certify that the allotment is obligated for the purpose indicated and supporting documents are complete and sign DVs	None		Acting Provincial Accountant
	Certify funds availability, sign DVs and Check	None		Cashier IV, Provincial Treasurer
	Issue Accountant's Advice and forward check to Provincial Administrator's Office	None		Accounting Clerk, Acting Provincial Accountant, Liaison

	3.18	Receive check in the Accountant's Advice and thru Data Tracking System	None	5 minutes	Administrative Assistant II, Clerk II
	3.19	Affix initial on check and DVs	None	3 minutes	PDO IV
	3.20	Sign/approve check and DVs	None	1 day	Provincial Administrator, Provincial Governor
	3.21	Photocopy signed check, OBR, DV, and other necessary documents	None	5 minutes	Clerk II, Repro. Machine Operator
	3.22	Release signed check thru DTS and forward to PTO-Cash Division	None	10 minutes	Administrative Assistant II, Clerk II
TOTAL				10 days, 2 hours, 1 minute	

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NGOs/POs/NGAs						
1.	Submit Project Proposal	1.1	Receive and record Project Proposal	None	5 minutes	PDO I
		1.2	Forward Project Proposal to PMSSD	None	3 minutes	PDO I

		1.3	Review, check the completeness and affix initial on the Project Proposal	None	10 minutes	PDO IV
		1.4	Sign and approve the Project Proposal	None	1 day	Provincial Administrator, Provincial Governor
		1.5	Release approved Project Proposal to client	None	3 minutes	PDO I
2.	Proceed to PMSSD to discuss details of the approved Project	2.1	Attend the client and furnish copy of checklist of documentary requirements	None	10 minutes	PDO IV
3.	Submit Memorandum of Agreement	3.1	Receive the document and check attachments	None	5 minutes	PLO Legal Assistant
		3.2	Review, issue Legal Opinion and prepare Indorsement to Sangguniang Panlalawigan	None	2 days	Attorney IV, Provincial Legal Officer, Legal Assistant
		3.3	Forward the MOA with indorsement to SP to Prov'l Administrator's Office	None	5 minutes	Legal Assistant
		3.4	Receive and encode details of the document	None	5 minutes	PDO I, AO II
		3.5	Affix initial and sign indorsement to SP	None	1 day	Provincial Administrator, Provincial Governor
		3.6	Forward the indorsement to the Office of the Sangguniang Panlalawigan	None	5 minutes	PDO I, AO II
		3.7	Approve MOA and grant authority to LCE to sign the same	None	1 day	Vice Governor, Members of the SP
		3.8	Sign SP Resolution	None	5 days	SP Secretary, SP Members, Vice Governor, Provincial
4.	Submit the required documents	4.1	Receive the required documents and check the completeness	None	10 minutes	PDO IV

5. Pay Notarial Fee	5.1	Accept payment of Notarial Fee	MOA - P100.00	3 minutes	PDO IV
	5.2	Post project details in the Budget Monitoring Ledger	None	5 minutes	PDO IV
	5.3	Prepare Obligation Requests and Disbursement Vouchers and encode in Budget Monitoring System	None	5 minutes	PDO II, PDO IV , Clerk II
	5.4	Attach supporting documents to OBRs and DVs	None	10 minutes	PDO II, PDO IV , Clerk II
	5.5	Review and affix initial on OBRs and DVs	None	5 minutes	PDO IV
	5.6	Sign OBRs and DVs, affix initial on supporting documents	None	15 minutes	Provincial Administrator
	5.7	Forward OBRs, DVs, MOA to Governor's Office	None	5 minutes	Clerk II
	5.8	Sign/approve OBRs, DVs and MOA	None	1 day	Provincial Governor
	5.9	Notarize MOA	None	5 minutes	PLO Attorney
	5.10	Get file copy, release document thru Data Tracking System and forward it to Budget Office	None	10 minutes	Clerk II, Repro. Machine Operator
	5.11	Certify the existence of available appropriation and sign OBRs	None		Provincial Budget Officer

	5.12	Certify that the allotment is obligated for the purpose indicated and supporting documents are complete and sign DVs	None		Acting Provincial Accountant
	5.13	Certify funds availability, sign DVs and Check	None		Cashier IV, Provincial Treasurer
	5.14	Issue Accountant's Advice and forward check to Provincial Administrator's Office	None		Accounting Clerk, Acting Provincial Accountant
	5.15	Receive check in the Accountant's Advice and thru Data Tracking System	None	5 minutes	Administrative Assistant II, Clerk II
	5.16	Affix initial on check and DVs	None	5 minutes	PDO IV
	5.17	Sign/approve check and DVs	None	1 day	Provincial Administrator, Provincial Governor
	5.18	Photocopy signed check, OBR, DV, and other necessary documents	None	5 minutes	Clerk II, Repro. Machine Operator
	5.19	Release signed check thru DTS and forward to PTO-Cash Division	None	10 minutes	Administrative Assistant II, Clerk II
TOTAL				11 days, 2 hours, 29 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>NGAs</div>				

(Purchase of Goods/Equipment)

1.	Submit to PMSSD approved request	1.1	Receive copy of the approved request and furnish checklist of requirements	None	10 minutes	PDO II, PDO IV, Clerk II
2.	Submit canvass or quotation of items to be procured	2.1	Prepare OBRs and Purchase Requests, ASEPP (for capital outlay) and encode items in GPS and BMS	None	15 minutes	PDO II, Clerk II
		2.2	Review and affix initial on OBRs and PRs	None	5 minutes	PDO IV
		2.3	Sign OBRs and PRs (as requestoner)	None	5 minutes	Executive Assistant IV
		2.4	Approve and signs OBRs, PRs, ASEPP & certification/ indorsement	None	1 day	AO V, PDO IV, Budget Officer, General Services Officer, Provincial Governor
		2.5	Get file copy, release OBRs and PRs thru DTS and forward to Budget Office	None	10 minutes	Clerk II, Repro. Machine Operator
		2.6	Certify the existence of available appropriation and sign OBRs	None		Provincial Budget Officer

		2.7	Certify that the allotment is obligated for the purpose indicated and supporting documents are complete and sign DVs	None		Acting Provincial Accountant
		2.8	Forward Purchase Requests to Bids and Awards Committee (BAC)	None		designated Liaison Officer
		2.9	*Procurement process starts	None		
3.	Supplier delivers the items	3.1	Receive the items and request Inspector from GSO and Prov'l Administrator's Office	None	I day	Executive Assistant IV, Engineer II, PDO III, PDO I, GSO Representative
		3.2	Prepare Acknowledgement Receipt for Equipment (ARE), Requisition and Issue Slip (RIS), Invoice Receipt for Property	None	5 minutes	PDO II, Clerk II
		3.3	Turn-over supplies/equipment procured and sign ARE, RIS, Invoice Receipt for Property	None	3 minutes	Executive Assistant IV
		3.4	Receive the supplies/equipment and sign Requisition and Issue Slip / Invoice Receipt for Property	None	10 minutes	Head of NGA or its duly authorized Representative
TOTAL					2 days, 1 hour, 3 minutes	

2. TRANSFER OF FUNDS

The Provincial School Board is a special body recreated by virtue of Republic Act No. 7160 and its main function is to allocate Special Education Fund (SEF) to meet the supplementary budgetary needs for the operation and maintance of the public schools in the Province of Negros Occidental. Funds are being transferred to DEP-Ed Division of Negros Occidental and Local Government Units for the construction, repair and renovation of school buildings and other school facilities and support to sports program which include participation and hosting of the local and national sports events. It is also utilized for the procurement of tools, machineries and equipment in support to K12 Program of Senior High Schools, learning materials and textbooks, robotics and speech laboratory devices to aid teachers and students and providing allowance and stipend of scholars.

OFFICE OR DIVISION	Provincial School Board	
Classification	Simple, Complex	
Type of Transaction	G2C - Government to Client, G2G - Government to Government	
Who may avail	Dep-Ed Division of Negros Occidental, Local Government Units, Elementary and Secondary Schools, Senior High Schools, Parents and	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Transfer of Fund to DEP-Ed Division of Negros Occidental and LGUs		
Project Proposal, (2 original copies)		DEP-Ed Division of Negros Occidental, Elementary and Secondary Schools, LGUs
Memorandum of Agreement, (4 original copies)		PMSSD, Provincial Administrator's Office, Office of City/Municipal Mayor
Appropriation Ordinance approving the Annual Budget of the Provincial School Board and authorizing the Chairman/Governor to sign MOA, (1 certified copy)		PSB Secretary - Dep-Ed Division of Negros Occ., PMSSD - Provincial Administrator's Office
Appropriation Ordinance approving the Supplemental Budget for various project and programs of the Provincial School Board, if any, (1 certified copy)		PSB Secretary - Dep-Ed Division of Negros Occ., PMSSD - Provincial Administrator's Office
Authority to Sign of the Schools Division Superintendent, (1 certified copy)		Office of the Schools Division Superintendent, DEP-Ed Division of Negros Occidental, Office of the Secretary of Department of Education
Office Order designating SDS as head of DEP-Ed Division of Negros Occidental, (1 certified copy)		Office of the Schools Division Superintendent, DEP-Ed Division of Negros Occidental, Office of the Regional Director of DEP-ED, Iloilo City
Local Council Resolution authorizing the Local Chief Executive to sign MOA, (1 original or 1 certified copy)		Office of the Sangguniang Panglunsod, Office of the Sangguniang Bayan
Program of Works, (2 original copies)		Office of the City/Municipal Engineer, Office of the SDS DEP-Ed Division of Negros Occ.

Breakdown of Expenses (1 original copy)	Office of SDS, DEP-Ed Division of Negros Occ., Office of the City/Municipal Mayor
Government Issued Identification Card of SDS and LCE, (1 photocopy) with 1 specimen signature	BIR, SSS, GSIS, PAG-IBIG, PHILHEALTH Post Office, DFA, LTO, COMELEC, DEP-Ed
B. Procurement of Goods/Equipment	
Obligation Requests (OBRs), (3 original copies)	PMSSD, Provincial Administrator's Office
Purchase Request, (3 original copies)	PMSSD, Provincial Administrator's Office
Approved Request, (1 original copy)	Office of the Governor
Breakdown or List of Items to be procured, (1 original copy)	Office of SDS, DEP-Ed Division of Negros Occ., Office of the City/Municipal Mayor
Canvass or Quotation of item with specifications, (1 original copy)	Office of SDS, DEP-Ed Division of Negros Occ., Office of the City/Municipal Mayor
Appropriation Ordinance approving the Annual Budget of the Provincial School Board and authorizing the Chairman to sign MOA, (1 certified copy)	PSB Secretary - Dep-Ed Division of Negros Occ., PMSSD - Provincial Administrator's Office
Appropriation Ordinance approving the Supplemental Budget for various project and programs of the Provincial School Board, if any, (1 certified copy)	PSB Secretary - Dep-Ed Division of Negros Occ., PMSSD - Provincial Administrator's Office
Authority to Sign of the Schools Division Superintendent, (1 certified copy)	Office of the Schools Division Superintendent, DEP-Ed Division of Negros Occidental, Office of the Secretary of Department of Education
Office Order designating SDS as head of DEP-Ed Division of Negros Occidental, (1 certified copy)	Office of the Schools Division Superintendent, DEP-Ed Division of Negros Occidental, Office of the Regional Director of DEP-ED, Iloilo City
Annual Supplemental Equipment Procurement Program (ASEPP), for capital outlay, (2 original copies)	PMSSD-Provincial Administrator's Office

Acknowledgement Receipt for Equipment (ARE), (3 original copies)			PMSSD, Provincial Administrator's Office		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Transfer of Fund to DEP-Ed Division of Negros Occidental and LGUs					
1.	Proceed to PMSSD to discuss details of the approved request	1.1 Attend the client and furnish copy of checklist of documentary requirements	None	15 minutes	PDO IV
2.	Submit the required documents	2.1 Receive the required documents and check for completeness	None	15 minutes	PDO IV
3.	Pay Notarial Fee	3.1 Accept payment of Notarial Fee	MOA - P100.00	3 minutes	PDO IV
		3.2 Prepare Memorandum of Agreement (MOA)	None	15 minutes	PDO IV
		3.3 Prepare Obligation Requests and Disbursement Vouchers and assign End-User number	None	5 minutes	Administrative Aide II
		3.4 Forward OBRs, DVs, MOA and other supporting documents to the Office of the Schools Division Superintendent	None	15 minutes	Administrative Aide II

3.5	Sign OBRs, DVs and MOA	None	1 hour	Schools Division Superintendent
3.6	Return OBRs, DVs and MOA and other supporting documents to Provincial Administrator's Office	None	15 minutes	Liaison, DEP-Ed
3.7	Receive and record OBRs, DVs and MOA and other supporting documents	None	5 minutes	PDO I, AO II
3.8	Affix initials and sign/approve OBRs, DVs and MOA	None	1 day	Provincial Administrator, Provincial Governor
3.9	Forward signed OBRs, DVs, MOA and other supporting documents to PMSSD	None	5 minutes	PDO I, AO II
3.10	Get file copy, release document thru Data Tracking System and forward to Budget Office	None	10 minutes	Administrative Aide II
3.11	Certify the existence of available appropriation and sign OBRs	None		Provincial Budget Officer

3.12	Certify that the allotment is obligated for the purpose indicated and supporting documents are complete and sign DVs	None		Acting Provincial Accountant
3.13	Certify funds availability, sign DVs and Check	None		Cashier IV, Provincial Treasurer
3.14	Issue Accountant's Advice and forward check to Provincial Administrator's Office	None		Accounting Clerk, Acting Provincial Accountant, Liaison
3.15	Receive check in the Accountant's Advice and thru Data Tracking System	None	5 minutes	Administrative Assistant II, Clerk II
3.16	Affix initial and approve/sign check and DVs	None	1 day	PDO IV, Provincial Administrator, Provincial Governor
3.17	Photocopy signed check, OBR, DV, and other necessary documents	None	5 minutes	Administrative Aide II, Repro. Machine Operator
3.18	Release signed check and supporting documents thru DTS and forward to PTO-Cash Division	None	10 minutes	Administrative Assistant II, Clerk II
TOTAL			2 days, 2 hours, 33 minutes	

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Procurement of Goods/Equipment						
1.	Submit to PMSSD approved request	1.	Receive copy of approve request and furnish checklist of requirements	None	10 minutes	PDO IV
2.	Submit canvass or quotation of items to be procured	2.1	Prepare OBRs and Purchase Requests, ASEPP (for capital outlay) and encode items in GPS and BMS	None	15 minutes	Administrative Aide II
		2.2	Review and affix initial on OBRs and PRs	None	5 minutes	PDO IV
		2.3	Forward OBRs and Purchase Requests and supporting documents to the Office of the SDS for signature	None	15 minutes	Administrative Aide II
		2.4	Sign OBRs, PRs , ASEPP and other supporting documents	None	1 day	Schools Division Superintendent
		3.6	Return OBRs, DVs and MOA and other supporting documents to Provincial Administrator's Office	None	15 minutes	Liaison, DEP-Ed

		2.4	Approve and signs OBRs, PRs, ASEPP & certification/indorsement	None	1 day	GSO, Budget Officer, Provincial Governor
		2.5	Get file copy, release OBRs and PRs thru DTS and forward to Budget Office	None	10 minutes	Administrative Aide II
			Certify the existence of available appropriation and sign OBRs	None		Provincial Budget Officer
			Certify that the allotment is obligated for the purpose indicated and supporting documents are complete and sign DVs	None		Acting Provincial Accountant
			Forward Purchase Requests to Bids and Awards Committee (BAC)	None		designated Liaison Officer
			*Procurement process starts	None		
3.	Supplier deliver the items	3.1	Receive and inspect items delivered at the place of the End-User	None	1 day	Administrative Officer IV, Supply Officer of DEP-Ed, Engineer II, PDO III, PDO I, Representative from GSO
		3.2	Prepare Acknowledgement Receipt for Equipment	None	5 minutes	Administrative Aide II

	3.4	Sign Acknowledgement Receipt for Equipment	None	30 minutes	Administrative Officer IV, Supply Officer
TOTAL				3 days, 1 hour, 45 minutes	

1. SELLING AND WAREHOUSING COMMONLY USED OFFICE SUPPLIES TO GOVERNMENT ENTITIES

To offer the lowest possible price of quality items to government entities in Negros Occidental and neighboring provinces

OFFICE OR DIVISION	Procurement Services Division				
Classification	Simple				
Type of Transaction	G2G - Government to Government				
Who may avail	Local Government Units (LGUs): provinces, cities, municipalities, and barangays, National Government Agencies (NGAs), State Universities and Colleges (SUCs), Government Owned or Controlled Corporations (GOCCs), and their subsidiaries				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Approved Agency Procurement Request (APR) (5 copies)			Purchasing Agency's General Services Office		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Agency 1. Procurement Request to the Depot staff	1.1	Check APR for signature of agency head, validity of price and stocks availability and apprise client on status of request; issue order of payment	Based on pricelist issued by DBM - Procurement Service (Pricelist may be viewed at www.negros-occ.gov.ph)	20 minutes	PS Depot Staff
	1.2	Print and sign Delivery Receipt; prepare and attach Certificatet of Balance (CB), if applicable	None	5 minutes	Admin Aide I
Pay Cash or Cheque, or 2. present Certificate of Balance if applicable	2.1	Issue Official Receipt and Log Transaction in record book	None	10 minutes	PS Depot Staff

3. Present Official Receipt (OR)	3.1	Note OR details and forward documents for approval	None	2 minutes	Supply Officer designate/ Clerk I
	3.2	Approve DR and CB	None	2 minutes	PSD Head
	3.3	Release DR/ OR/ CB	None	2 minutes	Clerk I
4. Present DR, check and accept purchased goods	4.1	Release goods based on approved DR	None	More or less 15 minutes, depending on volume of goods purchased	Storekeeper III
TOTAL			Sum of amount for items purchased	More or less 1 hour	

2. ISSUANCE OF PRICE QUOTATION AND STOCKS AVAILABILITY CERTIFICATION

To guide clients on the price and availability of supplies that they need

OFFICE OR DIVISION	Procurement Services Division				
Classification	Simple				
Type of Transaction	G2G - Government to Government				
Who may avail	Local Government Units (LGUs): provinces, cities, municipalities, and barangays, National Government Agencies (NGAs), State Universities and Colleges (SUCs), Government Owned or Controlled Corporations (GOCCs), and their subsidiaries				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Approved Agency Procurement Request (APR) 1 copy			Agency's General Services Office		

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit Agency Procurement Request (APR) to the Depot staff or send by fax	Prepare Price Quotation and Certificate of Non-Availability of Stocks	None	<u>Requirement submitted personally:</u> More or less 25 minutes per APR depending upon number of items included therein <u>Requirement submitted by fax:</u> Within a maximum of 2 days upon receipt	PS Depot Staff
		Sign Price Quotation and Certificate of Non-Availability of Stocks	None	2 minutes	PSD Head/ Supply Officer
2.	Receive document	Release document to client or send by fax	None	None	PS Depot Staff
TOTAL				5 MINUTES	

3. LEAVE OF ABSENCE					
Securing an official leave of absence for employees of the Procurement Services Division					
OFFICE OR DIVISION	Procurement Services Division				
Classification	Simple				
Type of Transaction	G2G - Government to Government				
Who may avail	Procurement Services Division Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Leave Application Request Slip			Clerk II		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit Leave Application Request Slip from Clerk II	1.1	None	NONE	3 minutes	Requesting employee
	1.2	Print-out application for leave	NONE	10 minutes	Clerk II
2. Sign application for leave	2.1	None	NONE	2 minutes	Requesting employee
	2.2	Submit application for leave of absence to PSD Head for approval	NONE	5 minutes	PSD Head

	2.3	Encode details of leave on DTS (document tracker system) to be received by Provincial Human Resource Management Office	NONE	5 minutes	Clerk II
	2.4	Submit application for leave to PHRMO	NONE	15 minutes	Clerk II
TOTAL				45 MINUTES	

4. PAYROLL PREPARATION

Preparation of salaries of employees of Procurement Services Division

OFFICE OR DIVISION	Procurement Services Division				
Classification	Simple				
Type of Transaction	G2G Government to Government				
Who may avail	Procurement Services Division Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Daily Time Record (DTR)			Employees of Procurement Services Division		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1	Print payroll from Management Information System (MIS)		10 minutes	Clerk II
	1.2	Print Collection List from MIS		20 minutes	Clerk II

NONE	1.3	Print Obligation Request Form and attach DTR and Leave of Absences	NONE	10 minutes	Clerk II
	1.4	Submit to PSD Head for signature		5 minutes	PSD Head/ Clerk II
	1.5	Encode detatils on MIS and submit to Provincial Budget Office for approval		10 minutes	Clerk II
TOTAL				55 MINUTES	

5. Certificate of Balance

Claiming of stocks previously paid for by the procuring agency					
OFFICE OR DIVISION	Procurement Services Division				
Classification	Simple				
Type of Transaction	G2G - Government to Government				
Who may avail	Local Government Units (LGUs): provinces, cities, municipalities, and barangays, National Government Agencies (NGAs), State				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Approved Agency Procurement Request (APR) - 1 copy			General Services Office (GSO)		
Certificate of Balance (CB) - 1 copy			Copy of CB issued to purchasing agency by PSD from previous transaction		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Agency Procurement Request and Certificate of Balance to the Depot staff	1.1	1.1 Check APR for signature of agency head, validity of price and stocks availability and apprise client on status of request; issue order of payment	Based on pricelist issued by DBM - Procurement Service (Pricelist may be viewed at www.negros-occ.gov.ph)	20 minutes	PS Depot Staff

2.	Present Official Receipt (OR)	1.2	Print and sign Delivery Receipt; prepare and attach Certificate of Balance (CB), if applicable	None	5 minutes	Admin Aide I
		1.3	Issue Official Receipt and Log Transaction in record book	None	10 minutes	PS Depot Staff
		2.1	Note OR details and forward documents for approval	None	2 minutes	Supply Officer designate/ Clerk I
		2.2	2.2 Approve DR and CB	None	2 minutes	PSD Head
		2.3	2.3 Release DR/ OR/ CB	None	2 minutes	Clerk I

3.	Present DR, check and accept purchased goods	3.1	Release goods based on approved DR	None	More or less 15 minutes, depending on volume of goods purchased	Storekeeper III
TOTAL					More or less 1 hour	

6. CERTIFICATE OF APPEARANCE

Issuing of Certificate of Appearance to clients outside Bacolod City						
OFFICE OR DIVISION	Procurement Services Division					
Classification	Simple					
Type of Transaction	G2G - Government to Government					
Who may avail	Employees of Local Government Units (LGUs): provinces, cities, municipalities, and barangays, National Government Agencies, (NGAs), State Universities and Colleges (SUCs), Government Owned or Controlled Corporations (GOCCs), and their subsidiaries					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Agency Identification Card			PS Depot Staff			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Present ID card to PS Depot Staff	1.1	Log client information on logbook	None	3 minutes	PS Depot Staff
		1.2	Issue Certificate of Appearance to client	None	2 minutes	PS Depot Staff
TOTAL				5 MINUTES		

7. DISBURSEMENT VOUCHER

Payment of account for products and services used by the Procurement Services Division					
OFFICE OR DIVISION	Procurement Services Division				
Classification	Simple				
Type of Transaction	G2B - Government to Business, G2G Government to Government				
Who may avail	Any business that offers products and services needed by the Procurement Services Division				

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Statement of Account			Emailed or sent to the PSD Office		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NONE		Print Disbursement Voucher	NONE	5 minutes	Clerk II
		Print Obligation Request		10 minutes	
		Print Checklist		5 minutes	
		Submit to PSD Head for signature		5 minutes	
		Encode transaction on DTS and submit all documents including Statement of Account to Provincial Budget Office for approval		15 minutes	
TOTAL				40 MINUTES	

1. ISSUANCE OF CERTIFICATE OR APPEARANCE

The Certificate of Appearance is issued to the general public, official or employee of Local Government Unit, RPCO, PSO, and Government Line Agency on the day

OFFICE OR DIVISION	Philippine Rural Development Project- Project Planning Management and Implementing Unit			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Government to Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Travel Order (1 Original Copy) 2. Valid Identiication Card with Photo and signature (1 original ID) 3. Personal Appearance		Local Government Unit/ Barangay/ Government Line Agency		
		Local Government Unit/ Barangay/ Government Line Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client/ visitors Log	Give the log book to the client	none	1 Minute	Assistance Front Desk
2. Present the required	Check authenticity of the documents presented,	none	5 Minutes	Administrative Aide
3. Sign in Log Book	Record details in the logbook and in computer	none	1 Minute	Administrative Aide
TOTAL:				

2. FINANCIAL TRANSACTIONS

All payments for salaries, bonuses,overtime services, travel claims and other personnel benefits, remittances, and payment bills; water, telephone/internet, etc

OFFICE OR DIVISION	Philippine Rural Development Project- Project Planning Management and Implementing Unit			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Government to Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Salaries for newly-hired/ Casual				
1.1 Obligation Request (OBR) - 3 copies (1 Original 2 duplicate copies)		Administrative Services Division of department/ Office Concerned		
1.2 Disbursement vouchers (DVs) - 3 copies (1 Original 2 duplicate copies)		Administrative Services Division of department/ Office Concerned		
1.3 Appointment/ Plantilla of Casual (1 authenticated copy)		Administrative Services Division of department/ Office Concerned		
1.4 Assumption of Duty (with received stamp of PHRMO) (1 authenticated copy)		Administrative Services Division of department/ Office Concerned		

1.5 Statement of Assests , Liabilities and Networth (SALN) (1 authenticated copy) 1.6 Daily Time Record (1 original) 1.7 Application for leave (if any) (1 duplicate copy) 1.8 GSIS Membership/Update Form (1 Original copy received by AAO) 1.9 Pag-ibig Membership/ Update Form (1 original copy with received by Pag-Ibig) 1.10 BIR Membership/Update Form (1 original copy with received by BIR) 1.11 Philhealth MDR Form (1 original copy with received by Philhealth)		Administrative Services Division of department/ Office Concerned Administrative Services Division of department/ Office Concerned Administrative Services Division of department/ Office Concerned Provincial Human Resource Management Office Pag-ibig BIR, Bacolod Branch Philhealth			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the client/ visitors Log	Give the log book to the client	none	1 Minute	Assistance Front Desk	
2. Submit the required documents to Assigned Staff for initial assessment and verification	Received the required documents and check for completeness of requirements, receive in DTS, stamp received, affix initial , control number and date received	none	5 Minutes	Administrative Aide/ Frontline Services	
3	Record details in the logbook and in computer system for monitoring purposes	none	3 Minutes	Administrative Aide/ Frontline Services	
4	Review the documents, affix initial/sign in the Obligation Request and recommending approval in Disbursement Voucher	none	5 Minutes	Administrative Aide/ Frontline Services	
5	Forward to the Provincial Budget Office thru DTS for signature as to existence of available appropriation	none	3 Minutes	Provincial Budget Office Liason	
6	Forward to the Provincial Accounting Office for audit and signature	none		Provincial Accounting Office Liason	
7	Forward to Provincial Treasurer's Office for preparation of checks, signature in DV and check	none		Administrative Aide/ Assistant	
8	Forward to the Provincial Accounting Office for advice	none		Administrative Aide II	
9	Received the Disbursement Voucher with check, encode in DTS	none	2 Minutes	Administrative Officer V	
10	Sign the Disbursement Voucher and check	none	2 Minutes	Provincial Administrator's Office	

11	Release to the Provincial Treasurer's Office - Cash Division	none	5 Minutes	Provincial Administrator's Office	
Sign in the Disbursement	Release the check	none		PTO- Cash Division	
TOTAL:					

3. AVAILMENT OF INFRASTRUCTURE PROJECT

PRDP will partner with the LGUs and the private sector in providing key infrastructure, facilities, technology and information that will raise incomes, productivity
 To generate at least 5% increase in annual real household incomes of farmer beneficiaries, 7 % increase in value of annual marketed output and 20 %

OFFICE OR DIVISION	Philippine Rural Development Project- Project Planning Management and Implementing Unit				
Classification	Highly Technical				
Type of Transaction	G2G				
Who may avail	Government to Government				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<i>Availment of PRDP subprojects</i> <i>1. The proponent LGU and Beneficiaries must be willing and capable to contribute the required equity</i> <i>I-BUILD - LGU Equity 10 %</i> <i>I-REAP - PG Equity 20%</i> <i>subproject</i> <i>3. The proponent LGU must be a recipient of the Seal of Good Housekeeping</i>			Mayors' Office Planning Office		
<i>Documentary Requirement</i> 1. LGU Letter of Intent for the availment of the project address to the Governor 2. Provide socio-economic profile for FS/ Business Plan preparation 3. Facilitate acquisition/ retrieval of road right of way documents and assist in the compliance of social and environmental safeguards requirements 4. Provide budget for the Operation and Maintenance of finished projects as indicated in the approved IMA					
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client/ visitors Log	1. Give the log book to the client		none	1 Minute	Administrative Staff

2. Submit the required	2. Received the required documents and check for	none	5 Minutes	Administrative Staff
TOTAL:				

4.AVAILMENT OF I-REAP Subprojects

To increase prodcutivity and marketability of agriculture and fishery products through increased access to information and support services;
 To increase farm and fishery household incomes through engagement in value adding activities; and
 To improve the protection and conservation of the natural resource base of identified enterprises through alternative livelihoods and support facilities

OFFICE OR DIVISION	Philippine Rural Development Project- Project Planning Management and Implementing Unit			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail	Government to Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Availment of IREAP subprojects</i> <i>1. Legal personality of cooperatives, NGO, producers groups, private sector and other stakeholders in the value chain</i> <i>2. Financial Capability</i> <i>3. Organizational Capability</i> <i>building, labor, equipment, materials)</i> <i>been liquidated and liquidation documents are post audited and properly taken up in</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client/ visitors Log Book in the Office	1. Give the log book to the client	none	1 Minute	Administrative Staff
2. Submit the required documents to Assigned Staff for initial assessment and verification	2. Received the required documents and check for completeness	none	5 Minutes	Administrative Staff
TOTAL:				

1 Selling and warehousing commonly used office supplies to government entities

To offer the lowest possible price of quality items to government entities in Negros Occidental and neighboring provinces

OFFICE OR DIVISION	Procurement Services Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Local Government Units (LGUs): provinces, cities, municipalities, and barangays, National Government Agencies			
	(NGAs), State Universities and Colleges (SUCs), Government Owned or Controlled Corporations (GOCCs), and their subsidiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Agency Procurement Request (APR) (5 copies)		Purchasing Agency's General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Agency Procurement Request to the Depot staff	1.1 Check APR for signature of agency head, validity of price and stocks availability and apprise client on status of request; issue order of payment	Based on pricelist issued by DBM - Procurement Service (Pricelist may be viewed at www.negros-occ.gov.ph)	20 minutes	PS Depot Staff

None	1.2 Print and sign Delivery Receipt; prepare and attach Certificatet of Balance (CB), if applicable	None	5 minutes	Admin Aide I
2. Pay Cash or Cheque, or present Certificate of Balance if applicable	Issue Official Receipt and Log Transaction in record book	None	10 minutes	PS Depot Staff
3. Present Official Receipt (OR)	Note OR details and forward documents for approval	None	2 minutes	Supply Officer designate/ Clerk I
None	Approve DR and CB	None	2 minutes	PSD Head
None	Release DR/ OR/ CB	None	2 minutes	Clerk I
4. Present DR, check and accept purchased goods	Release goods based on approved DR	None	More or less 15 minutes, depending on volume of goods purchased	Storekeeper III
TOTAL:		Sum of amount for items purchased	More or less 1 hour	

2 ISSUANCE OF PRICE QUOTATION AND STOCKS AVAILABILITY CERTIFICATION

To guide clients on the price and availability of supplies that they need

OFFICE OR DIVISION	Procurement Services Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Local Government Units (LGUs): provinces, cities, municipalities, and barangays, National Government Agencies
	(NGAs), State Universities and Colleges (SUCs), Government Owned or Controlled Corporations (GOCCs), and their

subsidiaries				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Agency Procurement Request (APR) 1 copy		Agency's General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Agency Procurement Request (APR) to the Depot staff or send by fax	Prepare Price Quotation and Certificate of Non-Availability of Stocks	None	<u>Requirement submitted personally:</u> More or less 25 minutes per APR depending upon number of items included therein <u>Requirement submitted by fax:</u> Within a maximum of 2 days upon receipt	PS Depot Staff
None	Sign Price Quotation and Certificate of Non-Availability of Stocks	None	2 minutes	PSD Head/ Supply Officer
2. Receive document	Release document to client or send by fax	None	None	PS Depot Staff
TOTAL:		None	5 minutes	

3 LEAVE OF ABSENCE

Securing an official leave of absence for employees of the Procurement Services Division

OFFICE OR DIVISION	Procurement Services Division
--------------------	-------------------------------

Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Procurement Services Division Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Application Request Slip		Clerk II		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit Leave Application Request Slip from Clerk II	None	None	3 minutes	Requesting employee
None	Print-out application for leave		10 minutes	Clerk II
2. Sign application for leave	None		2 minutes	Requesting employee
None	Submit application for leave of absence to PSD Head for approval		5 minutes	PSD Head
	Encode details of leave on DTS (document tracker system) to be received by Provincial Human Resource Management Office		5 minutes	Clerk II
	Submit application for leave to PHRMO		15 minutes	Clerk II
TOTAL:		None	45 minutes	

4 PAYROLL PREPARATION

Preparation of salaries of employees of Procurement Services Division

OFFICE OR DIVISION	Procurement Services Division
--------------------	-------------------------------

Classification	Simple			
Type of Transaction	G2G Government to Government			
Who may avail	Procurement Services Division Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (DTR)		Employees of Procurement Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Print payroll from Management Information System (MIS)	None	10 minutes	Clerk II
	Print Collection List from MIS		20 minutes	Clerk II
	Print Obligation Request Form and attach DTR and Leave of Absences		10 minutes	Clerk II
	Submit to PSD Head for signature		5 minutes	PSD Head/ Clerk II
	Encode detatils on MIS and submit to Provincial Budget Office for approval		10 minutes	Clerk II
	TOTAL:	None	55 minutes	Clerk II

5 Certificate of Balance

Claiming of stocks previously paid for by the procuring agency

OFFICE OR DIVISION	Procurement Services Division
Classification	Simple
Type of Transaction	G2G - Government to Government

Who may avail	Local Government Units (LGUs): provinces, cities, municipalities, and barangays, National Government Agencies			
	(NGAs), State Universities and Colleges (SUCs), Government Owned or Controlled Corporations (GOCCs), and their			
	subsidiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Agency Procurement Request (APR) - 1 copy 2. Certificate of Balance (CB) - 1 copy		1. General Services Office (GSO) Copy of CB issued to purchasing agency by PSD from previous transaction 2.		
	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Agency Procurement Request and Certificate of Balance to the Depot staff	1.1 Check APR for signature of agency head, validity of price and stocks availability and apprise client on status of request; issue order of payment	Based on pricelist issued by DBM - Procurement Service (Pricelist may be viewed at www.negros-occ.gov.ph)	20 minutes	PS Depot Staff
None	1.2 Print and sign Delivery Receipt; prepare and attach Certificate of Balance (CB), if applicable	None	5 minutes	Admin Aide I
None	1.3 Issue Official Receipt and Log Transaction in record book	None	10 minutes	PS Depot Staff

2. Present Official Receipt (OR)	2.1 Note OR details and forward documents for approval	None	2 minutes	Supply Officer designate/ Clerk I
None	2.2 Approve DR and CB	None	2 minutes	PSD Head
None	2.3 Release DR/ OR/ CB	None	2 minutes	Clerk I
3. Present DR, check and accept purchased goods	Release goods based on approved DR	None	More or less 15 minutes, depending on volume of goods purchased	Storekeeper III
TOTAL:		None	More or less 1 hour	

6 CERTIFICATE OF APPEARANCE

Issuing of Certificate of Appearance to clients outside Bacolod City

OFFICE OR DIVISION	Procurement Services Division	
Classification	Simple	
Type of Transaction	G2G - Government to Government	
Who may avail	Employees of Local Government Units (LGUs): provinces, cities, municipalities, and barangays, National	
	Government Agencies, (NGAs), State Universities and Colleges (SUCs), Government Owned or Controlled	
	Corporations (GOCCs), and their subsidiaries	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Agency Identification Card		PS Depot Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID card to PS Depot Staff	Log client information on logbook	None	3 minutes	PS Depot Staff
2. None	Issue Certificate of Appearance to client	None	2 minutes	PS Depot Staff
TOTAL:		None	5 minutes	

7 DISBURSEMENT VOUCHER

Payment of account for products and services used by the Procurement Services Division

OFFICE OR DIVISION	Procurement Services Division			
Classification	Simple			
Type of Transaction	G2B - Government to Business, G2G Government to Government			
Who may avail	Any business that offers products and services needed by the Procurement Services Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account		Emailed or sent to the PSD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	Print Disbursement Voucher	None	5 minutes	Clerk II
2. None	Print Obligation Request		10 minutes	
3. None	Print Checklist		5 minutes	
4. None	Submit to PSD Head for signature		5 minutes	
5. None	Encode transaction on DTS and submit all documents including Statement of Account		15 minutes	

	documents including Statement of Account to Provincial Budget Office for approval		15 minutes	
TOTAL:		None	40 minutes	

EXTERNAL SERVICES

1. BOOKINGS OF EVENTS

The use of Panaad Park and Stadium facilities as multi-purpose facility by the general public. Such events are as follows : Sports-related trainings, Securities & safety - related trainings, other gatherings allowed by the Provincial Government

OFFICE OR DIVISION	PANAAD PARK ADMIN OFFICE			
Classification	SIMPLE			
Type of transaction	G2C, G2B, G2G			
Who may avail	THE GENERAL PUBLIC, GOVERNMENT AGENCY, NON-GOVERNMENT AGENCY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1.a. Official Receipt 1.1.b. Approved letter request 1.2. Reservation Slip		1.1.a. Panaad Park Admin Office 1.1.b. To be submitted by requesting entity 1.2. Panaad Park Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE OFFICER
Fill-up request slip (***) specific activity/s)	Check availability of facility/s for possible booking schedule		2 - 5 minutes upon request	Clerk II / Park Admin Personnel
Check corresponding fee/s (brochure/s will be shown)	Prepare billing statement		2 - 5 minutes upon request	Clerk II / Park Admin Personnel
Pay to Revenue Collector	Issue Official Receipt		2 - 5 minutes upon request	Clerk II / Park Admin Personnel
Present Official receipt	Check Official Receipt details (facility/s to be used)		2 - 5 minutes upon request	On-duty Security Personnel for a particular facility
Present Official Receipt & Reservation Slip	Accommodate client & orient for the proper facility usage		30 minutes upon receipt of OR	Assigned facility Admin personnel

2. HOSTINGS OF ASEAN, NATIONAL & LOCAL COMPETITIONS

The hosting of ASEAN, National & Local Competitions, such as : ASEAN Footbal Cup, Palarong Pambansa, Regional Meet, Division Meet, Area Meet & other sports competitions.

OFFICE OR DIVISION	PANAAD PARK ADMIN OFFICE EXTERNAL SERVICES			
Classification	SIMPLE, COMPLEX			
Type of transaction	ALL			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

1.1. Approved Official letter request for use of facility/s		1.1. To be submitted by requesting entity/government agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE OFFICER
Fill-up request slip (***) specific activity/s)	Check availability of facility/s for possible booking schedule		2 - 5 minutes upon request	Clerk II / Park Admin Personnel
Check corresponding fee/s (brochure/s will be shown), In case of free use, show approved letter request	Prepare billing statement		Within 1 hour upon receipt	Clerk II / Park Admin Personnel
Pay to Revenue Collector	- Issue Official Receipt		2 - 5 minutes upon request	Clerk II / Park Admin Personnel
Present Official receipt	Check Official Receipt details (facility/s to be used)		2 - 5 minutes upon request	On-duty Security Personnel for a particular facility
Present Official Receipt & Reservation Slip	Accommodate client & orient for the proper facility usage		30 minutes upon receipt of OR	Assigned facility Admin personnel

EXTERNAL SERVICES

1. Implementation Barangay Insurance Program

The BIP provides annual life insurance coverage to qualified Barangay Officials, Tanods and Select Employees with a rider on a medical reimbursement for Accident related causes not resulting to death.

OFFICE OR DIVISION	PUBLIC AFFAIRS SECTION			
Classification	HIGHLY TECHNICAL (20 Days)			
Type of transaction	G2G			
Who may avail	Barangay Tanods (18 - 64 years old)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1 Enlistment of Beneficiaries(Original & Certified Copy, 1 copy) - Accomplished Individual Membership Form - Tripartite Memorandum of Agreement		Public Affairs Office (PAFF)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE OFFICER
1. Submit requirements of 1.1	1.1 Check submitted requirements for completeness	NONE	30 minutes	District Coordinator
	1.2 Appraise client on the status of		15 minutes	District or Program

	membership form.		15 minutes	Coordinator
	1.3 Finalization of Master list and email to service provider/insurer for confirmation of total number of insured.		3 days	District Coordinator
	1.4 Preparation of Billing Statement for LGU and Barangay share.		3 days	
2. For Payment, present requirements and secure Order of Payment	2.1 Check record on the file and issue Order of Payment		30 minutes	PAFF
3. Proceed to Provincial Treasurer's Office (PTO) and present Order of Payment and			10 minutes	PTO Cashier
4. Present Official Receipt to District Coordinator	4.1 Record O.R details and return to payee		5 minutes	District Coordinator
5. For Claims, Submit requirements of either 1.2.a,	5.1 Validate submitted documents and appraise client of status of claims		45 minutes	District or Program Coordinator
	5.2 Consolidate claims and prepare transmittal		2 hours	Program Coordinator
	5.3 Sign Transmittal		10 minutes	CAO III or Division Head
	5.4 Transmittal of Complete Documents to Insurer and Evaluation/Assessment of		7 days	Liaison and Insurer's Coordinator
6. On releasing day, present copy of facsimile/radio message and	6.1 For Releasing of Claims; Agency will send out facsimile/radio message to LGU for the		1 day	PAFF
	6.2 Check records and provide Release & Satisfaction Report Form (RSRF) to claimant		15 minutes	District or Program Coordinator
7. Accomplish and sign RSRF	7.1 Facilitate turnover of check by the		2 hours	Division Head
TOTAL			14 days,	

INTERNAL SERVICES

1. PERSONNEL TRANSACTION

SPCD is composed of three different sections with diifrent duties and responsibilities from each personnel. Personnel are expected to perform accordingly.

OFFICE OR DIVISION	SPECIAL PROGRAMS AND CONCERNS DIVISION
--------------------	--

Classification	SIMPLE			
Type of transaction	G2G			
Who may avail	GOVERNMENT EMPLOYEE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Leave Request from personnel		Admin Officer/Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE OFFICER
1. Files leave of absence through the Administrative Officer 5 days	1. Preapre ant print the leave application form through the Provincial Management	NONE	10 minutes	Administrative Officer/Desk
2. Sign Leave Application	2.1 Affix signature of Head/Supervisor		30 minutes	Admin Officer
	2.2 DTS and transmit to HR for approval		2 days, 4 hours	HR Personnel
3. Wait for the leave form to be release from HRMO				
TOTAL			2 days, 4 hours and 40 minutes	

2. ISSUANCE TRANSACTIONS

OFFICE OR DIVISION	SPECIAL PROGRAMS AND CONCERNS DIVISION			
Classification	SIMPLE			
Type of transaction	G2G			
Who may avail	GOVERNMENT EMPLOYEE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Loan Application		Admin officer/desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE OFFICER
1.Accomplish Personnel Certification Request	1. Affix signature of Office Head/Supervisor for approval	NONE	10 minutes	Admin Officer
TOTAL			10 MINUTES	

3. FINANCIAL TRANSACTIONS

OFFICE OR DIVISION	SPECIAL PROGRAMS AND CONCERNS DIVISION			
Classification	SIMPLE			
Type of transaction	G2G			

Who may avail		GOVERNMENT EMPLOYEE		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Preparation of Payroll DTR Application Leave (if needed) Collection List		Admin officer/desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE OFFICER
1. Completion of DTR with signature	1.1 Check completeness of DTR	NONE	30 minutes	Admin Officer
	1.2 Print payroll, attach supporting documents and enorse to Head of Office for		30 minutes	
	1.3 DTS payroll and transmit to Budget Office		2 days	
TOTAL			3 days	

1. SPORTS TECHNICAL ASSISTANCE

Render technical assistance to different LGUs, other government and private sectors in preparation and management of their sports programs and tournaments.

OFFICE OR DIVISION	SPECIAL PROJECTS & CONCERNS DIVISION - SPORTS DEVELOPMENT PROGRAM MANAGEMENT SECTION			
Classification	COMPLEX			
Type of Transaction	G2C			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter from requesting party		LGUs, Government & Prtivate Entities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request :	1.1 Receive letter request, log- in and forward to Provincial Sports Coordinator	NONE	15 minutes	Administrative Aide III
	1.2 Assign staff to coordinate with the Client		15 minutes	Provincial Sports Coordinator
2. Provide details of the request on technical assistance	2.1 Discuss details with the Client and make necessary arrangements on the conduct of sports activity/event		1 hour	Sports Staff In Charge

3. Provide needed logistics	3.1 Render technical assistance as requested		Variable	Sports Personnel
TOTAL:			1 Hour, 30 minutes	

2. SPORTS EQUIPMENT BORROWING PROCEDURE

The Provincial Sports Section is dedicated to the attainment and promotion of a more comprehensive, mass- based physical fitness and sports program fro healthy and energetic Negrenses. Thus, the borrowing of sports equipment to LGUs, other government and private sectors is allowed with certain terms and conditions.

OFFICE OR DIVISION	SPECIAL PROJECTS & CONCERNS DIVISION - SPORTS DEVELOPMENT PROGRAM MANAGEMENT SECTION			
Classification	COMPLEX			
Type of Transaction	G2C			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter from requesting party 2. Issuance of Borrower's Slip 3. Provision of valid and updated ID		<ul style="list-style-type: none"> • LGUs, Government & prtivate Entities • Sports Section • LGUs, Government & prtivate Entities 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request	1.1 Receive letter request, log- in and forward to Provincial Sports Coordinator	NONE	15 minutes	Administrative Aide III
	1.2 Approval of the Provincial Sports Coordinator to borrow		15 minutes	Provincial Sports Coordinator
2. Borrow of Sports Equipment	2.1 Accommodate Client's request and check availability of requested sports equipment		20 minutes	Sports Equipment In- charge
3. Sign Borrower's Slip, provide	3.1 Release of sports equipment requested		20 minutes	Sports Equipment In- charge
4. Return of Borrowed sports equipment as stipulated in the	4.1 Inspection of returned sports equipment		30 minutes	Sports Equipment In- charge

Borrower's Clip	4.2 Return of Borrower's Slip & ID			
TOTAL:			1 Hour, 40 minutes	

SERVICE NAME: CONSIGNMENT AND MARKETING OF MSME'S FOOD PRODUCTS

OFFICE OR DIVISION:	TLDC-FOOD SECTOR			
CLASSIFICATION:	G2B			
TYPE OF TRANSACTION:	SIMPLE			
WHO MAY AVAIL:	ALL (MSME's seeking help/assistance as to their livelihood and start-up business)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Product Client's Profile Label		TLDC-FOOD SHOP		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	ROCESSING TIM	PERSON RESPONSIBLE
1. Food Producers intent to avail of the services offered by the office.	Assist and interview Food Producer need of the service and provide Food Producer's Profile sheet to be filled out.	NONE	15 MINS.	PSA/CLERK
2. Submit accomplished Food Producers Profile Sheet.	Check Food Producer's Profile Sheet for the accuracy of entries of information forwarded to be checked by person in-charge.	NONE	15 MINS.	PDO II
3. Presentation and Acceptance of Food Producer's Product.	3.1. Product evaluation will be submitted for further examination of FOOD TECHNOLOGIST.	NONE	30 MINS	PDO II
	3.2. Assist the Food Producer to avail the label design of Food Products.	NONE	1 HOUR	assigned staff for Label design
	3.3. Approval and provision of space for Product display at the Food Shop after the final assessment and examination of Products.	NONE	10 MINS.	CLERK
4. Deliver Products for consignment to TLDC Food Shop	4.1. Received products w/ Delivery Receipt, place price tag, arranged and display the Food Products for selling.	NONE	10 MINS	CLERK
	4.2. Encode and file Delivery Receipt	NONE	10 MINS	CLERK

	of Food Producers.			
5. Check sales and inventory of consigned food products.	5.1. Check and inventory for sales of Food Producer's consigned Products.	NONE	15 MINS.	CLERK
	5.2. Release sales to Food Producer with Proper documentation.	NONE	15 MINS.	CLERK
	5.3. Remit the monthly 10% mark-up (TAX ORDINANCE) on gross sales to the Provincial Treasurer's Office	10% TAX ORDINANCE (Other Service Income)	15 MINS.	CLERK
	5.4. Summarize and submit report to the Program Manager.	NONE	15 MINS.	PDO III/PDO IV
6. Client's Financial Support	Facilitate and conduct orientation on financial assistance on accredited project proposals from the different agencies, private and business institutions, banks and/or from grants	NONE	30 MINS	PSA
TOTAL			4 HOURS	

SERVICE NAME: **MARKETING PROMOTION DIVISION**

OFFICE OR DIVISION:	Technology & Livelihood Development Center			
CLASSIFICATION:	Complex, Simple			
TYPE OF TRANSACTION:	G 2 G & G 2 B			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Product Promotion Assessment Entrepreneur Business Permit Official Receipt		TLDC Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	ROCESSING TIM	PERSON RESPONSIBLE
Submit requirements and present sample products	Receive requirements and check sample products for quality control	NONE	30 minutes	PDO II, PDO III

	Prepare recommendation on QC Passed and submit to Program Manager for Approval	NONE	30 minutes	PDO II
	Evaluate the recomendation and approve the proposal.	NONE	20 minutes	PDO III/PDO IV
	Advice client to deliver the products approved for consignment.	NONE	10 minutes	PDO II, PDO III
Prepare and deliver products for consignment to TLDC with acknowledgement receipt.	Receive the products, display at showroom and sell.	NONE	2 days	Producer & PDO II, PDO III
Collect sales on consigned products	Release sales to client with proper documentation.	NONE	15 minutes	PDO II, PDO III

SERVICE NAME: ADMINISTRATIVE SUPPORT SERVICES

OFFICE OR DIVISION	Technology & Livelihood Development Center		
Classification			
Type of Transaction	G 2 G		
Who may avail	TLDC Staff,Supplier		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Financial Transaction			
Mobile allowances			
Telephone Bill			
Cash Advance			
Payroll			
Liquidation		PTO Cashier	
Procurement		PTO Cashier	
Purchase Request		PTO Cashier	
Supplies		PTO Cashier	
Repair Service Vehicle		PTO Cashier	
Computers, Equipment		PTO Cashier	

Personnel Transaction				
Leave Monitize Travel order AREP WASTE Material Report		HR HR Admin Office GSO GSO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	ROCESSING TIM	PERSON RESPONSIBLE
Submit Billing Statement	Prepare Attachment Doc's and process payment	Mobile Allowance (Php 1,500.00) Telephone Expense (Php3,000.00 - Php4,000.00), Special Event Cash advance case to case	10 days	Head of Office A.O and Liason
Gather the Need of supplies to be purchase same for the repair of Equipment.	Request Approval of AO and Head Of Office. Process attachment for purchase request	Case to case	5 minutes	Head of Office A.O and Liason
	Process the Purchase request with supporting documents attached the Project Procurement Management Program (PPMP) receive by BAC Office,Pre-inspection report .			
	The End-user release to Admin Office for review and signature of the documents .		2 days	
	After for the approval of Admin the P.R release to Budget Office for review			
	The BAC Secretariat inform the End-user for the Bidding Schedule.		2 days	
	The end-user infrom the Supplier for the Schedule of Bidding.			
	Prepare the items for Inspection by the GSO inspector and Admin Inspector when the items approved.		2 days	

	Process the Payment attachment the supporting documents including I.C.S and Waste, Voucher for Audit of Accounting.		3 days	
	Monitor the payment made and comply the difficiency from Audit.		10 days	
	Monitor the papers until it made check at the Cashier's office.		3 days	
	After the check was made the PTO release the papers to Accounting Advice.		3 days	
	The Accounting Advice release the check to Admin Office for Provincial Administrator's Signature.		3 days	
	The Admin Office release the check to the PTO Cashier.			PTO Cashier-In Charge
Request form TLDDC/PESO Staff	Prepare the request form of leave,travel,office supplies,document request	Case to case	5 days	Clerk -I, A.O, Head of Office, Liason

SERVICE NAME: LIVELIHOOD SKILLS TRAINING

OFFICE OR DIVISION:	Technology & Livelihood Development Center			
CLASSIFICATION:	G 2 C, G 2 B, G 2 G			
TYPE OF TRANSACTION:	SIMPLE, COMPLEX			
WHO MAY AVAIL:	ALL (STUDENT, PWD, SOLO PARENT, SENIOR CITIZEN)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LOG BOOK / FOOD PRODUCERS FORM WRITTEN REQUEST LETTER RECIPE / MENU COPIES LIVELIHOOD SKILLS TRAINING (ACTUAL DEMONSTRATION) EVALUATION / FEED BACK / SURVEY FORM GIVING OF CERTIFICATE OF ATTENDANCE		TLDC - FOOD SECTOR OFFICE		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	ROCESSING TIM	PERSON RESPONSIBLE

1.a. Log in/write (Date, Name, Address, LGU/Association, Purpose, Signature)	Provide log book to fill out Livelihood Skills Training request	N O N E	2 MINUTES	PDO II
1.b. Consult/Give data about the Livelihood Skills Training they need. (what, where, when, How)	Interview/Get data for what raw materials available in their area	N O N E	15 MINUTES	PDO II
1.c. Fill out Food Producers data Form (FPDF)	Provide Food Producers Data Form (FPDF) for client	N O N E	5 MINUTES	PDOII
1.d. Submit Accomplished (FPDF)	Check for completeness and discuss important points of the record such as updating of record if necessary	N O N E	5 MINUTES	PDO II
2.a. Submit written intent to Governor's Office to avail the service Livelihood Skills Training (LST).	Receive and refer to the Head of office for approval of the letter intent (LST)	N O N E	5 MINUTES	PDO II
2.b. Wait for the approved letter of intent for LST schedule	Call / Inform client and schedule the requested LST	N O N E	2 DAYS	PDO II
3. a. Prepare the raw materials, ingredients, equipment need for LST	Check for the clients preparation for LST	N O N E	1 DAYS	PDO II
3.b. Inform the availability of the raw materials and other ingredients finalize the date of LST	Provide client with requirements, preparation and date of activity to be conducted	N O N E	5 MINUTES	PDO II
4.a. Facilitate preparation of the venue, ensure availability of all utensils, materials, ingredients as agreed	Conduct the the requested Livelihood Skills Training / seminar	N O N E	2 DAYS	PDO II
4.b. Fill out the Attendance and Participants Profile to secure their data	Gather Participants to sign the Attendance sheet and fill out Participants profile form	N O N E	3 MINUTES	PDO II

4.c. Active participation to the trainer	Demonstrate / Lecture about the LST	N O N E	1 DAY	PDO II
5.a. Fill out Feed back / Survey Form completely and correctly	Check the data and collect the Feed back / Survey Form	N O N E	5 MINUTES	PDO II
6.a. Received <i>Certificate of Attendance</i> for compliance of the Livelihood Skills Training	Giving the Certificate of Attendance to the participants	N O N E	15 MINUTES	PDO II
TOTAL			7 DAYS	

SERVICE NAME: CONDUCT OF JOB FAIRS

OFFICE OR DIVISION:	PUBLIC EMPLOYMENT SERVICE OFFICE - NEGROS OCCIDENTAL			
CLASSIFICATION:	HIGHLY TECHNICAL			
TYPE OF TRANSACTION:	G2B, G2G			
WHO MAY AVAIL:	LGU's, ACADEME (PROVINCE-WIDE)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	ROCESSING TIM	PERSON RESPONSIBLE
Submit Letter Request for job fair.	Forward letter request to PESO COORDINATOR/PESO MANAGER.	NONE	5 mins.	PESO Staff
	Assign and instruct PESO Staff to coordinate with client the details for job fair.	NONE	10 mins.	PDOIII/PDOIV
Discuss details of request.	Coordinate details of request to the client.	NONE	1 hour	PDO III/PDOIV/PESO Staff
	Fill-out application form and attach requirements for job fair clearance.	NONE	within 1 day	PDO III/PESO Staff
	Check/Sign Application form for job fair clearance.	NONE	10 mins.	PDOIII/PDOIV

	Submit application form and other required documents to Department of Labor and Employment Negros Occidental Field Office.	NONE	30 mins.	PDOIII/PESO Staff
	Prepare invitation letters for employers.	NONE	1 day	PDO III/PESO Staff
	Sign invitation letters for employers.	NONE	1 hour	PDOIII/PDOIV
	Send invitation letters and confirmation slips to employers.	NONE	2 hours	PDO III/PESO Staff
	Secure job fair clearance.	NONE	10 days	PDO III/PESO Staff
	Acknowledge confirmation of employers.	NONE	10 days	PDOIII/PESOSTaff
	Finalize details, prepare logistics and advise client for final arrangements.	NONE	2 hours	PDOIII/PDOIV/PESO Staff
Disseminate information	Press release	NONE	1 day	PROV'L INFO OFFICE
	TV guesting	NONE	1 hour	PDOIII/PDOIV
	FB Account Posting	NONE	20 mins.	PDOIII
	Web Posting	NONE	3 days	PROV'L ADMIN OFFICE
	Tarpaulin Posting	NONE	10 mins.	PESO Staff/Utility Worker
	Bulletin Board Posting	NONE	5 mins.	PESO Staff
	Facilitate requested job fair.	NONE	8 hours	PDOIII/PDOIV/PESO Staff

SERVICE NAME: **PROVINCIAL INTERNSHIP PROGRAM FOR EMPLOYMENT (PIPE)**

OFFICE OR DIVISION:	PUBLIC EMPLOYMENT SERVICE OFFICE - NEGROS OCCIDENTAL		
CLASSIFICATION:	COMPLEX		
TYPE OF TRANSACTION:	G2G		
WHO MAY AVAIL:	Graduates or New Entrants in Employment arena and must be a previous beneficiary of Trabajo Scholarship,		
	SPES Scholarship and NOSP Scholarship		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
(Original and other documents, when applicable, should be presented for validation)			
1. PIPE Application Form		PESO-NEGROS OCCIDENTAL	
2. 2 pcs. 2 x2 ID Picture		Applicant	

3. Diploma (proof of graduation from a degree.)		School Registrar		
4. Indorsement from granting scholarship offices (proof that he/she was a scholar of Trabajo Scholarship, Special Program for Employment of Students (SPES) and Negros Occidental Scholarship Program.(NOSP)		Trabajo Scholarship - LGU's PESO SPES- LGU's PESO NOSP - NOSP Office		
5. Transcript of Records/Academic Awards Received		School Registrar		
6. Latest Income Tax Return of parents/legal guardian OR Certification issued by BIR that the parents/guardian are exempted from payment of tax OR original Certificate of Indigence OR Original Certificate of Low Income issued by the Brgy. Or DSWD/CSWD where the applicant resides;		BIR/BRGY./DSWD/CSWD		
7. Any government issued ID		National Government Agencies/Local Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	ROCESSING TIM	PERSON RESPONSIBLE
1. Fill-out application Form	1.1. Check filled-out application form.	NONE	5 mins.	PDO III/ PDO IV
	1.2. Screen and assess applicant's qualifications.	NONE	20 mins.	PDOIII/PDOIV
2. Submit documentary requirements.	2.1 Check completeness of required documents submitted by the beneficiary.	NONE	20 mins.	PDOIII/PDOIV
	2.2. Admission of beneficiary.	NONE	5 mins.	PDOIII/PDOIV
	2.3. Prepare indorsement letter where the beneficiary to be assigned.	NONE		PDOIII/PDOIV
3. Receive indorsement letter for immediate supervisor where to be assigned and return receiving copy to PESO-NEG.OCC. for file.	File receiving copy of indorsement letter.	NONE	3 days	PDOIII/PESO Staff
4. Start employment	Orient and supervise performance of beneficiary.	NONE	23 days/month for 6 mos.	Immediate Supervisor
5. Submit accomplishment report and daily time record of beneficiary.	5.1. Check and sign accomplishment report and daily time record of beneficiary.	NONE	5 days	PDO III/PDOIV/Immediate Supervisor
	5.2. Prepare payroll and attachments.	NONE	2 hours	Administrative Staff/Officer

	5.3. Submit payroll to Provincial Budget Office.	NONE	3 days	AdministrativeStaff/Officer
--	--	------	--------	-----------------------------

SERVICE NAME: CONDUCT OF LOCAL RECRUITMENT ACTIVITY

OFFICE OR DIVISION:	PUBLIC EMPLOYMENT SERVICE OFFICE - NEGROS OCCIDENTAL			
CLASSIFICATION:	COMPLEX			
TYPE OF TRANSACTION:	G2B			
WHO MAY AVAIL:	EMPLOYERS, JOBSEEKERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Mayor's Permit 3. Job Vacancies 4. Company Profile 5. PHILJOBNET Accreditation 6. List of Hired/Placed applicants from previous activity conducted/attended. 7. BIR Registration		EMPLOYER LGU EMPLOYER EMPLOYER DOLE EMPLOYER BIR		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	ROCESSING TIM	PERSON RESPONSIBLE
Submit requirements	Forward letter request and required documents to PESO COORDINATOR/PESO MANAGER.	NONE	5 mins.	PESO Staff
	Check completeness of required documents submitted by requesting party.	NONE	10 mins.	PDOIII/PDOIV
	Assign and instruct PESO Staff to coordinate with client the details for recruitment activity.	NONE	10 mins.	PDOIII/PDOIV
Discuss details of request.	Coordinate details of request to the client.	NONE	1 hour	PDOIII/PDOIV/PESO staff
Fill-out NSRP Form.	Check filled-out NSRP form.	NONE	5 mins.	PDO III//PESO Staff
Request for No objection Certificate	Issue No objection Certificate.	NONE	15 mins.	PDOIII/PDOIV
	Press release	NONE	1 day	PROV. INFO. OFFICE
	FB Account Posting	NONE	20 mins.	PDOIII

Disseminate information	Web Posting	NONE	3 days	PROV.ADMIN. OFFICE
	Tarpaulin Posting	NONE	10 mins.	PESO Staff/Utility Worker
	Bulletin Board Posting	NONE	5 mins.	PESO Staff
	Facilitate requested recruitment activity.	NONE	8 hours	PDOIII/PDOIV/PESO Staff

SERVICE NAME: SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

OFFICE OR DIVISION:	PUBLIC EMPLOYMENT SERVICE OFFICE - NEGROS OCCIDENTAL		
CLASSIFICATION:	COMPLEX		
TYPE OF TRANSACTION:	G2G		
WHO MAY AVAIL:	STUDENTS AND OUT- OF - SCHOOL YOUTHS AGE 15 TO 30 YRS OLD.(PROVINCE-WIDE)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Students (Original and other documents, when applicable, should be presented for validation)			
1. Application Form (SPES Form 2)		PESO-NEGROS OCCIDENTAL	
2. Employment Contract (SPES Form 4)		Beneficiary	
3. Oath of Undertaking (SPES Form 2-A)		PESO-NEGROS OCCIDENTAL	
4. 2 pcs. 2 x2 ID Picture and 1 pc. 1x1 ID picture		PESO-NEGROS OCCIDENTAL	
5. Birth Certificate OR any document indicating date of birth or age		City Civil or Municipal Civil Registrar/Philippine Statistics Authority(PSA)	
6. Latest Income Tax Return of parents/legal guardian OR Certification issued by BIR that the parents/guardian are exempted from payment of tax OR original Certificate of Indigence OR Original Certificate of Low Income issued by the Brgy. Or DSWD/CSWD where the applicant resides;		BIR/BRGY./DSWD/CSWD	
7. Photocopy of proof of average passing grade such as (1)classcard (2) Form 138 of the previous semester or year immediately preceding the application; OR original copy of Certification from School Registrar as to passing grade immediately preceding semester /year if grades are not yet available.		School Registrar	
8. School ID or any government issued ID		School Registrar/National Government Agencies/Local Government Agencies	
For Out-of - School Youths(OSY) (Original and other documents, when applicable,should be presented for validation)			

1. Application Form(SPES Form 2) 2. Employment Contract (SPES Form 4) 3. Oath of Undertaking (SPES Form 2-A) 4. 2 pcs. 2 x2 ID Picture and 1 pc. 1x1 ID picture 5. Birth Certificate OR any document indicating date of birth or age 6. Latest Income Tax Return of parents/legal guardian OR Certification issued by BIR that the parents/guardian are exempted from payment of tax OR original Certificate of Indigence OR Original Certificate of Low Income issued by the Brgy. Or DSWD/CSWD where the the applicant resides; 7. Original copy of Certification as OSY 8. Any government issued ID		PESO-NEGROS OCCIDENTAL PESO-NEGROS OCCIDENTAL PESO-NEGROS OCCIDENTAL Beneficiary City/Municipal Civil Registrar BIR/BRGY./DSWD/CSWD DSWD/Authorized Brgy. Official where OSY resides. National Government Agencies/Local Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	ROCESSING TIM	PERSON RESPONSIBLE
1. Fill-out application Form	1.1. Check filled-out application form.	NONE	5 mins.	PDO III/ PDO IV/PESO Staff
	1.2. Screen and assess applicant's qualifications.	NONE	20 mins.	PDOIII/PDOIV
2. Submit documentary requirements.	2.1. Check completeness of required documents submitted by the beneficiary.	NONE	20 mins.	PDOIII/PDOIV
	2.2. Admission of beneficiary.	NONE	10 mins.	PDOIII/PDOIV
3. Sign Employment Contract and Oath of Undertaking.	3.1. Discuss details of the program to the beneficiary/parents/guardian.	NONE	20 mins.	PDO III/PDOIV
	3.2. Inform beneficiary/parents/guardian the details of Employment Contract and Oath of Undertaking.	NONE	15 mins.	PDOIII/PDOIV
4. Start employment	Orient and supervise performance of the beneficiary.	NONE	10 days	Immediate Supervisor
5. Submit accomplishment report and daily time record of beneficiary.	5.1. Check and sign accomplishment report and daily time record of beneficiary.	NONE	5 days	PDO III/PDOIV/Immediate Supervisor
	5.2. Prepare payroll and attachments.	NONE	2 hours	Administrative Staff/Officer
	5.3. Submit payroll to Provincial Budget Office.	NONE	3 days	AdministrativeStaff/Officer

SERVICE NAME: CONDUCT OF SPECIAL RECRUITMENT ACTIVITY

OFFICE OR DIVISION:				
CLASSIFICATION:				
TYPE OF TRANSACTION:				
WHO MAY AVAIL:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Mayor's Permit 3. Job Orders 4. Company Profile 5. License to Operate 6. List of Hired/Placed applicants from previous activity conducted/attended. 7. BIR Registration		EMPLOYER LGU EMPLOYER EMPLOYER POEA EMPLOYER BIR		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	ROCESSING TIM	PERSON RESPONSIBLE
Submit requirements	Forward letter request and required documents to PESO COORDINATOR/PESO MANAGER.	NONE	5 mins.	PESO Staff
	Check completeness of required documents submitted by requesting party.	NONE	10 mins.	PDOIII/PDOIV
	Assign and instruct PESO Staff to coordinate with client the details for recruitment activity.	NONE	10 mins.	PDOIII/PDOIV
Discuss details of request.	Coordinate details of request to the client.	NONE	1 hour	PDOIII/PDOIV/PESO staff
Fill-out NSRP Form.	Check filled-out NSRP form.	NONE	5 mins.	PDO III//PESO Staff
Request for No objection Certificate	Issue No objection Certificate.	NONE	15 mins.	PDOIII/PDOIV
Disseminate information	Press release	NONE	1 day	PROV. INFO. OFFICE
	FB Account Posting	NONE	20 mins.	PDOIII
	Web Posting	NONE	3 days	PROV.ADMIN. OFFICE
	Tarpaulin Posting	NONE	10 mins.	PESO Staff/Utility Worker

	Bulletin Board Posting	NONE	5 mins.	PESO Staff
	Facilitate requested recruitment activity.	NONE	8 hours	PDOIII/PDOIV/PESO Staff

1. Request for photocopies of Resolutions and Ordinances

The Sangguniang Panlalawigan makes resolutions and ordinances available for the general public for free viewing, and reproduction for a fee. The document can then be authenticated for an additional fee. We have a team of knowledgeable staff that can access the archives for the resolution and ordinances needed.

OFFICE OR DIVISION	Legislative Division, Records Management Section			
Classification	Simple			
Type of Transaction	G2C, G2G, G2B			
Who may avail	Individual stakeholders, other government offices/entities, private sector organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification. 2. Duly filled up Client Request Form. 3. Payment of necessary fees to the PTO as assessed by Book Binder III (when photocopies are needed)				
		From Bookbinder III		
		Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Legislative Section 2. Fill up client log book at the entrance of the Legislative 3. Proceed to LSO I to inquire as to the resolution number/ordinance you are looking for. 4. LSO I provides resolutions numbers and ordinances requested and forwards it to bookbinder II for retrieval. 5. Bookbinder II directs client to the conference room where said resolutions/ordinances may be viewed and read. 6. If Client desires a copy of said	1. Ask client to fill up Client Request Form 2. Issue to client duplicate copy of Client Request form 3. Direct Client to Conference room for viewing of document requested. 4. Collect viewed document from client and assess payment should photocopies are requested. 5. Photocopy resolution/ordinance as requested. 5. Photocopy resolution/ordinance as requested. 5. Check client's OR and photocopy OR for file 6. Release copy of client with proof of receipt	Php 1.50/page - Copy by copying machine Php 20.00/page for Certified True Copy of photocopied documents	For less than Fifty (50) pages, copies may be claimed within one (1) hour For fifty-one (51) to One Hundred (100) Pages, copies may be claimed within one (1) day For voluminous resolutions/ordinanc	LSO I, Bookbinder III, Provincial Secretary

resolution/ordinances, he shall indicate the same to the Bookbinder II.			es involving different dates, or involving tracking of documents with various dates and years, processing time will be a maximum of five (5)working days	
7. Bookbinder II issues client order of payment and client proceeds to PTO to pay assessed photocopy fees.				
8. Present OR to Bookbinder II.				
9. Receive copy of the photocopied document				
TOTAL:		Php 1.50/21.50/page		

*Please refer to Chapter III, Section 14 of Provincial Tax Ordinance 2017-001 for the Secretary's Fees

2. Request for Additional Original Copies of Stenographic Notes/Resolutions and Ordinances

The Sangguniang Panlalawigan recognizes the need for individuals to have an original copy the stenographic notes, resolutions and ordinances on file. Thus when possible (signtories are still in office) we make additional copies of originals upon the lawful request of clients.

OFFICE OR DIVISION	Journals and Minutes Section, Legislative Division			
Classification	Complex			
Type of Transaction	G2C, G2G, G2B			
Who may avail	Individual stakeholders, other government offices/entities, private sector organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification.				
2. Duly filled up Client Request Form (include reason for original copy)		Legislative Staff Officer 1/Stenographic Reporter III		
3. Provincial Secretary approves request original copy.		Provincial Secretary		
4. Payment of necessary fees to the PTO as assessed by Leigslative Staff Officer		Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Legislative Section	1. Ask client to fill up Client Request Form	Php 50.00 for every one hundred (100) words or fraction		
2. Fill up client log book at the entrance of the Legislative Division	2. Issue to client duplicate copy of Client Request form			
3. Obtain and Fill up client	3. Secure approval from the Provincial			

request form from LSO I	Secretary for preparation of additional original copy.	thereof (not including certification fee)		
4. Submit Client request form.	3. Advise client that transcribed document will be ready in seven (7) working days.		Seven (7) working days from request up to release	Legislative Staff Officer/Stenographic Reporter III concerned and Provincial Secretary
5. Claim requested original copy within seven (7) working days from request	4. Legislative staff prepare the original documents and obtain necessary signatures			
6. Present Duplicate Client Request form and receive Assessment for payment by the LSO I	5. Assess fees for client once client returns to claim transcription			
7. Pay assessed Fees at the PTO.	6. Check client's OR and photocopy OR for file			
8. Present OR to the LSO I	7. Release copy of transcription for client with proof of receipt	Php 50.00/per one hundred words or fraction thereof		
9. Receive copy of the transcribed document.				
TOTAL:				

*Please refer to Chapter III, Section 14 of Provincial Tax Ordinance 2017-001 for the Secretary's Fees

3. Request for Certification/Certification of Correctness with seal of office.

The Sangguniang Panlalawigan issues Certification of Correctness and other Certifications as requested by clients, whether certifications are whether or not certain Resolutions/Ordinances are stored in their archives.

OFFICE OR DIVISION	Records Division, Legislative Division			
Classification	Simple to Complex			
Type of Transaction	G2C, G2G, G2B			
Who may avail	Individual stakeholders, other government offices/entities, private sector organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification.				
2. Duly filled up Client Request Form.		From Bookbinder III		
3. Payment of necessary fees to the PTO as assessed by Stenographic Reporter		Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Legislative Section	1. Ask client to fill up Client Request Form			

2. Fill up client log book at the entrance of the Legislative 3. Confirm with LSO I to check tracking system as to the existence/non-existence of data requested 5. Obtain and Fill up client request form from Bookbinder III 6. Submit Client request form. 7. Present Duplicate Client Request form and receive Assessment for payment by Bookbinder III 8. Pay assessed Fees at the PTO. 9. Present OR to the LSO I 10. Receive copy of the transcribed document.	2. Issue to client duplicate copy of Client Request form 3. Check tracking system and archives for required data 4. Advise client that Certification will be ready in One (1) hour if the same can be found in the tracking system. Three (3) working days if done through physical search through archives. 5. Assess fees for client. 6. Check client's OR and photocopy OR for file 7. Release Certification to client.	Php 50.00 per document	15 minutes for documents dated Year 2000 onwards, three (3) working days if older	LSO 1, Bookbinder III, and Provincial Secretary
		Php 50.00 per document		
TOTAL:		Php 50.00 per document		

*Please refer to Chapter III, Section 14 of Provincial Tax Ordinance 2017-001 for the Secretary's Fees

4. Request for Transcription/Copies of Stenographic Notes

The Sangguniang Panlalawigan recognizes the need for individuals to request for the stenographic notes and minutes of a legislative proceeding, be it a Session, Committee Meeting, or Public Hearing.

OFFICE OR DIVISION	Journals and Minutes Section, Legislative Division
Classification	Complex
Type of Transaction	G2C, G2G, G2B
Who may avail	Individual stakeholders, other government offices/entities, private sector organizations
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

SERVICE NAME: **RENTAL OF FUNCTION HALL AND MEETING ROOMS**

Description of the Service:

Negros Residences is a government - owned hotel Negros Residences is a government – owned hotel under the Economic Enterprise Development Department

OFFICE OR DIVISION	EEDD - NEGROS RESIDENCES			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Reservation Form 2. 50% Downpayment Upon Reservation (G2C, G2B) 3. Purchase Order (G2G)		Hotel Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking for Available Function Hall or Meeting Room/s	Provide reservation form and require 50% downpayment	Based on Ordinance	15 Minutes	Negros Residences Personnel
2. Pay Rental Fees	Issuance of Official Receipt	Based on Ordinance	30 Minutes	Deputized Collecting Officer
TOTAL:				

SERVICE NAME: **ROOM ACCOMMODATION**

Description of the Service:

Negros Residences is a government - owned hotel Negros Residences is a government – owned hotel under the Economic Enterprise Development Department

OFFICE OR DIVISION	EEDD - NEGROS RESIDENCES			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Reservation and Health Declaration Forms		Hotel Front Desk		
2. Deposit of One Night Stay Per Room (G2C, G2B)		Booking Individual/Booking Party		
3. Purchase Order (G2G)		Booking Individual/Booking Party		
4. Valid ID for Discount if applicable		Booking Individual/Booking Party as per recommendation of NOTD and ATONO		

5. Valid Permits for Accredited Tour Operators, Travel Agencies or Online Travel		Booking Individual/Booking Party as per recommendation of Chief Executive of		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking for Available Accommodation Room/s	Provide reservation and health declaration forms and require deposit of one night stay per room	Based on Ordinance	15 Minutes	Negros Residences Personnel
2. Full Payment of Room Accommodation Charges	Issuance of Official Receipt	Based on Ordinance	30 Minutes	Deputized Collecting Officer
TOTAL:				

CITIZEN’S CHARTER OF NEGROS OCCIDENTAL
MAMBUKAL RESORT

AVAILMENT OF RESORT FACILITIES AND SERVICES

- Inquiry and reservation of the Resort's facilities by clients through individual or group booking/reservation.

I. Reservation/Booking of Accommodation Facilities

OFFICE OR DIVISION	EEDD - MAMBUKAL RESORT			
Classification	Simple Transaction			
Type of Transaction	G2C/G2B/ G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification card of person incharge of the reservation 2. Exact date of booking/reservation 3. Number of participants 4. Details of the booking/activity 5. Downpayment for the booking 6. Identification Card required for discount		Information should come from the guest/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I-A. For Individual Booking: I-A-1.Inquire for availability of facilities or services.	1. Checks availability of the inquire facility.	1. none	1. 5 minutes	1. Immediate Supervisor

I-A-2. Inform service provider of decision to book the facilities/services.	2. Records the booking details to booking form.	2. none	2. 1 minute	2. Immediate Supervisor
I-A-3. Pay the amount due to the deputized collector (to avail of discount: present validation card).	3. Deputized Collector receives payment and issues Official receipt.	3. Amount due according to the facility booked.	3. 3-5 minutes	3. Deputized Collecting Officer
TOTAL:				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I.A-4. 4. Present official receipt and receive written policies on the use of facilities/services	4. Records the Official Receipt number for reference purposes.	4. None	4. 1-2 minutes	4. Immediate Supervisor
I-B. For group reservation/booking				
I.B-1. Provide details of the booking/activity	1. List all details needed for the booking	1. None	1. 3-5 minutes	1. Immediate Supervisor
I.B-2. Give contact details and wait for quotation proposal to be sent within 3 days	2. Records contact detail and prepares quotation/proposal to be sent to the guest/client.	2. None	2. 1-3 days	2. Immediate Supervisor
I.B-3. Inform the staff of the decision to book facilities/services and get order of payment and contract of services.	3. Records the booking details to booking form and issues order of payment	3. None	3. 1-2 minutes	3. Immediate Supervisor
I.B-4. Pay the amount due to deputized collecting Officer	4. Deputized Collecting Officer receives payment and issues receipt	4. Amount due according to the facility booked.	4. 3-5 minutes	4. Deputized Collecting Officer
I.B-5. Present official receipt and receive written policies on the use of facilities/services.	5. Records the Official Receipt number for reference purposes.	5. None	5. 1-2 minutes	5. Immediate Supervisor

II. Reservation/Booking of Catering Services

OFFICE OR DIVISION	EEDD, Mambukal Resort
Classification	Simple Transaction
Type of Transaction	G2B/G2C/G2G
Who may avail	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Identification card of person incharge of the reservation 2. Exact date of booking/reservation 3. Number of participants/guests 4. Details of the booking/activity such as menu, venue, physical set-up,light & sound requirements 5. Downpayment for the booking 6. Identification Card required for discount		Information should come from the guest/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For G2B/G2C				
II-A-1.Inquire for availability of facilities or services.	1. Checks availability of the inquire facility.	1. none	1. 5 minutes	1. Immediate Supervisor
II-A-2. Provide necessary requirement for booking such as venue, physical set-up, light & sound	2. Records the booking details for reference purposes.	2. None	2. 1-3 minutes	2. Immediate Supervisor
II-A-3. Give contact details and wait for quotation or proposal to be sent within 3 days.	3. Prepares proposal and summarizes accounts to be sent to the client.	3. none	3. 1- 3 days	3. Immediate Supervisor
II-A-4. Inform service provider of decision to book the facilities/services.	4. Records booking details to the booking form and prepares contract for client's approval and signature.	4. None	4. 1 hour- 1 day	4. Immediate Supervisor
II-A-5. Sign contract prepared by the Resort personnel	5. File contract for reference.	5. None	5. 1 minute	5. Immediate Supervisor
II-A-5. Pay the amount due to the deputized collector officer.	6. Deputized Collector receives payment and issues Official receipt.	6. Amount due according to the facility booked.	6. 3-5 minutes	6. Deputized Collecting Officer
II-A-6. Present official receipt for recording purposes and receive written policy on the use of the services	7. Records the Official Receipt number for reference purposes.	7. None	7. 1-2 minutes	7. Immediate Supervisor
For G2G				
II-A-1.Inquire for availability of facilities or services.	1. Checks availability of the inquire facility.	1. none	1. 5 minutes	1. Immediate Supervisor
II-A-2. Provide necessary requirement for booking such as approved Purchase Order or Proposal, physical set-up, light & sound, menu	2. Records the booking details for reference purposes.	2. None	2. 1-3 minutes	2. Immediate Supervisor
II-A-3. Give contact details and wait for quotation or proposal to be sent within 3 days.	3. Prepares proposal and summarizes accounts to be sent to the client.	3. none	3. 1- 3 days	3. Immediate Supervisor
II-A-4. Inform service provider of decision to book the facilities/services.	4. Records booking details to the booking form and prepares contract for client's approval and signature.	4. None	4. 1 hour- 1 day	4. Immediate Supervisor
II-A-5. Sign contract prepared by the Resort personnel	5. File contract for reference.	5. None	5. 1 minute	5. Immediate Supervisor
II-A-5. Pay the amount due to the deputized collector	6. Deputized Collector receives payment	6. Amount due according to the facility booked.	6. 3-5 minutes	6. Deputized Collecting Officer

officer.	ment and issues Official receipt.	to the facility booked.	Officer
II-A-6. Present official receipt for recording purchase and receive written policy on the use of the service	7. Records the Official Receipt number for reference purposes.	7. None	7. 1-2 minutes
TOTAL:			

III. Reservation and Inquiry of available Recreational Facilities

OFFICE OR DIVISION	EEDD, Mambukal Resort			
Classification	Simple Transaction			
Type of Transaction	G2B/G2C/G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification card of person incharge of the reservation 2. Exact date of booking/reservation 3. Number of participants/guests 4. Details of the booking/activity 5. Downpayment for the booking 6. Identification Card required for discount		Information should come from the guest/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
III-1. Inquire for availability of facilities or services.	1. Checks availability of the inquiry facility.	1. none	1. 5 minutes	1. Immediate Supervisor
III-2. Provide necessary requirement for booking such as date and number of participants	2. Records the booking details for reference purposes.	2. None	2. 1-3 minutes	2. Immediate Supervisor
III-3. Inform service provider of decision to book facility.	3. Records the booking details to the booking form and issues order of payment	3. none	3. 1 minute	3. Immediate Supervisor
III-4. Pay the amount due to the Deputized Collecting Officer.	4. Deputized Collecting Officer accepts payment and issues receipt	4. Amount due according to the facility booked.	4. 3-5 minutes	4. Deputized Collecting Officer
III-5. Present official receipt for recording purchase and receive written policy on the use of the facility	5. Records the Official Receipt number for reference purposes.	5. None	5. 1 minute	5. Immediate Supervisor

External

1 CONTROLLING OF ACKNOWLEDGEMENT RECEIPT FOR EQUIPMENT AND PROPERTY (AREP) AND INVENTORY CUSTODIAN SLIP (ICS)

Assigning of AREP/ICS Number and Property Number to Property, Plant and Equipment

OFFICE OR DIVISION	Provincial General Services Office-Records Management Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Employees of the Provincial Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acknowledgement Receipt for Equipment and Property (AREP)-for Capital Outlay Outlay Account (3 original)		End-User/Concerned Office		
2. Inventory Custodian Slip (ICS)-for not Capital Outlay Account (3 original)		End-User/Concerned Office		
3. Purchase Order (PO) (1 original)		End-User/Concerned Office		
4. Obligation Request (OBR) (1 original)		End-User/Concerned Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submit documents (for AREP/ICS Number)	1.1.1. Receive documents and review as to correctness of entries	None	5 minutes	Designated Staff
	1.1.2. Record and assign Control Number	None	3 minutes	Designated Staff
	1.1.3. Sign AREP/ICS	None	2 minutes	Provincial General Services Officer
1.2. Receive documents	1.2.1. Release AREP/ICS	None	2 minutes	Designated Staff
TOTAL:			12 minutes	
2.1. Submit documents (for Property Number)	2.1.1. Receive documents and review as to correctness of entries	None	5 minutes	Records Officer I
	2.1.2. Record and assign Property Number	None	3 minutes	Records Officer I
2.2. Receive documents	2.2.1. Release documents	None	2 minutes	Records Officer I
TOTAL:			10 minutes	

2. DELIVERY OF APPROVED PURCHASE ORDER

Delivery of good and services for the different office/department of the Provincial Government of Negros Occidental.

OFFICE OR DIVISION	Provincial General Services Office-Supply Management Division			
Classification	Simple			
Type of Transaction	G2C and G2G			
Who may avail	Suppliers and End-Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Order (1 original and 2 photocopy) Notice to Deliver Form (1 original) Acceptance and Inspection Report (4 original) Sales/Charge Invoice (1 original copy) Requisition & Issue Slip (2 original)		Bids and Awards Committee Office (BAC Office) Provincial General Services Office (PGSO) Provincial General Services Office (PGSO)/End-User Provincial General Services Office (PGSO)/End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the Notice to Deliver Form at the PGSO	1.1. Give to supplier the Notice to Deliver Form and give instruction to accomplish the required documents to support delivery	None	3 minutes	Clerk II
2. Deliver the goods and services to PGSO/End-User together with the required docuements	2.1. Verify the delivery made and sign the "Acceptance" column of the Inspection and Acceptance Report Form and forward the delivery and documents to the end-user for signature	None	30 minutes	Provincial General Services Office Inspector & End-User
	2.2. Receive the documents and check for completeness		5 minutes	Clerk II

	2.3. Make transmittal and forward the documents to Provincial Administrator's Office-Inspection Section for inspection		10 minutes	Clerk II
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Furnish copy of Acceptance and Inspection Report, Purchase Order, Requisition and Issue Slip and Notice to Deliver to Commission on Audit		1 day	Clerk II
TOTAL:			1 day & 48 minutes	

3. DISPOSAL OF UNSERVICEABLE PROPERTIES

Disposal and sale of unserviceable properties through public auction.

OFFICE OR DIVISION	Provincial General Services Office-Inventory Management and Disposal Division		
Classification	Highly Technical		
Type of Transaction	G2C, G2B and G2G		
Who may avail	Concerned End-User/Office and Scrap Buyers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Waste Material Report/Inspection and Inventory Report (WMR) (3 original)		Concerned End-User/Office	
Acknowledgement Receipt for Equipment and Property (AREP) (1 photocopy)		Provincial General Services Office (PGSO)-Records Management Division	
Notice of Public Auction (1 original)		Provincial General Services Office (PGSO)-Inventory Mgmt. and Disposal Div.	
Notice of Award (1 original)		Provincial General Services Office (PGSO)-Inventory Mgmt. and Disposal Div.	
Order of Payment (1 original)		Provincial General Services Office (PGSO)-Inventory Mgmt. and Disposal Div.	

Official Receipt (1 original)		Provincial Treasurer's Office (PTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to PGSO the duly accomplished WMR/I & I Report on unserviceable properties and AREP/MR	1.1. Receive WMR/I & I Report and copy of AREP/MR	None	2 minutes	Clerk II
2. Return the waste materials/ unserviceable properties to PGSO	2.1. Acknowledge receipt of waste materials and sign the WMR	None	5 minutes	Storekeeper I
	2.2. In the case of I & I Report, the Disposal Committee inspects and appraises the unserviceable properties of the end-user and render a report thereof		3 days	Disposal Committee
	2.3. Indorse to COA the I & I Report and the Appraisal Report of the Disposal Committee		5 minutes	Supply Officer IV
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Get a copy of Notice of Public Auction from PGSO (Interested Scrap Buyer)	2.4. The Commission on Audit inspects and appraises the unserviceable properties and give their report and recommendation to the LGU	None	10 days	Commission on Audit
	3.1. Prepare, advertise and issue Notice of Public Auction to interested scrap buyers		2 days	Project Development Officer II
	4. Participate in the public auction (Interested Scrap Buyer)		1 day	Disposal Committee

5. Receive Notice of Award (Winning Bidder)	5.1. Give instruction to the winning bidder on how to comply the requirements for pull-out of the items	None		Project Development Officer II
6. Proceed to Provincial Treasurer's Office and present Order of Payment and pay amount due.	6.1. Receive payment and issue Official Receipt		15 minutes	Cashier
7. Present Official Receipt and pull-out the awarded items.	7.1. Check the Official Receipt	None	2 minutes	Disposal Committee
	7.2. Witness and supervise the pull-out of items		1 day	Disposal Committee
TOTAL:			16 days & 29 minutes	

4. ISSUANCE OF AFFIDAVIT OF CONFORMITY

Securing Affidavit of Conformity of the lot awarded to awardees/their heirs or assigns

OFFICE OR DIVISION	Provincial General Services Office-Property Management Division			
Classification	Highly Technical			
Type of Transaction	G2C and G2G			
Who may avail	Original Awardee of Lot or His/Her Heirs or Assigns			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original) Land Title (1 original) Lot Plan (1 original) Order of Payment (OP)(1 original) Official Receipt (OR) (1 original)		Provincial General Services Office (PGSO)-Property Management Div. Provincial Treasurer's Office (PTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit requirements to PGSO	1.1. Record request and evaluate documents. 1.2. Compute legalization fee and issue Order of Payment (OP)	None	10 minutes 5 minutes	Project Development Officer IV Project Development Officer IV
2. Proceed to Provincial Treasurer's Office (PTO), present OP and pay amount due	2.1. Issue Official Receipt (OR)	Refer to Provincial Tax Ordinance No. 2017-001		Project Development Officer IV
3. Proceed to PGSO and present OR	3.1. Note OR details and apprise client of succeeding procedures to be undertaken	None	5 minutes	Project Development Officer IV
	3.2. Prepare and affix initials on documents and forward to Department Head		10 minutes	Project Development Officer IV
	3.3. Sign documents and indorse for approval of the Governor thru the Provincial Legal Office		10 minutes	Project Development Officer IV Provincial General Services Officer
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4. Review and affix initials on the documents		5 day	Provincial Legal Office Staff
	3.5. Sign the documents and release to PGSO		10 minutes	Provincial Legal Office Staff
4. Follow up on the status of request	4.1. Apprise client of the approval and release documents	None	5 minutes	Project Development Officer IV
TOTAL:			5 days & 55 minutes	

5. ISSUANCE OF PROPERTY CLEARANCE

Securing clearance from property accountability

OFFICE OR DIVISION	Provincial General Services Office-Records Management Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Provincial Government Employees and National Employees with Property Accountability with the Provincial Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Clearance (1 original)		Employee's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Slip and submit required documents	1.1. Check the property accountabilities of client per record on file and forward documents to Records Officer IV	None	10 minutes	Records Officer II
	1.2. Review documents, recommend appropriate action and prepare clearance	none	30 minutes	Records Officer II
	1.3. Sign Property Clearance	none	5 minutes	Records Officer IV
2. Receive Property Clearance	2.1. Release Property Clearance	none	5 minutes	Records Officer II
TOTAL:			50 minutes	

6. RELEASING OF TORRENS TITLE

OFFICE OR DIVISION	Provincial General Services Office-Property Management Division			
Classification	Highly Technical			
Type of Transaction	G2C and G2G			
Who may avail	Awardees/Beneficiaries Who Have Fully Settled Their Accounts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Full Payment		Provincial Treasurer's Office (PTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to PGSO	1.1. Prepare Deed of Conditional Sale and Request for Release of Title	None	10 minutes	Clerk II
	1.2. Review and affix initials on the Request for Release of Title	None	5 minutes	Project Development Officer IV
	1.3. Sign Request for Release of Title and forward to the Provincial Legal Office	None	10 minutes	Provincial General Services
	1.4. Review and affix initials on the Deed of Conditional Sale	None	5 days	Provincial Legal Office Staff
	1.5. Approv Request for Release and affix initials on Deed of Conditional Sale	None	20 minutes	Provincial Administrator
	1.6. Sign Deed of Conditional Sale	None	1 day	Provincial Governor
2. Receive documents	2.1. Release documents	None	5 minutes	Project Development Officer IV
TOTAL:			1 day & 55 minutes	

7. USE OF SPACE AND ELECTRICITY AT CAPITOL LAGOON PARK

Use of Capitol Lagoon Park for programs and other activites in accordance with Park's Ordinance

OFFICE OR DIVISION	Provincial General Services Office-Property Management Division			
Classification	Simple			
Type of Transaction	G2C, G2B and G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment (OP) (1 original) Official Receipt (OR) (1 original)		Capitol Lagoon Park Office Provincial Treasurer's Office (PTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Capitol Lagoon Park Office of the availability of space to be rented 2. If available, fill out Request Slip	1.1. Check Reservation Logbook	None	2 minutes	Designated Staff
	2.1. Confirm schedule and inform client of the park's ordinance	None	5 minutes	Designated Staff
	2.2. Compute payment for use electricity if client will use an equipment	None	3 minutes	Designated Staff
	2.3. Issue Order of Payment (OP) (if will use electricity)	None	2 minutes	Designated Staff
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to Provincial Treasurer's Office (PTO), present OP and pay	3.1. Issue Official Receipt(OR)	As per Prov'l. Tax Ordinance No. 2014 of 626	5 minutes	PTO Cashier

amount due for electricity use		001 Casette-Php 10.00/day or a fraction thereof Karaoke-Php 20.00/day or a fraction thereof Sound System-per meter reading at the rate charged by CENECO		
4. Present OR	4.1. Record OR details and issue Reservation Slip	None	2 minutes	Designated Staff
5. Conduct activity as scheduled	5.1. Check if clients are compliant to the park's ordinance and equipment used	None	30 minutes	Security Guard
TOTAL:			49 minutes	

Internal

1. FINANCIAL TRANSACTION

Preparation of Purchase Request & Obligation Request for the purchase of goods and services
Preparation of Disbursement Voucher for payment of bills and delivery of goods and services

OFFICE OR DIVISION	Provincial General Services Office-Administrative Section	
Classification	Simple	
Type of Transaction	G2G	
Who may avail	Suppliers of Goods and Services and Service Providers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Purchase of Goods and Services 1.1. Purchase Request (PR) (3 original)		Provincial General Services Officer-Administrative Section

1.2. Obligation Request (OBR) (3 original) 1.3. Request for Pre-Inspection (2 original) 1.4. Acknowledgement Receipt of Equipment and Property (AREP) (1 2. Payment of Bills 2.1. Disbursement Voucher (DV) (3 original) 2.2. Obligation Request (OBR) (3 original) 2.3. Bill (1 original) 3. Payment of Delivery of Good and Services 3.1. Disbursement Voucher (DV) (3 original) 3.2. Acceptance and Inspection Report (AIR) (1 original) 3.3. Charge Invoice/Statement of Account (1 original) 3.4. Purchase Order (PO) (1 original) 3.5. Obligation Request (OBR) (1 copy) 3.6. Purchase Request (PR) (1 original) 3.7. Obligation Request (OBR) (1 original) 3.8. Abstract of Bids/Quotation (1 original) 3.9. Request of Quotation Bid Documents (all original) 3.10. Bids and Awards Resolution (1 photocopy)	Provincial General Services Officer-Administrative Section			
	Provincial General Services Officer-Administrative Section Provincial General Services Officer-Administrative Section Service Provider			
	Provincial General Services Officer-Administrative Section Provincial General Services Officer-Administrative Section Provincial General Services Officer-Administrative Section Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee Bids and Awards Committee			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submit list of requested items	1.1.1. Receive list of requested items	None	1 minute	Administrative Officer V
	1.1.2. Make a price canvass	None	30 minutes	Administrative Officer V
	1.1.3. Prepare Purchase Request (PR) and Obligation Request (OBR)	None	15 minutes	Administrative Officer V

	1.1.4. Prepare Request for Pre-Inspection (if repair of equipment or labor)	None	2 minutes	Administrative Officer V
	1.1.5. Attach AREP (if request is for repair of equipment)	None	1 minute	Administrative Officer V
	1.1.6. Sign PR, OBR and Request for Pre-Inspection	None	2 minutes	Provincial General Services Officer
	1.1.7. Submit documents to Provincial Administrator's Office-Inspection Section for pre-inspection (if repair and labor)	None	10 minutes	Liason
	1.1.8. Submit documents to Provincial Administrator's Office for approval of PR by the Provincial Administrator/Governor	None	10 minutes	Liason
	1.1.9. Submit documents to Provincial Budget Office for approval of OBR	None	10 minutes	Liason
	1.1.10. Submit documents to Provincial Accountant's Office for approval of PR	None	10 minutes	Liason
	1.1.11. Submit documents to Bids and Awards Committee for procurement	None	10 minutes	Liason
TOTAL:			1 hour & 41	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

2.1. Submit bill	2.1.1. Receive bill and review as to correctness and record in the logbook	None	5 minutes	Designated Staff
	2.1.2. Assign control number, prepare DV and OBR.	None	15 minutes	Clerk IV
	2.1.3. Review and initial DV and OBR	None	2 minutes	Administrative Officer V
	2.1.4. Sign DV and OBR	None	2 minutes	Provincial General Services Officer
	2.1.5. Submit documents to Provincial Budget Office for approval of OBR	None	10 minutes	Liason
TOTAL:			34 minutes	
3.1. Submit documents	3.1.1. Receive documents and check as to completeness and correctness	None	5 minutes	Administrative Officer V
	3.1.2. Assign control number and prepare DV and initial	None	10 minutes	Administrative Officer V
	3.1.3. Sign DV	None	2 minutes	Provincial General Services Officer
	3.1.4. Submit documents to Provincial Accountant's Office for Audit	None	10 minutes	Liason
TOTAL:			27 minutes	

2. PERSONNEL TRANSACTION

- Preparation of Leave Application
- Preparation of Payroll/Disbursement Voucher and Obligation Request for payment of salary and personnel benefits
- Preparation and issuance of Travel Order/Memorandum/Office Order

OFFICE OR DIVISION	Provincial General Services Office-Administrative Section			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Employees of the Provincial General Services Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Leave Application 1.1. Request Slip (1 original) 1.2. Application for Leave (3 original) 1.3. Justification Letter (if late filing) (1 original) 1.4. Medical Certificate (if more than 5 days) (3 original)		Provincial General Services Officer-Administrative Section Provincial General Services Officer-Administrative Section Attending Physician		
2. Payment of Salary and Personel Benefits 2.1. Payroll/Disbursement Voucher (DV) (3 original) 2.2. Obligation Request (OBR) (3 original) 2.3. Collection List (3 original) 2.4. Application for Leave (if applicable) (1 original) 2.5. Daily Time Record (DTR) (2 original)-for salary payment		Provincial General Services Officer-Administrative Section Provincial General Services Officer-Administrative Section Provincial General Services Officer-Administrative Section Provincial General Services Officer-Administrative Section		
3. Issuance of Travel Order/Office Order 3.1. Travel Request Form (1 original)-if travel 3.2. Travel Order/Office Order (2 original)		Provincial General Services Officer-Administrative Section Provincial General Services Officer-Administrative Section		
4. Issuance of Memorandum 4.1. Memorandum (2 original)		Provincial General Services Officer-Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submit Request Slip	1.1.1. Receive Request Slip	None	1 minute	Clerk IV
	1.1.2. Prepare Application for Leave	None	20 minutes	Clerk IV
	1.1.3. Sign Application for Leave	None	2 minutes	Employee

	1.1.4. Review and sign Application for Leave 1.1.5. Record and submit Application for Leave to Provincial Human Resource Management Office	None	10 minutes	Administrative Officer V/ Provincial General Services Officer
TOTAL:			33 minutes	
	2.1.2. Prepare Payroll/DV, OBR and Collection List 2.1.3. Attach DTR and Application for Leave (if payment salary) 2.1.4. Review and initial/sign Payroll/DV, OBR and Collection List 2.1.5. Sign Payroll/DV, OBR and Collection List 2.1.6. Submit documents to Provincial Budget Office for obligation	None None None None None	4 hours 30 minutes 10 minutes 10 minutes	Clerk IV Designated Staff Administrative Officer V Provincial General Services Officer Liason
TOTAL:			4 hours & 55	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1. Submit Travel Request Form (if travel)	3.1.1. Receive Travel Request Form 3.1.2. Prepare Travel Order/Office Order 3.1.2. Sign Travel Order/Office Order 3.1.3. Submit Travel Order/Office Order to Provincial Administrator's Office for recording/approval 3.1.4. Retrieve Travel Order/Office Order from Administrator's Office and have it received by the concerned employee	None None None None	5 minutes 2 minutes 10 minutes 10 minutes	Administrative Officer V Administrative Officer V Provincial General Services Officer Liason Liason

	3.1.5. File Travel Order/Office Order	None	2 minutes	Designated Staff
TOTAL:				
4.1.	4.1.1. Prepare memorandum	None	2 minutes	Administrative Officer V Provincial General Services Officer
	4.1.2. Sign memorandum		2 minutes	
	4.1.3. Receive memorandum	None	2 minutes	Concerned Employee
TOTAL:				

REGISTRATION OF SUPPLIERS

The registration of suppliers is open to all prospective bidders that may be interested to participate in procurement opportunities for goods and services processed by the Bids and Awards Committee.

OFFICE OR DIVISION	Bids and Awards Committee
Classification	Simple
Type of Transaction	G2C - Government to transacting public, G2B - Government to Business Entity, G2G - Government to Government
Who may avail	Sole Proprietors, Corporations, Cooperatives, Government , Non-Government Organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. accomplished notarized registration form	Bids and Awards Committee Secretariat
2. Certificate of Registration of Business Name from DTI (for sole proprietorship)	Department of Trade and Industry
3. SEC/CDA Registration with Articles of Incorporation (for corporation or cooperative)	Securities and Exchange Commission / Cooperative Development Authority
4. Certified copy of valid Mayor’s/Business Permit with copy of Official Receipt	Business Licensing Office of LGU
5. BIR Certificate of Registration/Tax Identification Number	Bureau of Internal Revenue
6. Valid Tax Clearance Certificate	Bureau of Internal Revenue
7. Certificate of valid PhilGEPS Registration	online: <www.philgeps.gov.ph>
8. SSS Clearance/Certificate of Compliance or latest receipt of premium payment	Social Security System
9. Audited financial statements “Received” by the BIR for the last 2 years (for new registrants) or preceding fiscal year (for renewal)	Bureau of Internal Revenue
10. Annual Income Tax Return stamped “Received” by the BIR for the last 2 years (for new registrants) or prior year (for renewal)	Bureau of Internal Revenue
11. If applicable to business line: License to Operate and DOH Accreditation (for drugs, medical, dental and laboratory)	Department of Health - Bureau of Food and Drug
Quarry Permit/Certificate of Accreditation (for sand and gravel or minerals)	Department of Environment and Natural Resources
Permit/Certificate of Registration (for lumber and wooden poles)	Department of Environment and Natural Resources
License to Operate (for fertilizers, pesticides)	Fertilizers and Pesticides Authority/

		Bureau of Agriculture and Fisheries Standards		
License to Operate (for termites control) Permit/Certificate of Registration (for janitorial & security services) National Headquarters Permit/License to Operate (for security services, firearms and ammunitions) Permit (for seedlings: endemic trees, fruit trees, etc.) License (for animals, livestock, poultry, & veterinary drugs) Feed Establishment Registration Certificate (for feeds) Accreditation (for machine shops) License (for rice dealers) License (for radio sets and transmitters) Certificate of Registration (for books) Certificate of Exclusive Distributorship 12. Photograph of establishment, façade and interior (office & storage) 13. Location map of office & warehouse (complete with street names and landmarks) 14. 1 piece 2x2 latest photograph of sole proprietor (colored with white background) 15. 1 piece 2x2 latest photograph with specimen signature of Authorized Representative 16. Special Power of Attorney appointing Authorized Representative (for single proprietorship) 17. Board Resolution and Secretary’s Certificate appointing Authorized Representative (for corporations and cooperatives) 18. List of product line or items being carried for sale 19. List of major customers served for the last 2 years (Trade Record) 20. notarized Omnibus Sworn Affidavit for bidders		National Committee on Urban Pest Control Department of Labor and Employment Philippine National Police Bureau of Plant Industry Bureau of Animal Industry Bureau of Animal Industry Department of Trade and Industry National Food Authority National Telecommunication Commission National Book Development Board Manufacturer <div> <div></div> <div>prospective bidder/supplier</div> <div></div> </div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Receive registration form and checklist.	1. Issue Supplier's Registration Form, list of supporting documents and pro-forma Omnibus Sworn Affidavit.	None	5 minutes	Clerk II
1.2 Sign logbook to acknowledge				

receipt of documents.				
2. Submit required documents for initial assessment.	2.1. Check documents for completeness of requirements.	None	15 minutes	Clerk II
	2.2 Add or update supplier's information in the Supplier's Masterlist of the Government Procurement System (GPS).	None	15 minutes	Clerk II
	2.3 Issue Order of Payment (OP) for Registration Fee if all requirements were submitted.	None	3 minutes	Supply Officer III
	2.4 Advise client to produce photocopy of Official Receipt (OR) after payment.		1 minute	Supply Officer III
3.1 Proceed to Provincial Treasurer's Office (PTO).				Provincial Treasurer's Office - Cashier
3.2 Present Order of Payment.		Registration Fee - PHP 1,000.00		
3.3 Pay amount due.				
4.1 Present original OR for payment of Registration Fee.	4.1 Receive original and photocopy of Official Receipt for authentication.	None	3 minutes	Supply Officer III
4.2 Submit photocopy of OR.	4.2 Return original OR to client.	None	1 minute	Supply Officer III
TOTAL:		PHP 1,000.00	47 minutes	

PROCUREMENT OF GOODS AND INFRASTRUCTURE

The procurement of goods and infrastructure is undertaken to ensure that the requisite goods and infrastructure are acquired in a manner that is compliant with the governing principles of the Government Procurement Reform Act, efficient, and responsive to the needs of the organization.

OFFICE OR DIVISION	Bids and Awards Committee	
Classification	Highly Technical	
Type of Transaction	G2C - Government to transacting public, G2B - Government to Business Entity, G2G - Government to Government	
Who may avail	Sole Proprietors, Corporations, Cooperatives, Government , Non-Government Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Purchase Request, duly signed by the requesting officer (End-User) and approving authority (2 original copies)		Government Procurement System (GPS) of the Province of Negros Occidental
2. Obligation Request form, duly signed by the requesting officer (End-User) and		Budget System (BMS) of the Provincial Government

certified by the Budget Officer (2 original copies)		Government Procurement System (GPS) of the Province of Negros Occidental		
3. Project Procurement Management Plan (PPMP), duly signed by the head of the End-User unit and stamped "received" by the Bids and Awards Committee Secretariat (1 photocopy)				
4. Approved Project Proposal, if applicable (1 photocopy)				
5. Approved Program of Works, if applicable (1 original copy)				
		End-User	End-User	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and process PR, OBR, PPMP, and when applicable, Project Proposal or Program of Works.	1.1 Receive Purchase Request from Accounting Office and control it in the GPS.	None	5 minutes	Buyer I
	1.2 Determine mode of procurement.	None	5 minutes	BAC Member
	1.3 Post/Advertise transactions per Republic Act 9184	None	15 minutes	Clerk III
	1.4 Schedule and conduct pre-bidding conference per	None	1 hour	Bids and Awards Committee
	1.5 Prepare Bid Documents and furnish copy to end-	None	5 minutes	Supply Officer III/Clerk III
2. Request for Order of Payment for	2. Issue Order of Payment for Bid Documents and	None	5 minutes	Supply Officer III
3.1 Proceed to Provincial Treasurer's Office (PTO).		Standard Rates		Provincial Treasurer's Office -
3.2 Present Order of Payment.		(See table below)		Cashier
3.3 Pay amount due.				
4.1 Present original OR.		None	10 minutes	SO III/Clerk II/PDO I
4.2 Receive Bid Documents.	4. Issue bid documents to interested bidders.			
5.1 Submit bid documents on date specified.	5.1 Receive bid documents.	None	2 minutes	Storekeeper I
5.3 Sign the attendance sheet.	5.2 Record submission on the list of transactions for the day.	None	3 minutes	Storekeeper I
5.3 Attend opening of bids.	5.3 Open bid documents.	None	within 1 day	Bids and Awards Committee
	5.4 Validate bids.	None	1 to 3 days	Technical Working Group
	5.5 Prepare/print Abstract of Bids to determine	None	30 minutes	Storekeeper I/PDO I/PDO III
	5.6 Route Abstract/Resolution to signatories: End-	None	within 10 working	Clerk IV/Clerk III/Clerk II/
	5.7 Prepare Purchase Order/Contract and review	None	30 minutes	Clerk II/SO III/PDO III/RO III

	5.8 Prepare Notice of Award (NOA) or Notice to 5.9 Route P.O./Contract with NOA/NTP to Provincial 5.10 Approve Purchase Order/Contract and sign	None None None	10 minutes 10 minutes 20 minutes	Clerk III/PDO III/RO III Clerk III/PDO I/Messengers Governor/authorized officers
6.1 Receive NOA/NTP. 6.2 Post performance bond, if applicable.	6.1 Issue NOA/NTP. 6.2 Transmit P.O./Contract with performance bond to Commission on Audit (COA).		5 minutes 30 minutes	Storekeeper I/PDO III/RO III Clerk III, PDO I
7.1 Present employee's or any government issued ID. 7.2 Sign the logbook to receive P.O./Contract. 7.3 Receive original P.O./Contract with supporting documents.	7.1 Verify through the GPS whether personnel is listed as an authorized representative of the winning bidder. 7.2 Instruct the client where to sign. 7.3 Release P.O./Contract to winning bidder.	None None None	3 minutes 1 minute 5 minutes	Storekeeper I/PDO I Storekeeper I/PDO I Storekeeper I/PDO III/RO III
TOTAL:		(See table below	14 days, 3 hrs., 14	

*(Service is covered under R.A. 9184)

Approved Budget for the Contract	Maximum Cost of Bidding Documents
500,000 and below	PHP 500.00
More than 500,000 up to 1 Million	PHP 1,000.00
More than 1 Million up to 5 Million	PHP 5,000.00
More than 5 Million up to 10 Million	PHP 10,000.00
More than 10 Million up to 50 Million	PHP 25,000.00
More than 50 Million up to 500 Million	PHP 50,000.00
More than 500 Million	PHP 75,000.00

SERVICE NAME: 1A. Examination of supporting documents for payroll of salaries and Magna Carta Benefits (Subsistence Allowance, Hazard Pay, Laundry Allowance or SUHALA)

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial and Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government
Who may avail Provincial Government Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Payroll		End-User		
2 Obligation Request		End-User/Provincial Budget Office		
3 Daily Time Records (DTRs)		Employees concerned		
4 Approved Application for Leave, if applicable		End-User/Provincial Human Resource Office		
5 Collectiion Lists (BIR, PhilHealth, PAGIBIG, GSIS, etc.)		End-User		
6 Other necessary documents as may be required depending on the nature of the claim		End-user and/or others concerned		
NOTE: Unless otherwise indicated all supporting documents should be in original copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user submit required supporting documents with payroll to Provincial Budget Office for Certification on Existence of Appropriation on the Obligation Request	Receive documents and encode thru the Document Tracking System	none	5 minutes	Clerk I
	Assign accounting control number and auditor number to payroll		5 minutes	Clerk I
	Encode payroll details thru the Receiving Registry System		5 minutes	Clerk I
2 Submit documents to Provincial Accounting Office for Audit	Distribute the assigned payrolls to respective auditors		5 minutes	Clerk I
	Examine payroll and supporting documents		60 minutes	Fiscal Examiners I & II Accounting Clerk III
Note: If charged to Trust Fund, proceed to step #2	Update status of payroll thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III

	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user	none	20 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient payroll to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiners I & II Accounting Clerk III
	Post payment thru the Budget Monitoring System		1 minute	Fiscal Examiners I & II Accounting Clerk III
	Affix initial to the payroll and forward documents to encoder for posting to Management Information System		1 minute	Fiscal Examiners I & II Accounting Clerk III
	Post/Click payroll details thru the Management Information System and detach one payroll copy for filing purposes		5 minutes	Clerk I
	Certify as to completeness of supporting documents/sign payroll		2 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			2 hours and 5 minutes	

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2C - Government to Transacting Public
Who may avail Indigent citizens of the Province of Negros Occidental

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Indigency Certificate from the Barangay per recipient		concerned Barangay		
2 Social Case Summary per recipient		Social Worker Personnel fo the LGU concerned		
3 Certificate of Eligibility per recipient		Provincial Social Worker		
4 Obligation Request		End-User/Provincial Budget Office		
5 Payroll		End-User		
6 Approved Referral per recipient (if charged to Governor's Office's funds)		Governor's Office or Office of the Sangguniang Panlalawigan		
7 Valid ID		Client		
8 Other necessary documents as may be required depending on the nature of the claim		End-user and/or others concerned		
NOTE: Unless otherwise indicated all supporting documents should be in original copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user submit required supporting documents with payroll to Provincial Budget Office for Certification on Existence of Appropriation on the Obligation Request	Receive documents and encode thru the Document Tracking System		5 minutes	Clerk I
	Assign accounting control number and auditor number to payroll		5 minutes	Clerk I
	Encode payroll details thru the Receiving Registry System		5 minutes	Clerk I

2 Submit documents to Provincial Accounting Office for Audit <i>Note: If charged to Trust Fund, proceed to step #2</i>	Distribute the assigned payrolls to respective auditors	none	5 minutes	Clerk I
	Examine payroll and supporting documents		45 minutes	Fiscal Examiners I & II Accounting Clerk III
	Update status of payroll thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user		20 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient payroll to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiners I & II Accounting Clerk III
	Post payment thru the Budget Monitoring System	none	1 minute	Fiscal Examiners I & II Accounting Clerk III
	Affix initial to the payroll and forward documents for review (for 50K and above)		1 minute	Fiscal Examiners I & II Accounting Clerk III
	Review supporting documents. If complete, forward to accountant for approval and if with deficiency, return to end-user		10 minutes	Accountant IV

	Certify as to completeness of supporting documents/sign payroll		2 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check (if passed in audit)		5 minutes	Clerk I
Total			1 hour and 55 minutes	

SERVICE NAME: 1C. **Examination of supporting documents for voucher of emergency assistance**
SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2C - Government to Transacting Public
Who may avail Indigent citizens of the Province of Negros Occidental

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Indigency Certificate from the Barangay	concerned Barangay
2 Social Case Summary	Social Worker Personnel fo the LGU concerned
3 Certificate of Eligibility	Provincial Social Worker
4 Obligation Request	End-User/Provincial Budget Office
5 Disbursement Voucher	End-User
6 Approved Referral (if charged to the funds of the Governor's Office)	Governor's Office or Office of the Sangguniang Panlalawigan

7	Valid ID	Client		
8	Other necessary documents as may be required depending on the nature of the claim	End-user and/or others concerned		
NOTE: Unless otherwise indicated all supporting documents should be in original copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user submit required supporting documents with voucher to Provincial Budget Office for Certification on Existence of Appropriation on the Obligation Request 2 Submit documents to Provincial Accounting Office for Audit <i>Note: If charged to Trust Fund, proceed to step #2</i>	Receive documents and encode thru the Document Tracking System	none	5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher		5 minutes	Clerk I
	Encode voucher details thru the Receiving Registry System		5 minutes	Clerk I
	Distribute the assigned voucher to respective auditors		5 minutes	Clerk I
	Examine voucher and supporting documents		5 minutes	Fiscal Examiners I & II Accounting Clerk III
	Update status of voucher thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user		10 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I

	Review supporting documents. If complete, forward to accountant for approval and if with deficiency, return to end-user		10 minutes	Fiscal Examiners I & II Accounting Clerk III
	Post payment thru the Budget Monitoring System	none	1 minute	Fiscal Examiners I & II Accounting Clerk III
	Affix initial to the voucher and forward documents for review (for 50K and above)		1 minute	Fiscal Examiners I & II Accounting Clerk III
	If supporting documents complete, forward to accountant for approval and if with deficiency, return to end-user		1 minute	Accountant IV
	Certify as to completeness of supporting documents/sign voucher		2 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 3 minutes	

SERVICE NAME: 1D. Examination of supporting documents for payment of advances to contractors

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2B - Government to Business Entity
Who may avail Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
---------------------------	-----------------

1 Photocopy of Purchase Request	End-User			
2 Photocopy of Obligation Request (note: not required if charged to Trust Fund)	End-User			
3 Notice of Award, Photocopy	Bids and Awards Committee			
4 Notarized Contract received by COA, Photocopy	Bids and Awards Committee			
5 Notice to Proceed, Photocopy	Bids and Awards Committee			
6 Contractor's Billing	Contractor			
7 Performance Bond	Accredited Insurance Company			
8 Surety Bond (of equivalent amount to Mobilization Fee)	Accredited Insurance Company			
9 Disbursement Voucher	End-User			
10 Other necessary documents as may be required depending on the nature of the claim	End-User			
NOTE: Unless otherwise indicated all supporting documents should be in original copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit documents to Provincial Accounting Office for Audit	Receive documents and encode thru the Document Tracking System	none	5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher		5 minutes	Clerk I
	Encode voucher details thru the Receiving Registry System		5 minutes	Clerk I
	Distribute the assigned voucher to respective auditors		5 minutes	Clerk I

	Examine voucher and supporting documents		30 minutes	Fiscal Examiners I & II Accounting Clerk III
	Update status of voucher thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user		20 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiners I & II Accounting Clerk III
	Post payment thru the Budget Monitoring System		1 minute	Fiscal Examiners I & II Accounting Clerk III
	Affix initial to the voucher and forward documents for review (for 50K and above)		1 minute	Fiscal Examiners I & II Accounting Clerk III
	Review supporting documents. If complete, post transaction to Project Monitoring File then forward to accountant for approval and if with deficiency, return to end-user		10 minutes	Accountant IV
	Certify as to completeness of supporting documents/sign voucher		2 minutes	Provincial Accountant
		none		

	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 40 minutes	

SERVICE NAME: 1E. Examination of supporting documents for payroll of Job Order Workers and those on Contract of Service

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2C - Government to Transacting Public
Who may avail Job Order Workers and those with Contract of Service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Payroll	End-User
2 Obligation Request	End-User/Provincial Budget Office
3 Daily Time Records (DTRs)	Job Order Workers Concerned
4 Approved and Obligated Contract	End-User/Provincial Human Resource Office
5 Approved Accomplishment Report	End-User/Job Order Workers Concerned
6 Specimen Cards (for job order workers)	End-User/Provincial Human Resource Office
7 Sworn Declaration of Income (for COS personnel)	Bureau of Internal Revenue (BIR)
8 Tax Identification Number	Bureau of Internal Revenue (BIR)

7 Other necessary documents as may be required depending on the nature of the claim		End-user and/or others concerned		
NOTE: Unless otherwise indicated all supporting documents should be in original copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user submit required supporting documents with payroll to Provincial Budget Office for Certification on Existence of Appropriation on the Obligation Request 2 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents <i>Note: If charged to Trust Fund, proceed to step #2</i>	Receive documents and encode thru the Document Tracking System	none	5 minutes	Clerk I
	Assign accounting control number and auditor number to payroll		5 minutes	Clerk I
	Encode payroll details thru the Receiving Registry System		5 minutes	Clerk I
	Distribute the assigned payrolls to respective auditors		5 minutes	Clerk I
	Examine payroll and supporting documents		45 minutes	Fiscal Examiners I & II Accounting Clerk III
	Update status of payroll thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user		20 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient payroll to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiners I & II Accounting Clerk III

	Post payment thru the Budget Monitoring System	none	3 minutes	Fiscal Examiners I & II Accounting Clerk III
	Affix initial to the payroll and forward documents to encoder for posting/monitoring		1 minute	Fiscal Examiners I & II Accounting Clerk III
	Post payroll details in the JO Monitoring File and retain one file copy		5 minutes	Clerk I
	Certify as to completeness of supporting documents/sign voucher		5 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 55 minutes	

SERVICE NAME: 1F. Examination of supporting documents for payment of First or Last Salary/Salary Differential or Salary Adjustment

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government
Who may avail Provincial Government Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Disbursement Voucher	End-User
2 Obligation Request	End-User/Provincial Budget Office

3 Daily Time Records (DTRs)	Employees Concerned
4 Approved Appointment, Oath of Office, Assumption to Office, SALn, TRU, Members Information Sheet (for first salary)	Provincial Human Resource Office, End-User, BIR, GSIS, PAGIBIG, PHIC
5 Clearance from previous office, in case of transfer from other government agencies	Previous Employer (government agency)
6 Clearance from Money, Property, Legal and Other Accountabilities (for last salary)	End-User, General Services Office, Provincial Accounting Office, Provincial Legal Office, Provincial Treasurer's Office
7 Notice of Step Increment/Notice of Salary Adjustment, if applicable	End-User/Provincial Human Resource Office
8 Collection lists	End-user
9 Other necessary documents as may be required depending on the nature of the claim	End-user and/or others concerned

NOTE: Unless otherwise indicated all supporting documents should be in original copies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user submit required supporting documents with payroll to Provincial Budget Office for Certification on Existence of Appropriation on the Obligation Request	Receive documents and encode thru the Document Tracking System	none	5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher		5 minutes	Clerk I
	Encode payroll details thru the Receiving Registry System		5 minutes	Clerk I
2 Submit documents to Provincial Accounting Office for examination	Distribute the assigned voucher to respective auditors		5 minutes	Clerk I

as to completeness of supporting documents <i>Note: If charged to Trust Fund, proceed to step #2</i>	Examine voucher and supporting documents		15 minutes	Fiscal Examiners I & II Accounting Clerk III
	Update status of voucher thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user	none	10 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiners I & II Accounting Clerk III
	Post payment thru the Budget Monitoring System		3 minutes	Fiscal Examiners I & II Accounting Clerk III
	Affix initial to the voucher and forward documents to encoder for posting/monitoring		1 minute	Fiscal Examiners I & II Accounting Clerk III
	Post transaction details into the Management Information System and retain one copy of voucher for file		5 minutes	Clerk I
	Certify as to completeness of supporting documents/sign voucher		5 minutes	Provincial Accountant

	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 15 minutes	

SERVICE NAME: 1G. **Examination of supporting documents for payment of Contractor's First Progress Billing**

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2B - Government to Business Entity
Who may avail Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Program of Works	End-User
2 Drawings and Plans	End-User
3 Purchase Request	End-User
4 Obligation Request (if charged to GF, SEF), not required if Trust Fund	Provincial Budget Office
5 Evidence of Publication (PhilGEPS)	PhilGEPS
6 Invitation to Bid	BAC
7 Bill of Quantities of bidders	BAC
8 Bid Form/Bid Securing Declaration of bidders	BAC
9 Bid Proposal of bidders	Contractor

10	Abstract of Bids as Read	BAC
11	Abstract of Bids as Calculated	BAC
12	Notice of Post-qualification	BAC
13	BAC Resolution	BAC
14	Notice of Award	BAC
15	Notarized Contract received by COA	BAC
16	Notice to Proceed	BAC
17	photocopy of voucher availing Mobilization Fee, if applicable	End-User
18	photocopy of surety bond covering the Mobilization Fee, if applicable	End-User/Contractor
19	Buidling Permit, if applicable	End-User/Contractor
20	Test Results	Accredited Testing Centers
21	AREP with CIP Number	GSO
22	Performance Bond, photocopy	PTO (for cash bond) or Accredited Insurance Company (Surety Bond)
23	Contractor's Billing	Contractor
24	Statement of Work Accomplished	End-User
25	Certificate of Acceptance	End-User
26	Inspection Report	Inspection Section, Provincial Administrator's Office

27	Request for Booking up of Accounts (RBA)	Accounting Division, Provincial Accounting Office			
28	Disbursement Voucher	End-User			
29	Other necessary documents as may be required depending on the nature of the claim	End-User			
NOTE: Unless otherwise indicated all supporting documents should be in original copies					
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents	Receive documents and encode thru the Document Tracking System	none		5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher			5 minutes	Clerk I
	Encode voucher details thru the Receiving Registry System			5 minutes	Clerk I
	Distribute the assigned voucher to respective auditors			5 minutes	Clerk I
	Examine voucher and supporting documents			45 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Update status of voucher thru the Receiving Registry System			2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user			2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Explain/clarify deficiency with end-user			20 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Release deficient voucher to end-user's representative			2 minutes	Clerk I

	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Post payment thru the Budget Monitoring System		3 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Affix initial to the voucher and forward documents for review (for 50K and above)		1 minute	Fiscal Examiner I, II, Accounting Clerk III
	Review supporting documents. If complete, post transaction to Project Monitoring File then forward to accountant for approval and if with deficiency, return to end-user		20 minutes	Accountant IV
	Certify as to completeness of supporting documents/sign voucher	none	10 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
	Total		2 hours and 15 minutes	

SERVICE NAME: 1H. Examination of supporting documents for payment of Contractor's Subsequent Billings

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION

Financial Audit Services Division, Provincial Accounting Office

Classification

Simple

Type of Transaction

G2B - Government to Business Entity

Who may avail Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Program of Works, Photocopy	End-User
2 Drawings and Plans, photocopy	End-User
3 Purchase Request, photocopy	End-User
4 Obligation Request (if charged to GF, SEF), not required if Trust Fund, photocopy	End-User
5 Evidence of Publication (PhilGEPS), photocopy	PhilGEPS
6 Invitation to Bid, photocopy	BAC
7 Bill of Quantities, photocopy	BAC
8 Bid Form/Bid Securing Declaration, photocopy	BAC
9 Bid Proposal, photocopy	Contractor
10 Abstract of Bids as Read, photocopy	BAC
11 Abstract of Bids as Calculated, photocopy	BAC
12 Notice of Post-qualification, photocopy	BAC
13 BAC Resolution, photocopy	BAC
14 Notice of Award, photocopy	BAC
15 Notarized Contract received by COA, photocopy	BAC
16 Notice to Proceed, photocopy	BAC
17 photocopy of voucher availing Mobilization Fee, if applicable	End-User

18	photocopy of surety bond covering the Mobilization Fee, if applicable	End-User			
19	Photocopy of documents of previous billings (voucher, SWA, Inspection Report)	End-User			
20	Test Results, photocopy	End-User			
21	AREP with CIP Number, photocopy	End-User			
22	Performance Bond, photocopy	End-User			
23	Contractor's Billing	Contractor			
24	Statement of Work Accomplished	End-User			
25	Certificate of Acceptance	End-User			
26	Inspection Report	Inspection Section (Administrator's Office)			
27	Certificate of Project Completion and Acceptance (for final billing)	End-User			
28	Warranty Security/Bond (for final billing)	Contractor/ Accredited Insurance Company			
29	Request for Booking up of Accounts (RBA)	Accounting			
30	Disbursement Voucher	End-User			
31	Other necessary documents as may be required depending on the nature of the claim	End-User			
NOTE: Unless otherwise indicated all supporting documents should be in original copies					
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit documents to Provincial Accounting Office for examination as to completeness of supporting		Receive documents and encode thru the Document Tracking System		5 minutes	Clerk I

documents	Assign accounting control number and auditor number to voucher	none	5 minutes	Clerk I
	Encode voucher details thru the Receiving Registry System		5 minutes	Clerk I
	Distribute the assigned voucher to respective auditors		5 minutes	Clerk I
	Examine voucher and supporting documents		45 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Update status of voucher thru the Receiving Registry System		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Explain/clarify deficiency with end-user		20 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Post payment thru the Budget Monitoring System		3 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Affix initial to the voucher and forward documents for review (for 50K and above)		1 minute	Fiscal Examiner I, II, Accounting Clerk III

	Review supporting documents. If complete, post transaction to Project Monitoring File then forward to accountant for approval and if with deficiency, return to end-user	none	20 minutes	Accountant IV
	Certify as to completeness of supporting documents/sign voucher		10 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			2 hours and 15 minutes	

SERVICE NAME: 1I. Examination of supporting documents for payment of Purchase of Goods and Services

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2B - Government to Business Entity
Who may avail Accredited Suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Purchase Request	End-User
2 Obligation Request (if charged to GF, SEF), not required if Trust Fund	End-User
3 Approved Project Proposal, if applicable	End-User/Provincial Planning and Development Office
4 Invitation to Bid/Evidence of Publication	PhilGEPS

5 Bill of Quantities (for bidding) or Request for Quotation (for alternative mode of procurement)	Bids and Awards Committee (BAC)
6 Abstract of Bids/Quotation	Bids and Awards Committee (BAC)
7 Notice of Award	Bids and Awards Committee (BAC)
8 Purchase Order	Bids and Awards Committee (BAC)
9 Sales Invoice	Supplier
10 Inspection Report	Inspection Section, Provincial Administrator's Office
11 Summary of Supplies and Materials Issued (SSMI) received by Admin Division of the Provincial Accounting Office	End-User
12 Inventory Custodian Slip (ICS), if applicable	General Services Office (GSO)
13 License to Operate (LTO) for Drugs and Medicines, Medical/Laboratory Supplies, if applicable	Bureau of Food and Drug Administration/Supplier
14 Certificate of Registration (CPR) for Drugs and Medicines, Medical/Laboratory Supplies, if applicable	Bureau of Food and Drug Administration/Supplier
15 Official Receipt for Renewal of expired LTO and/or CPR	Bureau of Food and Drug Administration/Supplier
16 Performance Bond, photocopy (if procurement mode is bidding)	Accredited Insurance Company
17 Request for Booking up of Accounts (RBA)	Accounting Division, Provincial Accounting Office
18 BAC Resolution - for alternative mode of procurement	Bids and Awards Committee (BAC)
19 Signed Distribution List/Request Issue Slip/AREP/IRP (if charged to grants and donations)	End-user/GSO

20	Certification from the Bureau of Plant Industry for the purchase of seeds	Bureau of Plant Industry		
21	Certificate of Performance (for radio/TV plugging/airtime)	Service Provider		
22	Newspaper clippings (for print ads)	Service Provider		
23	Signed attendance lists and certification (for payment of catering services and accommodation)	End-User		
24	Drivers' Trip Tickets and fuel consumption report (for fuel expenses)	End-User		
23	Disbursement Voucher	End-User		
24	Other necessary documents as may be required depending on the nature of the claim	End-User and/or others concerned		
NOTE: Unless otherwise indicated all supporting documents should be in original copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents	Receive documents and encode thru the Document Tracking System	none	5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher		5 minutes	Clerk I
	Encode voucher details thru the Receiving Registry System		5 minutes	Clerk I
	Distribute the assigned voucher to respective auditors		5 minutes	Clerk I
	Examine voucher and supporting documents		15 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Update status of voucher thru the Receiving Registry System		2 minutes	Fiscal Examiner I, II, Accounting Clerk III

	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Explain/clarify deficiency with end-user		20 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number	none	5 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Post payment thru the Budget Monitoring System		3 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Affix initial to the voucher and forward documents for review (for 50K and above)		1 minute	Fiscal Examiner I, II, Accounting Clerk III
	Review supporting documents. If requirements were satisfied, forward to accountant for approval and if with deficiency, return to end-user	none	10 minutes	Accountant IV
	Certify as to completeness of supporting documents/sign voucher		5 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 30 minutes	

SERVICE NAME: 1J. Examination of supporting documents for payment of Purchase of Goods (Equipment/Machineries/Vehicle)

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2B - Government to Business Entity
Who may avail Accredited Suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Purchase Request	End-User
2 Obligation Request (if charged to GF, SEF), not required if Trust Fund	End-User
3 Approved Project Proposal, if applicable	End-User/Provincial Planning and Development Office
4 Invitation to Bid/Evidence of Publication	PhilGEPS
5 Bill of Quantities (for bidding) or Request for Quotation (for alternative mode of procurement)	Bids and Awards Committee (BAC)
6 Abstract of Bids/Quotation	Bids and Awards Committee (BAC)
7 Notice of Award	Bids and Awards Committee (BAC)
8 Purchase Order	Bids and Awards Committee (BAC)
9 Sales Invoice	Supplier
10 Inspection Report	Inspection Section, Provincial Administrator's Office

11 Authority to Purchase issued by the Governor	End-User/Governor's Office
12 Annual Supplemental Equipment Procurement Program (ASEPP)	End-User/Governor's Office
13 Endorsement from the Provincial Budget Officer	Provincial Budget Office
14 Authority to Purchase from the DILG (Purchase of Vehicle)	DILG Secretary, Department of Interior and Local Government
15 Acknowledgment Receipt of Equipment and Property (AREP)	General Services Office (GSO)
16 Warranty Certificate	Supplier
17 Warranty Security (cash bond or bank guarantee certificate)	Supplier
18 Third Party Liability Insurance (for vehicles)	GSIS or other accredited insurance company
19 LTO Registration (for vehicles)	Land Transportation Office
20 Performance Bond, photocopy (if procurement mode is bidding)	Accredited Insurance Company
21 Request for Booking up of Accounts (RBA)	Accounting Division, Provincial Accounting Office
22 BAC Resolution - for alternative mode of procurement	Bids and Awards Committee (BAC)
23 Disbursement Voucher	End-User
24 Other necessary documents as may be required depending on the nature of the claim	End-User

NOTE: Unless otherwise indicated all supporting documents should be in original copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents	Receive documents and encode thru the Document Tracking System	none	5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher		5 minutes	Clerk I
	Encode voucher details thru the Receiving Registry System		5 minutes	Clerk I
	Distribute the assigned voucher to respective auditors		5 minutes	Clerk I
	Examine voucher and supporting documents		15 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Update status of voucher thru the Receiving Registry System		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Explain/clarify deficiency with end-user		20 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Post payment thru the Budget Monitoring System		3 minutes	Fiscal Examiner I, II, Accounting Clerk III

	Affix initial to the voucher and forward documents for review (for 50K and above)		1 minute	Fiscal Examiner I, II, Accounting Clerk III
	Review supporting documents. If requirements were satisfied, forward to accountant for approval and if with deficiency, return to end-user		10 minutes	Accountant IV
	Certify as to completeness of supporting documents/sign voucher	none	5 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 30 minutes	

SERVICE NAME: 1K. Examination of supporting documents of Travel Claims

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office

Classification Simple

Type of Transaction G2G - Government to Government

Who may avail Government Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Disbursement Voucher	End-User
2 Obligation Request	End-User/Provincial Budget Office
3 Approved Travel Order	Provincial Administrator's Office/Governor's Office

4 Certificate of Appearance	places/offices visited
5 Itinerary of Travel	End-user
6 Certificate of Travel Completed	End-user
7 Taxi/Bus/Boat/Plane Tickets	taxi/bus drivers, boat/ferry companies, airlines
8 Certification on Expenses not requiring receipts, if applicable	End-User
9 Official Receipt for registration fee (seminar, convention, and the like)	organizer of the activity
10 Other necessary documents as may be required depending on the nature of the claim	End-user and/or others concerned

NOTE: Unless otherwise indicated all supporting documents should be in original copies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user submit required supporting documents with payroll to Provincial Budget Office for Certification on Existence of Appropriation on the Obligation Request 2 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents <i>Note: If charged to Trust Fund, proceed to step #2</i>	Receive documents and encode thru the Document Tracking System	none	5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher		5 minutes	Clerk I
	Encode transaction details thru the Receiving Registry System		5 minutes	Clerk I
	Distribute the assigned vouchers to respective auditors		5 minutes	Clerk I
	Examine voucher and supporting documents		20 minutes	Fiscal Examiners I & II Accounting Clerk III
	Update status of documents thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III

	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user	none	2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user		10 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiners I & II Accounting Clerk III
	Post payment thru the Budget Monitoring System		3 minutes	Fiscal Examiners I & II Accounting Clerk III
	Affix initial to the voucher and forward documents to encoder for posting/monitoring		1 minute	Fiscal Examiners I & II Accounting Clerk III
	Post travel details thru the Management Information System and affix initial on the voucher		10 minutes	Clerk I
	Certify as to completeness of supporting documents/sign voucher		5 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 25 minutes	

SERVICE NAME: 1L. Examination of supporting documents of Allowances of Employees (Clothing/RATA/Mobile)

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government
Who may avail Provincial Government Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Disbursement Voucher/Payroll	End-User
2 Obligation Request	End-User/Provincial Budget Office
3 Approved Authority to Claim RATA/Reimbursement of Mobile Expenses	Provincial Administrator's Office/Governor's Office
4 Daily Time Records (for RATA)	Employees concerned
5 Official Receipts (for Mobile Expenses)	Employees concerned
6 Certification for services rendered (clothing and bonuses)	End-user
7 Other necessary documents as may be required depending on the nature of the claim	End-user and/or others concerned

NOTE: Unless otherwise indicated all supporting documents should be in original copies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user submit required supporting documents with payroll to Provincial Budget Office for Certification on Existence of Appropriation on the Obligation Request	Receive documents and encode thru the Document Tracking System		5 minutes	Clerk I
	Assign accounting control number and auditor number to payroll		5 minutes	Clerk I
	Encode transaction details thru the Receiving Registry System		5 minutes	Clerk I

2 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents <i>Note: If charged to Trust Fund, proceed to step #2</i>	Distribute the assigned vouchers/ payrolls to respective auditors	none	5 minutes	Clerk I
	Examine voucher/ payroll and supporting documents		10 minutes	Fiscal Examiners I & II Accounting Clerk III
	Update status of documents thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user		5 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient voucher/ payroll to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiners I & II Accounting Clerk III
	Post payment thru the Budget Monitoring System	none	3 minutes	Fiscal Examiners I & II Accounting Clerk III
	Affix initial to the voucher/ payroll and forward documents to encoder for posting/monitoring		1 minute	Fiscal Examiners I & II Accounting Clerk III
	Post transaction details thru the Management Information System and affix initial on the voucher/ payroll		10 minutes	Clerk I

	Certify as to completeness of supporting documents/sign voucher/payroll		5 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 8 minutes	

SERVICE NAME: 1M. **Examination of supporting documents for payment of employees' benefits and bonuses**
SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government
Who may avail Provincial Government Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Disbursement Voucher/Payroll	End-User
2 Obligation Request	End-User/Provincial Budget Office
3 SP Resolution (for bonuses other than the mid/year-end bonuses)	Sangguniang Panlalawigan
4 Certification for services rendered (for bonuses)	End-user
5 Approved Letter Request (for monetization)	End-User/Governor's Office
6 Approved application for leave (for monetization & terminal leave benefits)	Provincial Human Resource Office
7 Statement of Leave Credits (for terminal leave benefits)	Provincial Human Resource Office

8	Complete Service Record (for terminal leave benefits)	Provincial Human Resource Office
9	Latest Statement of Assets, Liabilities and Net Worth (for terminal leave)	Employee concerned
10	Latest Appointment	Provincial Human Resource Office
11	Latest NOSI/NOSA	Provincial Human Resource Office
12	Clearances from Money, property, legal and other accountabilities (for terminal leave benefits)	Office concerned, GSO, Provincial Accounting Office, Provincial Legal Office, CAPGEM, PACE, etc.
13	GSIS Clearance (for terminal leave benefits)	GSIS
14	Affidavit on Authority to deduct, if applicable	End-User
15	Collection lists, if applicable	End-user
16	Other necessary documents as may be required depending on the nature of the claim	End-user and/or others concerned

NOTE: Unless otherwise indicated all supporting documents should be in original copies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user submit required supporting documents with payroll to Provincial Budget Office for Certification on Existence of Appropriation on the Obligation Request	Receive documents and encode thru the Document Tracking System	none	5 minutes	Clerk I
	Assign accounting control number and auditor number to payroll		5 minutes	Clerk I
	Encode transaction details thru the Receiving Registry System		5 minutes	Clerk I
2 Submit documents to Provincial Accounting Office for examination as to completeness of supporting	Distribute the assigned vouchers/ payrolls to respective auditors		5 minutes	Clerk I

documents <i>Note: If charged to Trust Fund, proceed to step #2</i>	Examine voucher/payroll and supporting documents	none	10 minutes	Fiscal Examiners I & II Accounting Clerk III
	Update status of documents thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user		5 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient voucher/ payroll to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiners I & II Accounting Clerk III
	Post payment thru the Budget Monitoring System		3 minutes	Fiscal Examiners I & II Accounting Clerk III
	Affix initial to the voucher/payroll and forward documents to encoder for posting/monitoring		1 minute	Fiscal Examiners I & II Accounting Clerk III
	Post transaction details thru the Management Information System and affix initial on the voucher/ payroll		10 minutes	Clerk I
	Certify as to completeness of supporting documents/sign voucher/payroll		5 minutes	Provincial Accountant

	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 10 minutes	

SERVICE NAME: 1N. **Examination of supporting documents for Payments of Utilities and other Fees (Water, Electricity, Telephone, GSIS Insurance, LTO Registration, Loan Amortization, etc.)**

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government/G2B - Government to Business Entity
Who may avail Water Utilities/Telecommunications/Power Companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Disbursement Voucher	End-User
2 Obligation Request	End-User/Provincial Budget Office
3 Billing Statement	companies concerned
4 Certification on official calls (for telephone expenses)	End-User
5 Other necessary documents as may be required depending on the nature of the claim	End-user and/or others concerned

NOTE: Unless otherwise indicated all supporting documents should be in original copies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user submit required supporting documents with payroll to Provincial Budget Office for Certification on Existence of Appropriation on the Obligation Request	Receive documents and encode thru the Document Tracking System		5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher		5 minutes	Clerk I
	Encode transaction details thru the Receiving Registry System		5 minutes	Clerk I

2 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents <i>Note: If charged to Trust Fund, proceed to step #2</i>	Distribute the assigned vouchers to respective auditors	none	5 minutes	Clerk I
	Examine voucher and supporting documents		10 minutes	Fiscal Examiners I & II Accounting Clerk III
	Update status of documents thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user		5 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Post payment thru the Budget Monitoring System	none	3 minutes	Fiscal Examiners I & II Accounting Clerk III
	Affix initial to the voucher and forward documents to encoder for posting/monitoring		1 minute	Fiscal Examiners I & II Accounting Clerk III
	Post transaction details into the Control/Monitoring File and affix initial on the voucher		5 minutes	Clerk I
	Certify as to completeness of supporting documents/sign voucher		5 minutes	Provincial Accountant

	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 2 minutes	

SERVICE NAME: 1O. Examination of supporting documents for Replenishments of Mambukal Catering, Patients' Subsistence, Petty Cash Fund, NBB

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government
Who may avail Provincial Government Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Disbursement Voucher	End-User
2 Obligation Request (not required if charged to trust fund)	End-User/Provincial Budget Office
3 Summary of Petty Cash Vouchers	End-User
4 Duly Accomplished/ Approved Petty Cash Voucher	End-User
5 Bills, Receipts, Invoices	End-User
6 Weekly Meal Plan (for patients' subsistence)	End-User
7 Daily Marketing Expenses with number of patients	End-User
8 Inspection Report (except for NBB)	End-User
9 Patients' Billing (for NBB)	End-User
10 Other necessary documents as may be required depending on the nature of the claim	End-user and/or others concerned

NOTE: Unless otherwise indicated all supporting documents should be in original copies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user submit required supporting documents with payroll to Provincial Budget Office for	Receive documents and encode thru the Document Tracking System		5 minutes	Clerk I

Certification on Existence of Appropriation on the Obligation Request 2 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents <i>Note: If charged to Trust Fund, proceed to step #2</i>	Assign accounting control number and auditor number to voucher	none	5 minutes	Clerk I
	Encode transaction details thru the Receiving Registry System		5 minutes	Clerk I
	Distribute the assigned vouchers to respective auditors		5 minutes	Clerk I
	Examine voucher and supporting documents		45 minutes	Fiscal Examiners I & II Accounting Clerk III
	Update status of documents thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user	none	2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user		10 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		10 minutes	Fiscal Examiners I & II Accounting Clerk III
	Post payment thru the Budget Monitoring System		3 minutes	Fiscal Examiners I & II Accounting Clerk III
	Affix initial to the voucher and forward documents to encoder for posting/monitoring		1 minute	Fiscal Examiners I & II Accounting Clerk III

	Post transaction details into the Control/Monitoring File and affix initial on the voucher		5 minutes	Clerk I
	Certify as to completeness of supporting documents/sign voucher		5 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 45 minutes	

SERVICE NAME: 1P. **Examination of supporting documents for Payments of Cash Advances**

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office

Classification Simple

Type of Transaction G2G - Government to Government

Who may avail Water Utilities/Telecommunications/Power Companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Disbursement Voucher	End-User
2 Obligation Request (not required for trust fund)	End-User/Provincial Budget Office
3 Fidelity Bond (except for advance travel)	Bureau of Treasury
4 Summary of Payrolls (for salaries/allowances/benefits)	Disbursing Officer
5 Approved Project Proposal (for special cash advances)	End-User/PPDO
6 Approved Special Order or travel order for Advance Travel	End-User/Governor's/Administrator's Office
7 Itinerary of Travel (for advance Travel)	Employees concerned
8 Letter of Invitation, in case of seminar/convention	Sponsoring Organization
9 Approved Travel Order from DILG, in case of foreign travel	DILG
10 Other necessary documents as may be required depending on the nature of the claim	End-user and/or others concerned

NOTE: Unless otherwise indicated all supporting documents should be in original copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user submit required supporting documents with voucher to Provincial Budget Office for Certification on Existence of Appropriation on the Obligation Request 2 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents <i>Note: If charged to Trust Fund, proceed to step #2</i>	Receive documents and encode thru the Document Tracking System	none	5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher		5 minutes	Clerk I
	Encode transaction details thru the Receiving Registry System		5 minutes	Clerk I
	Distribute the assigned vouchers to respective auditors		5 minutes	Clerk I
	Examine voucher and supporting documents		15 minutes	Fiscal Examiners I & II Accounting Clerk III
	Update status of documents thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user		5 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Post payment thru the Budget Monitoring System		3 minutes	Fiscal Examiners I & II Accounting Clerk III

	Affix initial to the voucher and forward documents to encoder for posting/monitoring	none	1 minute	Fiscal Examiners I & II Accounting Clerk III
	Post transaction details into the Control/Monitoring File and affix initial on the voucher		5 minutes	Clerk I
	Certify as to completeness of supporting documents/sign voucher		5 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 7 minutes	

SERVICE NAME: 1Q. **Examination of supporting documents for liquidation of Cash Advances**
SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government, G2C - Gouvernement to Transacting Public
Who may avail Provincial Government Personnel, Transacting Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Disbursement Voucher, photocopy	End-User
2 Obligation Request (not required for trust fund), photocopy	End-User/Provincial Budget Office
3 Summary of Payrolls (for salaries/allowances/benefits)	Bureau of Treasury
4 Paid Payrolls (for salaries/allowances/benefits)	Disbursing Officer
5 Approved Project Proposal (for special cash advances), photocopy	End-User/PPDO
6 Approved Special Order or travel order for Advance Travel, photocopy	End-User/Governor's/ Administrator's Office
7 amended itinerary of travel, if there was a revision	Employees concerned

8 Letter of Invitation, in case of seminar/convention, photocopy	Sponsoring Organization
9 Approved Travel Order from DILG, in case of foreign travel, photocopy	DILG
10 Taxi/Bus/Boat/Plane Tickets, etc. (for advance Travel)	Employees concerned
11 Certificates of appearance, in case of advance travel	Employees concerned
12 Certificate of Travel Completed (for advance travel)	Employees concerned
13 Official Receipt, in case of refund	Provincial Treasurer's Office
14 Receipts, Invoices, Purchase Request, Pre-Inspection Report, Waste	Employees concerned
15 Daily Marketing Expenses, Number of Patients (for patients' subsistence	Employees concerned/Provincial Treasurer's Office
16 Local Chief Executive to sign MOA, SP Resolution authorizing the	End-User, Local Government Unit concerned
17 Chairman/President to sign MOA, SP Resolution approving the	NGO/PO concerned, Sangguniang Panlalawigan, SEC, DOLE, CDA
18 Disbursing Officer (for regular and special cash advances)	Employees concerned/Provincial Treasurer's Office
19 Other necessary documents as may be required depending on the nature of the claim	End-user and/or others concerned

NOTE: Unless otherwise indicated all supporting documents should be in original copies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user submit documents to Provincial Accounting Office for examination as to completeness of supporting documents	Receive documents and encode thru the Document Tracking System	none	5 minutes	Clerk I
	Assign accounting control number and auditor number to liquidation report		5 minutes	Clerk I
	Encode transaction details thru the Receiving Registry System		5 minutes	Clerk I
	Distribute the assigned liquidation report to respective auditors		5 minutes	Clerk I
	Examine liquidation report and supporting documents		30 minutes	Fiscal Examiners I & II Accounting Clerk III
	Update status of documents thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III

	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user	none	15 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient liquidation report to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Post expenses into the Budget Monitoring System		3 minutes	Fiscal Examiners I & II Accounting Clerk III
	Affix initial to the liquidation report and forward documents to encoder for posting/monitoring		1 minute	Fiscal Examiners I & II Accounting Clerk III
	Post transaction details into the Management Information System or Control/Monitoring File and affix initial on the liquidation report		5 minutes	Clerk I
	Certify as to completeness of supporting documents/sign liquidation report		5 minutes	Provincial Accountant

	Release documents to end-user (if deficient) or Accounting Division, Provincial Accounting Office for Journal Entry preparation		5 minutes	Clerk I
Total			1 hour and 32 minutes	

SERVICE NAME: 1R. Examination of supporting documents for payment of Janitorial and Security Services

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2B - Government to Business Entity
Who may avail Accredited Suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Purchase Request	End-User
2 Obligation Request (if charged to GF, SEF), not required if Trust Fund	End-User
3 Invitation to Bid/Evidence of Publication	PhilGEPS
4 mode of procurement)	Bids and Awards Committee (BAC)
5 Abstract of Bids/Quotation	Bids and Awards Committee (BAC)
6 Notice of Award	Bids and Awards Committee (BAC)
7 Purchase Order	Bids and Awards Committee (BAC)
8 Billing Statement/Sales Invoice	Supplier/ Agency concerned
9 DTRs	Supplier/ Agency concerned
10 Certification on absences	End-User
11 Affidavit on Premium Payments	Supplier/ Agency concerned
12 Breakdown of Costs	Supplier/ Agency concerned
13 Performance Bond, photocopy (if procurement mode is bidding)	Accredited Insurance Company
14 Certificate of Emergency Purchase (emergency mode of procurement)	End-User
15 photocopy of original PO, in cases of extension of contract	Bids and Awards Committee (BAC)

14 Request for Booking up of Accounts (RBA), if necessary	Accounting Division, Provincial Accounting Office
15 BAC Resolution - for alternative mode of procurement	Bids and Awards Committee (BAC)
16 Disbursement Voucher	End-User
17 Other necessary documents as may be required depending on the nature of the claim	End-User

NOTE: Unless otherwise indicated all supporting documents should be in original copies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents	Receive documents and encode thru the Document Tracking System	none	5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher		5 minutes	Clerk I
	Encode voucher details thru the Receiving Registry System		5 minutes	Clerk I
	Distribute the assigned voucher to respective auditors		5 minutes	Clerk I
	Examine voucher and supporting documents		15 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Update status of voucher thru the Receiving Registry System		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Explain/clarify deficiency with end-user		20 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I

	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Post payment thru the Budget Monitoring System		3 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Affix initial to the voucher and forward documents for review (for 50K and above)		1 minute	Fiscal Examiner I, II, Accounting Clerk III
	Review supporting documents. If requirements were satisfied, forward to accountant for approval and if with deficiency, return to end-user		10 minutes	Accountant IV
	Certify as to completeness of supporting documents/sign voucher	none	5 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 30 minutes	

SERVICE NAME: 1S. Examination of supporting documents for payment of repairs (labor and/or materials)
SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2B - Government to Business Entity
Who may avail Accredited Suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Purchase Request	End-User
2 Obligation Request (if charged to GF, SEF), not required if Trust Fund	End-User
3 Pre-Inspection Report	Inspection Section, Provincial Administrator's Office
4 Waste Material Report and Certification	General Services Office
5 Invitation to Bid/Evidence of Publication	PhilGEPS
6 mode of procurement)	Bids and Awards Committee (BAC)
7 Abstract of Bids/Quotation	Bids and Awards Committee (BAC)
8 Notice of Award	Bids and Awards Committee (BAC)
9 Purchase Order	Bids and Awards Committee (BAC)
10 Charge/Sales Invoice	Supplier/Agency concerned
11 Inspection Report	Inspection Section, Provincial Administrator's Office
12 AREP, Photocopy (of vehicle/equipment)	General Services Office
13 Certificate of Repair, Warranty Certificate, if applicable	Supplier/Agency concerned
14 Performance Bond, photocopy (if procurement mode is bidding)	Accredited Insurance Company
15 Certificate of Emergency Purchase (emergency mode of procurement)	End-User
16 Request for Booking up of Accounts (RBA), if necessary	Accounting Division, Provincial Accounting Office
17 BAC Resolution - for alternative mode of procurement	Bids and Awards Committee (BAC)
18 Disbursement Voucher	End-User
19 Other necessary documents as may be required depending on the nature of the claim	End-User

NOTE: Unless otherwise indicated all supporting documents should be in original copies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents	Receive documents and encode thru the Document Tracking System		5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher		5 minutes	Clerk I
	Encode voucher details thru the Receiving Registry System		5 minutes	Clerk I

	Distribute the assigned voucher to respective auditors	none	5 minutes	Clerk I
	Examine voucher and supporting documents		15 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Update status of voucher thru the Receiving Registry System		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Explain/clarify deficiency with end-user		20 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Post payment thru the Budget Monitoring System		3 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Affix initial to the voucher and forward documents for review (for 50K and above)		1 minute	Fiscal Examiner I, II, Accounting Clerk III
	Review supporting documents. If requirements were satisfied, forward to accountant for approval and if with deficiency, return to end-user		10 minutes	Accountant IV

	Certify as to completeness of supporting documents/sign voucher	none	5 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 30 minutes	

SERVICE NAME: 1T. **Examination of supporting documents for Refund of Bidders/Performance Bond/Warranty Retention**

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office

Classification Simple

Type of Transaction G2B - Government to Business Entity

Who may avail Accredited Suppliers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Disbursement Voucher		End-User		
2 Original Copy of Official Receipt certified by GSO and PTO		PTO, GSO		
3 Photocopy of Inspection Report (for performance bond)		Inspection Section, Provincial Administrator's Office		
4 Purchase Order, Inspection Report, Warranty Certificate, Charge/Sales		End-User		
5 the claim		End-User		
NOTE: Unless otherwise indicated all supporting documents should be in original copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents	Receive documents and encode thru the Document Tracking System		5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher		5 minutes	Clerk I

	Encode voucher details thru the Receiving Registry System	none	5 minutes	Clerk I
	Distribute the assigned voucher to respective auditors		5 minutes	Clerk I
	Examine voucher and supporting documents		10 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Update status of voucher thru the Receiving Registry System		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Explain/clarify deficiency with end-user		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		5 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Affix initial to the voucher and forward documents for review (for 50K and above)		1 minute	Fiscal Examiner I, II, Accounting Clerk III
	Review supporting documents. If requirements were satisfied, forward to accountant for approval and if with deficiency, return to end-user		7 minutes	Accountant IV

	Certify as to completeness of supporting documents/sign voucher	none	5 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 1 minute	

SERVICE NAME: 1U. **Examination of supporting documents for Refund of Amortization on Loans/Taxes Withheld**

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office

Classification Simple

Type of Transaction G2G - Government to Government

Who may avail Provincial Government Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Disbursement Voucher/Payroll		End-User		
2 Audited Collection Lists		End-User		
3 the claim		End-User		
NOTE: Unless otherwise indicated all supporting documents should be in original copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents	Receive documents and encode thru the Document Tracking System		5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher/payroll		5 minutes	Clerk I
	Encode transaction details thru the Receiving Registry System		5 minutes	Clerk I

	Distribute the assigned voucher/ payroll to respective auditors	none	5 minutes	Clerk I
	Examine voucher/payroll and supporting documents		15 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Update status of voucher/payroll thru the Receiving Registry System		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Release deficient voucher/payroll to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Affix initial to the voucher/payroll and forward documents to encoder		1 minute	Clerk I
	Post/Encode transaction details into the Management Information System/Monitoring File for control/ trapping purposes	none	5 minutes	Clerk I
	Certify as to completeness of supporting documents/sign voucher/payroll		5 minutes	Provincial Accountant

	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			59 minutes	

SERVICE NAME: 1V. **Examination of supporting documents for Remittance to Other Government Agencies and Business Entities**

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office

Classification Simple

Type of Transaction G2G - Government to Government, G2B - Government to Business Entity

Who may avail Government Agencies/Institutions, Business Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Disbursement Voucher/Payroll	End-User
2 and Business Entities)	End-User
3 Property Tax)	Provincial Treasurer's Office
4 Gravel)	Provincial Treasurer's Office
5 the claim	End-User

NOTE: Unless otherwise indicated all supporting documents should be in original copies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit documents to Provincial Accounting Office for examination as to completeness of supporting documents	Receive documents and encode thru the Document Tracking System		5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher/payroll		5 minutes	Clerk I
	Encode transaction details thru the Receiving Registry System		5 minutes	Clerk I
	Distribute the assigned voucher to respective auditors		5 minutes	Clerk I

	Examine voucher and supporting documents	none	30 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Update status of voucher thru the Receiving Registry System		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		2 minutes	Fiscal Examiner I, II, Accounting Clerk III
	Affix initial to the voucher and forward documents for review (for 50K and above)		1 minute	Fiscal Examiner I, II, Accounting Clerk III
	Review supporting documents. If requirements were satisfied, forward to accountant for approval and if with deficiency, return to end-user	none	5 minutes	Accountant IV
	Certify as to completeness of supporting documents/sign voucher		5 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I
Total			1 hour and 14 minutes	

SERVICE NAME: 1W. Examination of supporting documents for Transfer of Funds to Other Government Agencies, NGOs/POs

SERVICE DESCRIPTION: Certifies as to completeness of supporting documents and amount obligated for the purpose

OFFICE OR DIVISION Financial Audit Services Division, Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government, G2C - Government to Transacting Public
Who may avail Other Government Agencies, Accredited NGOs/People's Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Disbursement Voucher	End-User
2 Obligation Request (not required for trust fund)	End-User/Provincial Budget Office
3 Approved Project Proposal	Bureau of Treasury
4 Notarized Memorandum of Agreement	Disbursing Officer
5 SP Resolution Authorizing the Governor to Sign MOA	End-User/PPDO
6 LGU Resolution authorizing the local chief executive to sign MOA	End-User/Governor's/Administrator's Office
7 Resolution approving the accreditation of NGO/PO, Registration from	NGO/PO concerned, Sangguniang Panlalawigan, SEC, DOLE, CDA
8 Other necessary documents as may be required depending on the nature of the claim	End-user and/or others concerned

NOTE: Unless otherwise indicated all supporting documents should be in original copies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 End-user submit required supporting documents with voucher to Provincial Budget Office for Certification on Existence of Appropriation on the Obligation Request	Receive documents and encode thru the Document Tracking System	none	5 minutes	Clerk I
	Assign accounting control number and auditor number to voucher		5 minutes	Clerk I
	Encode transaction details thru the Receiving Registry System		5 minutes	Clerk I
2 Submit documents to Provincial Accounting Office for examination	Distribute the assigned vouchers to respective auditors		5 minutes	Clerk I

as to completeness of supporting documents <i>Note: If charged to Trust Fund, proceed to step #2</i>	Examine voucher and supporting documents		15 minutes	Fiscal Examiners I & II Accounting Clerk III
	Update status of documents thru the Receiving Registry System		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	if supporting documents found to be incomplete (in quantity and form), issue deficiency slip and return documents to end-user		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Explain/clarify deficiency with end-user	none	10 minutes	Fiscal Examiners I & II Accounting Clerk III
	Release deficient voucher to end-user's representative		2 minutes	Clerk I
	If supporting documents found to be complete (in quantity and form), mark supporting documents with the corresponding assigned number		2 minutes	Fiscal Examiners I & II Accounting Clerk III
	Post payment thru the Budget Monitoring System		3 minutes	Fiscal Examiners I & II Accounting Clerk III
	Affix initial to the voucher and forward documents for review		1 minute	Fiscal Examiners I & II Accounting Clerk III
	Review supporting documents. Release to end-user if found deficient and if not, forward to Accountant for approval		10 minutes	Accountant IV
	Certify as to completeness of supporting documents/sign voucher		5 minutes	Provincial Accountant
	Release documents to end-user (if deficient) or PTO-Cashier for issuance of check		5 minutes	Clerk I

Total	1 hour and 17 minutes
-------	-----------------------

SERVICE NAME: 2A. Recording of Check Disbursements and Preparation / Issuance of Accountant's Advice

checks issued by the province as stated in the Accountant's Advice

OFFICE OR DIVISION

Accounting Division - Provincial Accounting Office

Classification

Simple

Type of Transaction

G2C - Government to Transacting Public, G2B - Government to Business Entity, G2G - Government to Government

Who may avail

All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Transmittal of Vouchers (1 original, 1 duplicate copy)		Provincial Treasurer's Office		
2 Audited Disbursement Vouchers (1 original, 1 duplicate copy)				
3 Checks				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Provincial Treasurer's Office forwards Disbursement Vouchers, Checks and Transmittal.	1. Receiving of Disbursement Voucher (DV) from PTO Transmittal.	none	5 minutes	Admin Aide III (Clerk I)
	2. Receiving of DV in the Document Tracking System (DTS)		5 minutes	Admin Aide III (Clerk I)
	3. Assign and Distribute DV to JEVers for encoding of Journal Entry Voucher (JEV) entries		5 minutes	Admin Aide III (Clerk I)
	4. Preparation / Encoding of JEV entries (All transactions except for PPE, Capital Outlay, and Repairs)		5 - 10 minutes	Admin Aide III (UW II / Clerk I) Accounting Clerk III
	5. Forward to Approving Officer for Approval of JEV entries		2 minutes	Admin Aide III (UW II / Clerk I) Accounting Clerk III
	6. Approval of JEV entries		3-5 minutes	Fiscal Examiner II

	7. Printing of approved JEV and attachment of JEVs to DV (with initials of Approving Officer)		3 minutes	Clerk I / Fiscal Examiner II
	8. Preparation and Printing of Accountant's Advice (with signatures of assigned officers)		5 minutes	Clerk I / Fiscal Examiner II / Provincial Accountant
	9. Releasing of DV with Checks in DTS to Admin Office		5 minutes	Admin Aide III (Clerk I)
	10. Forward DV with Checks and Transmittal to Admin Office for signature of Authorized Officer		5 minutes	Admin Aide III (Clerk I)
	11. Forward Accountant's Advice to designated banks		15 minutes	Admin Aide III (Clerk I)
	NOTE: All Accountant's Advice prepared in the morning will be forwarded to bank/s in the afternoon / All Accountant's Advice prepared in the afternoon will be forwarded to bank/s on the following morning.			
	Total		47 - 55 minutes	

SERVICE NAME: 2B. **Accounting of Cash Disbursement - Downloaded Payrolls**

SERVICE DESCRIPTION: To provide timely and accurate reporting of cash disbursements for preparation and submission of financial statements to various users as mandated in R.A. 7160.

OFFICE OR DIVISION

Accounting Division - Provincial Accounting Office

Classification

Simple

Type of Transaction

G2G - Government to Government

Who may avail

Commission on Audit, Provincial Treasurer's Office, Office of the Governor, Sangguniang Panlalawigan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Request for Booking Up of Account - RBA (1 original & 1 duplicate copy)		Provincial Treasurer's Office (PTO) - Cash Division		
2 Authority to Debit Account (1 original & 1 duplicate copy)				
3 Summary of ATM Payroll Register (1 original & 1 duplicate copy)				
4 Bank's Payroll Register (1 original copy)				
5 Audited Payrolls of Various Offices with Complete Supporting Documents				
6 Obligation Request (1 original copy or certified true copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Request for Booking Up of Downloaded Payrolls with complete supporting documents.	1.1 Receive Request for Booking Up of Downloaded Payrolls with complete supporting documents.	none	10 minutes	Admin Aide III (Clerk I)
	1.2 Check the completeness of documents submitted & Sign in the PTO's Log Book.			
	3. Segregate RBA's per fund and record in the Accounting Log Book with corresponding RBA Number.		5 minutes	Admin Aide III (Clerk I)
	4.1 Check information in RBA against supporting documents. Prepare Journal Entry Voucher (JEV) in the Electronic New Government Accounting System (ENGAS) and indicate JEV in the payroll.		15 minutes	Admin Aide III (Clerk I)
	4.2 Forward payroll to Approving Officer for review and approval of JEV			

	5. Check the correctness of entries and ascertain completeness of supporting documents indicated in the JEV. Affix initials in the payroll and forward to Clerk I for filing		5 minutes	Accountant II
	6.1 Fold and file approved payrolls in the Vouchers box.		1 minute	Admin Aide III (Clerk I)
	Total		36 minutes per downloaded payroll	

SERVICE NAME: 2C. **ACCOUNTING FOR COLLECTIONS AND DEPOSITS [ALL FUNDS]**

SERVICE DESCRIPTION: To provide timely and accurate reporting of collections and deposits (all funds) for preparation and submission of financial statements to various users as mandated in R.A. 7160.

OFFICE OR DIVISION Accounting Division - Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government
Who may avail Commission on Audit/Office of the Governor/Sanggunian Panlalawigan/Provincial Treasurer's Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Report of Collections and Deposits [Liquidating Officer]-1 Original, 1 Duplicate	Provincial Treasurer's Office (PTO) - Cash Division		
2	Report of Collections and Deposits [Collecting Officer]-1 Original, 1 Duplicate			
3	Official Receipts - 1 Duplicate			
4	Deposit Slips - 1 Original, 1 Duplicate			
5	Abstract of Collections - 1 Original, 1 Duplicate			
6	Obligation Request (1 original copy or certified true copy)			
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit all required reports and supporting documents on a daily basis.		5 minutes	Administrative Aide III [UW II]

	2. Record report of liquidating officer in the logbook.	none	5 minutes	Adminstrative Aide III [UW II]
	3. Check information in the Abstract of Collections against Official Receipts [Ors], analyze every Ors are classified to its proper accounts and Abstract of Collections are accurately footed.		30 minutes	Fiscal Examiner I
	4. Recapitulate all accounting entries as accurately analyzed of the Abstract of Collections.		5 minutes	Fiscal Examiner I
	5. Forward the Report of Collections and Deposits together with the recapitulated Abstract of Collections for approval to the Approving Officer.		30 minutes	Fiscal Examiner III Accountant IV
	6. After approval, the duplicate copies are filed for further reference and the original copies for submission to the Commission on Audit.		5 minutes	Fiscal Examiner I Adminstrative Aide III [UW II]
	Total		1 hour and 20 minutes per Report of Collections and Deposits (Collecting Officer)	

SERVICE NAME: 3A. Certification of Net Pay and Remittances

SERVICE DESCRIPTION: For use of Provincial Government Employees in their loan availment to various agencies and basis for computation in their retirement benefits

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government
Who may avail All Provincial Government Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
---------------------------	-----------------

1 Authority to Request and Claim (if requesting party is not the employee concern)		Requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employees logs his/her request in the Logsheet provided at the counter	1. Admin Incharge check request	none	1 minute	Clerk
	2. Print out employees request		5 minutes	Clerk
	3. Certification signed by Authorized Person		2 minutes	Provincial Accountant or Administrative Officer
	4. Release Signed certification to the employees		1 minute	Clerk
2. Employees receives request after signing.			1 minute	Clerk
	Total		10 minutes	

SERVICE NAME: 3B.1 Processing of BIR Form 1902 (New employees)

SERVICE DESCRIPTION: To process BIR form 1902 of newly hired employees of the Provincial Government who has no Tax Identification Number. This is one of the requirement in the processing of their initial salary.

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office

Classification Simple

Type of Transaction G2G - Government to Government

Who may avail All Provincial Government Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 BIR 1902 - New Employees	
1.1 BIR Form 1902 - 3 copies (1 original, 1 duplicate and 1 triplicate - duly filled up)	Provincial Accounting Office / BIR Office
1.2 Birth Certificate of filer - NSO (1 photocopy only)	Employees File

1.3 Appointment (KSS 33)/ Plantilla of Casual - 1 photocopy only		Employees / HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Client submits properly filled up BIR form 1902 and attached documents	1. Check BIR form 1902 if it is properly filled - up and verify supporting docs attached.	none	5 minutes	Clerk/ Administrative Officer
	2. Indicates actual date received in BIR Form 1902		2 minutes	Administrative Officer
	3. Encode data from BIR form 1902 to esystem of BIR		1 day depending on the availability of BIR ereg system	Administrative Officer
	4. Generate TIN Certification and sign BIR form 1902 employees certification		1 day	Administrative Officer
	5. Release signed BIR Form 1902 and TIN		5 minutes	Clerk/ Administrative Officer
	Total		2 days and 12 mins	

SERVICE NAME: 3B.2 **Processing of BIR Form 1905 of New Employees, Transferred in employees**

SERVICE DESCRIPTION: To process BIR form 1905 of newly hired employees of the Provincial Government who already had Tax Identification Number. This is one of the requirement in the processing of their initial salary.

OFFICE OR DIVISION Administrative Section - Provincial Accounting Office
 Classification Simple
 Type of Transaction G2G - Government to Government
 Who may avail All Provincial Government Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2 BIR 1905 - New Employees, Transferred employees	

BIR Form 1905 - 3 copies (1 original, 1 duplicate and 1 triplicate - duly filled up) 2.2 Birth Certificate of filer - NSO (1 photocopy only) 2.3 Appointment (KSS 33)/ Plantilla of Casual - 1 photocopy only If TIN was taken from another RDO request for transfer is needed 2.4 BIR Form 1905 - 1 copy (duly verified/received) by the previous RDO		1. Provincial Accounting Office / BIR Office 2. Employees File 3. Employees / HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits properly filled up BIR form 1905 and attached documents 1	1. Check BIR form 1905 if it is properly filled - up and verify supporting docs attached.	none	2 minutes	Clerk/ Administrative Officer
	2. Verify where the TIN of filer was taken		2 minutes	Administrative Officer
	2.1 If Bacolod RDO - sign the form			
	2.2 If other RDO - request for transfer from previous RDO.			
	3. Sign BIR form 1905 of filer/employee		2 minutes	Administrative Officer
	4. Release BIR 1905 to filer/employee		1 minutes	Administrative Officer
	Total		7 minutes	

SERVICE NAME: 3C. Certification of Employee's Clearance

SERVICE DESCRIPTION: Clearance is needed by employees for purposes such as: retirement, travel, extended leave and transferring to other offices or departments

OFFICE OR DIVISION

Classification

Type of Transaction

Administrative Support Services - Provincial Accounting Office

Simple

G2G- Government to Government

Who may avail Provincial Government Officials and Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Employee's Clearance Form (4 Original Copies) 2 Approved DTR		Provincial Human Resource Management Office (PHRMO) End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits properly filled up Clearance form to the Admin Staff	1. Receives clearance form and records in the logbook for clearance and assigns control number.	none	5 minutes	Admin Aide IV (RMO II)
	1.1 Forwards to the Financial Audit Services Division for review.		5 minutes	Admin Aide IV (RMO II)
	1.2 Financial Audit Services Division Reviews/check overpayment on salary claims or other bonuses		30 minutes	Fiscal Examiner II
	1.3 Financial Audit Services Division release Clearance to Accoounting Division		5 minutes	Fiscal Examiner II
	1.4 Accounting Division receives the clearance from Financial Audit Services Division		5 minutes	Clerk / Fiscal Examiner I
	1.5 Check existing receivables, cash advances and disallowances in the system; name of person, per account code and per fund		15 minutes	Clerk / Fiscal Examiner I
	If there is No Pending Cash Advance, Receivables and Disallowances	none		

	1.6 Affix signature and records in the logbook		5 minutes	Clerk / Accountant IV
	1.7 Forward Clearance to Administrative Support Division - Provincial Accounting Office for release to employee/laiason officer of the office.		5 minutes	Clerk
	If there is Pending Cash Advance, Receivables and Disallowances			
	2.1 Issue deficiency slip and record in the logbook		5 minutes	Clerk
	2.2 Forward clearance to Administrative Support Division - Provincial Accounting Office for compliance of deficiency		5 minutes	Clerk
	4. Receives the clearance form from Accounting Division		2 minutes	Admin Aide IV (RMO II) - Administrative Division
	4.1 Release to Employees or Liaison Officer		2 minutes	Admin Aide IV (RMO II) - Administrative Division
	Total		1 hour and 15 minutes - no pending cash advances, receivables & disallowances receivables & disallowances	

SERVICE NAME: 3D. Issuance of Certificate of Appearance

SERVICE DESCRIPTION: Certificate of Appearance is issued to the general public, official or employee of LGU, or other Government Official or other line agency on the day of his/her visit or transaction at the Provincial Accounting Office as proof of appearance and supporting document for travel claim

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office
Classification Simple
Type of Transaction G2G- Government to Government, G2C - Government to Citizen
Who may avail All requesting party

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Approve Travel Order		Agency		
2	ID	Person Requesting		
3 Personal Appearance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Request for Issuance of Certificate of Appearance	1. Client fills up request in the logbook	none	2 minutes	Admin Officer
	2. Prepares Certificate of Appearance based on request details as indicated in the logbook		7 minutes	Admin Officer
	3. Signs printed certificate of appearance		2 minutes	Admin Officer/Provincial Accountant
	4. Release Certificate of Apperance to requesting employee		1 minutes	Admin Officer
		Total	12 minutes	

SERVICE NAME: 3D.1 **Receiving of Financial Claims with OBR (Disbursement Vouchers, Payrolls, etc. for Fiscal Examination)**

SERVICE DESCRIPTION: Receives financial claims prior to review of completeness of supporting documents

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office
Classification Simple
Type of Transaction G2G
Who may avail All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Disbursement Vouchers with supporting documents		Provincial Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1 Receives from PBO the End-user' submitted payroll /DV and its supporting documents .	Receive documents and check its completeness against transmittal	none	5 minutes	Clerk
	Receives documents through Document Tracking System (DTS)		5 minutes	
	Assign accounting control number and auditor number to payroll		5 minutes	Clerk
	Encode payroll/dv details in the Receiving Registry System		5 minutes	Clerk
2 Submits documents to Provincial Accounting Office Note: If charged to Trust Fund, proceed to step #2	Segregate and distribute the assigned payrolls to respective auditors		5 minutes	Clerk
	Total		25 minutes	

SERVICE NAME: 3E.1 **Releasing of Deficient Financial Claims (Disbursement Vouchers and Payrolls)**

SERVICE DESCRIPTION: Provincial Accounting Office is mandated to review supporting documents of various financial claims; prior to review there are processes to be observed and one of this is to received said financial claims for proper tracing.

OFFICE OR DIVISION

Administrative Support Services - Provincial Accounting Office

Classification

Simple

Type of Transaction

G2G - Government to Government

Who may avail

Laiason Officers and other Authorized Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Deficient DV/Payroll		Financial And Audit Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1 Receives various financial claims with difficiencies from Financial Audit Services Division for release to respective end-user.	1. Receives DV/Payrolls from Financial Audit Services Division	none	5 minutes	Clerk
	2. Checks if Deficient DV/Payroll is included in the list of Fiscal Examiners Accomplishment Report		5 minutes	Clerk
	3. Prepare summary of Deficient DV/ Payrolls of previous day		1 hour	Clerk
	4. Print out the summary of Deficient DV /Payrolls		5 minutes	Clerk
	5. Releasing of Deficient DV/payroll through Document Tracking System (DTS)		5 minutes	Clerk
	Total		1 Hour and 20 minutes	

SERVICE NAME: 3E.2 **Releasing of Financial Claims (Disbursement Vouchers and Payrolls) Passed in Audit**

SERVICE DESCRIPTION: Provincial Accounting Office is mandated to review supporting documents of various financial claims; prior to review there are processes

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government, G2C - Government to Transacting Public, G2B - Government to Business Entity
Who may avail All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	1. Certify as to completeness of supporting documents/sign payroll	none	2 minutes	Provincial Accountant
	Release Financial Documents through Accounting Releasing Registry System		5 minutes	Clerk
	Release Financial Documents to PTO - Cashier through Document Tracking System (DTS)		5 minutes	Clerk
	Total		12 minutes	

SERVICE NAME: 3E. Remittances to Government Service Insurance System (GSIS)

SERVICE DESCRIPTION: Preparation of remittance payments to GSIS for the amounts collected from various Government Officials and Employees

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office
Classification Complex
Type of Transaction G2G - Government to Government
Who may avail Government Service Insurance System

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Collection List attached to monthly passed in audit payrolls		Financial Audit Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Admin-in-charge checks completeness of manual and computerized collection list against summary of passed in audit claims		2 days	Clerk
	2. Generates soft copy of encoded manual claims			

3. Prepares summary of remittances for inclusion to the generated summaries of remittances per fund.
4. Prepares electronic remittance file (ERF) then submits through internet for uploading to the EBCS GSIS System
5. Addresses clarificatory items of ERF (if any) then resubmit electronic file for re-uploading to EBCS GSIS System
6. GSIS In Charge emails report to ERF in charge for report with no error
7. Prepares DV for payment which includes checking of accuracy and completeness of its supporting collection lists
8. Submits DV with supporting documents for payment to Financial Audit Services Division for review of completeness of supporting documents
9. Financial Audit Services Division examines and reviews of completeness of supporting documents
10. Certify as to completeness of supporting documents

none

3 days	Clerk
3 days	
	Clerk
30 minutes	Clerk / Administrative Officer II
5 minutes	Clerk
30 minutes	Fiscal Examiner I, II , Accountant IV
5 minutes	Provincial Accountant

	11. Release DV through Accounting Releasing Registry System		5 minutes	Clerk
	12. Release Financial Documents to PTO - Cashier through Document Tracking System (DTS)		5 minutes	Clerk
	13. Claims approved check payments from Cashier - PTO (please see note below)		5 minutes	Admin Aide IV/ Administrative Officer II
	14. Remit check payments and submit supporting documents to Government Service Insurance System		4 hours	Admin Aide IV
	15. Encode Official Receipts details to the Payroll System for the generation of certificate of remittances		2 days	Clerk I
	Total	10 days 6 hours & 50 minutes		

Note: Processing time for check issuance takes a minimum of 2 hours to a maximum of 1 day

GSIS Prem and Loans Every 10th of succeeding month following the due month

SERVICE NAME: 3F **Remittances to Pag ibig Fund**
SERVICE DESCRIPTION: Preparation of remittance payments to GSIS for the amounts collected from various Government Officials and Employees

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office
Classification Complex
Type of Transaction G2G - Government to Government

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Collection List attached to monthly passed in audit payrolls		Financial Audit Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Admin-in-charge checks completeness of manual and computerized collection list against summary of passed in in audit claims		2 days	Clerk
	2. Generates soft copy of encoded claims] 1 day	Clerk
	3. Prepares manual summary of remittances for inclusion to the generated summaries of remittances.			
	4. Prepares electronic remittance for all funds (General Fund, Hospital, EEDD and SEF Funds)		3 days	Clerk
	5. Submit electronic file through internet for verification of new employees, employees whose records where incomplete		2 day	Clerk
	6. Check if there is clarifficatory item to be excluded/included in the electronic remittance		30 minutes	Clerk
	7. Prepares DV for payment which includes checking of accuracy and completeness of its supporting collection lists		30 minutes	Clerk / Administrative Officer II

	8. Submits DV with supporting documents for payment to Financial Audit Services Division for review of completeness of supporting documents	none	5 minutes	Clerk
	9. Financial Audit Services Division examines and reviews of completeness of supporting documents		30 minutes	Fiscal Examiner I, II , Accountant IV
	10. Certify as to completeness of supporting documents		5 minutes	Provincial Accountant
	11. Release DV through Accounting Releasing Registry System		5 minutes	Clerk
	12. Release Financial Documents to PTO - Cashier through Document Tracking System (DTS)		5 minutes	Clerk
	13. Claims approved check payments from Cashier - PTO (please see note below)		5 minutes	Admin Aide IV/ Administrative Officer II
	14. Remit check payments and submit supporting documents to Pagibig Home Mutual Development Fund		4 hours	Admin Aide IV
	15. Encode Official Receipts details to the Payroll System for the generation of certificate of remittances		2 days	Clerk
	Total	10 days 7 hours & 20 minutes		

Note: Processing time for check issuance takes a minimum of 2 hours to a maximum of 1 day
Pag ibig Premium and Loans Every 15th day of succeeding month following the due month

SERVICE NAME: 3G. 1 Remittances to Philhealth Insurance

SERVICE DESCRIPTION: Preparation of remittance payments to Philhealth Insurance for the amounts collected from various Government Officials and Employees

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office
Classification Complex
Type of Transaction G2G - Government to Government
Who may avail Philippine Health Insurance Corporation (Philhealth)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Collection List attached to monthly passed in audit payrolls		Financial Audit Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Admin-in-charge checks completeness of computerized collection list against summary of passed in in audit claims		2 days	Clerk I
	2. Generate soft copy of summaries of remittances for checking and reconciling to actual total per collection list		1 day	Clerk I
	3 Prepares electronic remittance for all funds (General Fund, Hospital, EEDD and SEF Funds)		2 days	Clerk I

4. Check and encode online through eprs01.gov.ph the verified datas of new employees, separated employees, and employees with no earnings for the month
5. Reconciles total amount per fund and submits final electronic file online through eprs01.gov.ph
6. Generate Statement of Premium Account or SPA per fund
7. Prepares DV for payment which includes checking of accuracy and completeness of its supporting collection lists
8. Submits DV with supporting documents for payment to Financial Audit Services Division for review of completeness of supporting documents
9. Financial Audit Services Division examines and reviews of completeness of supporting documents
10. Certify as to completeness of supporting documents
11. Release DV through Accounting Releasing Registry System

none

2 days	Clerk I
20 minutes	Clerk I
10 minutes	Clerk I
30 minutes	Clerk / Administrative Officer II
5 minutes	Clerk I
30 minutes	Acctg Clerk III, Fiscal Examiner I, II , Accountant IV
5 minutes	Provincial Accountant
5 minutes	Clerk I

	12. Release Financial Documents to PTO - Cashier through Document Tracking System (DTS)		2 hours	Clerk , Fiscal Examiner II
	13. Claims approved check payments from Cashier - PTO (please see note below)		4 hours	Clerk / Provincial Administrator
	14. Remit check payments and submit supporting documents to Government Service Insurance System			
	15. Encode Official Receipts details to the Payroll System for the generation of certificate of remittances		1 day	Admin Aide IV
	Total	9 days and 7 hours & 15 minutes		

SERVICE NAME: 3G. 2 **Remittances to Philhealth Insurance**

SERVICE DESCRIPTION: Preparation of remittance payments to Philhealth Insurance for the amounts collected from various Government Officials and Employees

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office

Classification Simple

Type of Transaction G2G - Government to Government

Who may avail

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Collection List attached to monthly passed in audit payrolls		Financial Audit Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Admin-in-charge checks completeness of manual collection lists against summary of passed in audit claims	none	2 days	Clerk I
2. Generate soft copy of manual remittances for checking and reconciling to actual total of collection list per fund		1 day	Clerk I
3. Prepares manual summary of remittance for all funds (General Fund, Hospital, EEDD and SEF Funds)		1 day	Clerk I
4. Prepares DV for payment which includes checking of accuracy and completeness of its supporting collection lists		30 minutes	Clerk / Administrative Officer II
5. Submits DV with supporting documents for payment to Financial Audit Services Division for review of completeness of supporting documents		5 minutes	Clerk I
6. Financial Audit Services Division examines and reviews of completeness of supporting documents		30 minutes	Acctg Clerk III, Fiscal Examiner I, II , Accountant IV
7. Certify as to completeness of supporting documents/sign DV		5 minutes	Provincial Accountant
8. Release DV through Accounting Releasing Registry System		5 minutes	Clerk I

	9. Release Financial Documents to PTO - Cashier through Document Tracking System (DTS)		5 minutes	Clerk I
	10. Claims approved check payments from Cashier - PTO (please see note below)		5 minutes	Admin Aide VI/ Administrative Officer II
	11. Remit check payments and submit supporting documents to CAPGEM Cooperative		30 minutes	Admin Aide VI/ Clerk
	12. Encode Official Receipts details to the Payroll System for the generation of certificate of remittances		2 days	Clerk I
	Total	6 days and 4 hours & 45 minutes		


Note: Processing time for check issuance takes a minimum of 2 hours to a maximum of 1 day

Philhealth Premium Every 15th day of succeeding month following the due month

SERVICE NAME:3H **Remittances to Bureau of Internal Revenue**
SERVICE DESCRIPTION: Preparation and remittance of income tax withheld from employees of the Provincial Government of Negros Occidental

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government
Who may avail Bureau of Internal Revenue

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Collection List attached to monthly passed in audit payrolls and vouchers.	Financial Audit Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Admin-in-charge checks completeness of manual collection lists against summary of passed in audit claims		2 days	Clerk
	2. Generate soft copy for summary of remittances		 1 day	Clerk
	3. Prepares manual summary of remittances for inclusion to the generated summary of remittances per fund; General Fund,Hospital, EEDD, SEF			
	4. Prepares DV for payment which includes checking of accuracy and completeness of its supporting collection lists		30 minutes	Clerk / Administrative Officer II
	5. Submits DV with supporting documents for payment to Financial Audit Services Division for review of completeness of supporting documents		5 mintues	Clerk
	6. Financial Audit Services Division review of completeness of supporting documents		30 minutes	Acctg Clerk III, Fiscal Examiner I, II , Accountant IV
	7. Certify as to completeness of supporting documents/sign payroll		5 minutes	Provincial Accountant
	8. Prepares and attach Bank Deposit Slip to DV for remittance to the bank per fund		10 minutes	Clerk

	9. Release passed in audit DV thru DTS to Cashier - PTO for the preparation of credit memo advice	none	5 minutes	Clerk
	10. Claims approved credit memo advice from Cashier - PTO (please see note below)		5 minutes	Admin Aide VI/ Administrative Officer II
	11. Submits DV and credit memo advice to LBP as authorized bank of BIR		30 minutes	Admin Aide VI
	12. Reproduce copies of all supporting pertinent documents for file		30 minutes	Admin Aide VI
	Total	3 days 2 hours & 50 minutes		

Note: Processing time for Credit Memo Advice takes a minimum of 2 hours to a maximum of 1 day

BIR Compensation Every 10th of succeeding month following the due month

SERVICE NAME:3I **Remittances to Bureau of Internal Revenue**

SERVICE DESCRIPTION: Preparation and remittance of taxes withheld from Government Money Payments of suppliers and contractors of the Provincial Government of Negros Occidental

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government
Who may avail Bureau of Internal Revenue

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Downloaded Schedule of Payables (Due to BIR - 412) 2 BIR Form 1600 and 1601e	Accounting Division BIR System

3 Bank Deposit Slip Form		BIR Accredited Banks		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive from Accounting Division the downloaded schedule of payables (due to BIR -412)	1. Prepare eNGAS proofing sheets per fund to ensure completeness of recorded disbursements.		5 days	Fiscal Examiner I
	2. Generate and analyze Schedule of Payables (Due to BIR) per Fund to ensure that there are no negative balances and error in tax codes. If no error is found, export Schedule per Fund. Analyze Subsidiary Ledgers under Trust Fund and GF-Proper (MDFO) to determine source of payment for remittance.		4 hours	Accountant II
	3. Receives from Accounting Division the eNGAS' downloaded schedule of payables (due to BIR -412) for the month per fund		5 minutes	Administrative Officer II
	4. Process files from eNGAS to BIR program per month per fund to generate 1600 and 1601e schedule		2 days	Administrative Officer II
	5. Prepare BIR form 1600 and 1601E as per		2 hours	Administrative Officer II
	1600 and 1601e schedule per fund			

4. Prepares DV (Disbursement Voucher) per fund based on the attached BIR form 1600 and 1601e schedule
8. Prepares and attach Bank Deposit Slip to DV for remittance to the bank per fund
6. Verifies as to funds DV (Disbursement Voucher), deposit slip, and supporting schedule by Accounting Division
7. Submits DV with supporting documents for payment to Financial Audit Services Division for review of completeness of supporting documents
8. Financial Audit Services Division review of completeness of supporting documents
9. Certify as to completeness of supporting documents/sign payroll
9. Release passed in audit DV thru DTS to Cashier - PTO for the preparation of credit memo advice
10. Claims approved credit memo advice from Cashier - PTO (please see note below)

none

30 minutes	Administrative Officer II
30 minutes	Clerk
30 minutes	Senior Bookkeeper
5 minutes	Clerk
30 minutes	Acctg Clerk III, Fiscal Examiner I, II , Accountant IV
5 minutes	Provincial Accountant
5 minutes	Clerk
5 minutes	Admin Aide VI/Administrative Officer II

	11. Submits DV and credit memo advice to LBP as authorized bank of BIR		30 minutes	Clerk / Admin Aide VI
	12. Reproduce copies of all supporting pertinent documents for file		30 minutes	Admin Aide VI
	Total	7 days 9 hours & 25 minutes		

Note: Processing time for Credit Memo Advice takes a minimum of 2 hours to a maximum of 1 day

BIR Suppliers Money Payments - Due to BIR

Every 10th of succeeding month following the due month

SERVICE NAME:3J **Remittances to various agencies (CAPGEM, PACE, PHEMC and Veterans Bank)**


SERVICE DESCRIPTION: Preparation and remittance of CBU and Loan Repayment of Government Officials and Employees

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office

Classification Simple

Type of Transaction G2G - Government to Government

Who may avail

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Collection List attached to monthly passed in audit payrolls		Financial Audit Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Admin-in-charge checks		2 days	Clerk
	2. Generate soft copy for summary of remittances		 1 day	Clerk
	3. Prepares manual summary of remittances for inclusion to the generated summary of remittances per fund; General Fund,Hospital, EEDD			

	4. Reconciles accounting records versus collection list as per summary per fund	none	4 hours after all JEVs for payroll were posted	Accountant II
	5. Prepares DV for payment which includes checking of accuracy and completeness of its supporting collection lists		30 minutes	Clerk / Administrative Officer II
	6. Submits DV with supporting documents for payment to Financial Audit Services Division for review of completeness of supporting documents		5 minutes	Clerk
	7. Financial Audit Services Division review of completeness of supporting documents		30 minutes	Acctg Clerk III, Fiscal Examiner I, II , Accountant IV
	8. Certify as to completeness of supporting documents/sign payroll		5 minutes	Provincial Accountant
	9. Release Financial Documents to PTO - Cashier through Document Tracking System (DTS)		5 minutes	Clerk
	Total	3 days 5 hours & 15 minutes		

Note:

BIR Compensation Every 10th of succeeding month following the due month

SERVICE NAME:3K Remittances to Veteran's Bank

SERVICE DESCRIPTION: Preparation and remittance of Loan Repayment of various Government Officials and Employees

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government
Who may avail

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Collection List attached to monthly passed in audit payrolls		Financial Audit Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Admin-in-charge checks completeness of computerized collection list against summary of passed in audit claims	none	2 days	Clerk
	2. Generate soft copy for summary of remittances of remittances per fund; General Fund,Hospital, EEDD] 1 day	Clerk
	3. Prepares manual summary of remittances for inclusion to the generated summary			
	4. Reconciles accounting records versus collection list as per summary per fund		4 hours after all JEVs for payroll were posted	Accountant II
	5. Prepares DV for payment which includes checking of accuracy and completeness of its supporting collection lists		30 minutes	Clerk / Administrative Officer II

	6. Submits DV with supporting documents for payment to Financial Audit Services Division for review of completeness of supporting documents		5 minutes	Clerk
	7. Financial Audit Services Division review of completeness of supporting documents		30 minutes	Acctg Clerk III, Fiscal Examiner I, II , Accountant IV
	8. Certify as to completeness of supporting documents/sign payroll		5 minutes	Provincial Accountant
	9. Release Financial Documents to PTO - Cashier through Document Tracking System (DTS)		5 minutes	Clerk
	Total	3 days 5 hours & 15 minutes		

SERVICE NAME:3L **Remittances to PHEMC**

SERVICE DESCRIPTION: Preparation of Remittances to GSIS as per RA 8291


OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office

Classification Simple

Type of Transaction G2G - Government to Government

Who may avail

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Collection List attached to monthly passed in audit payrolls		Financial Audit Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Admin-in-charge checks completeness of computerized collection list against summary of passed in audit claims	none	2 days	Clerk
2. Generate soft copy for summary of remittances		 1 day	Clerk
3. Prepares manual summary of remittances for inclusion to the generated summary of remittances per fund; General Fund,Hospital, EEDD			
4. Reconciles accounting records versus collection list as per summary per fund		4 hours after all JEVs for payroll were posted	Accountant II
5. Prepares DV for payment which includes checking of accuracy and completeness of its supporting collection lists		30 minutes	Clerk / Administrative Officer II
6. Submits DV with supporting documents for payment to Financial Audit Services Division for review of completeness of supporting documents		5 minutes	Clerk
7. Financial Audit Services Division review of completeness of supporting documents		30 minutes	Acctg Clerk III, Fiscal Examiner I, II , Accountant IV
8. Certify as to completeness of supporting documents/sign payroll		5 minutes	Provincial Accountant

	9. Release Financial Documents to PTO - Cashier through Document Tracking System (DTS)		5 minutes	Clerk
	Total	3 days 5 hours & 15 minutes		

SERVICE NAME:3M Remittances to Bureau of Internal Revenue
SERVICE DESCRIPTION: Preparation of Remittances to GSIS as per RA 8291

OFFICE OR DIVISION Administrative Support Services - Provincial Accounting Office
Classification Simple
Type of Transaction G2G - Government to Government
Who may avail

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Collection List attached to monthly passed in audit payrolls		Financial Audit Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Admin-in-charge checks completeness of computerized collection list against summary of passed in audit claims		2 days	Clerk
	2. Generate soft copy for summary of remittances			
	3. Prepares manual summary of remittances for inclusion to the generated summary of remittances per fund; General Fund,Hospital, EEDD		1 day	Clerk
	4. Reconciles accounting records versus collection list as per summary per fund		4 hours after all JEVs for payroll were posted	Accountant II

	5. Prepares DV for payment which includes checking of accuracy and completeness of its supporting collection lists	none	30 minutes	Clerk / Administrative Officer II
	6. Submits DV with supporting documents for payment to Financial Audit Services Division for review of completeness of supporting documents		5 minutes	Clerk
	7. Financial Audit Services Division review of completeness of supporting documents		30 minutes	Acctg Clerk III, Fiscal Examiner I, II , Accountant IV
	8. Certify as to completeness of supporting documents/sign payroll		5 minutes	Provincial Accountant
	9. Release Financial Documents to PTO - Cashier through Document Tracking System (DTS)		5 minutes	Clerk
	Total	3 days 5 hours & 15 minutes		

SERVICE NAME:3N. **Application for Leave**

SERVICE DESCRIPTION: To process various leave application request of employees (sick leave, filial leave, force leave, special leave)leave, special leave as this is one of the supporting documents

OFFICE OR DIVISION	Administrative Support Services - Provincial Accounting Office
Classification	Simple
Type of Transaction	G2G
Who may avail	Accounting Personnel/ Office Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Medical Certificate if it exceeds 5 days or more (1 copy original)		Private Medical Doctor / Government Doctor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Employee must log in the Application for Leave log book provided by office	1.Process request of employee based on log book entries	none	2 minute	Admin Officer I
	1.1 Open access to Personnel Information System and select the name of employee who requested the Application for Leave		2 minute	Admin Officer I
	1.2 Checks the leave credits earned		2 minute	Admin Officer I
	1.3 Check if there is a pending application for leave that not yet approve by the Human Resource Personnel		2 minute	Admin Officer I
	1.4 If there is no pending application for leave and the leave credits earned is sufficient, start processing the request		5minutes	Admin Officer I
	1.5 if there is a pending leave or the leave credits earned is not sufficient for the request, make a call to the Human resource personnel who's incharge to seek advice/ to update leave credits.		30 minutes	Admin Officer I
	1.6 Release leave to employee for signature and verification of their request		3 minutes	Admin Officer I

	2.Employee/ client signs the application for leave and forwards to the immediate supervisor for approval.		5 minutes	Admin Officer II , Accountant IV , Provincial Accountant
	2.1 Submits to the Head of Office for Signature/approval		5 minutes	Provincial Accountant
	2.2 Release to Human Resource Management Office through Document Tracking System (DTS) with transmittal attached.		3 minutes	Admin Officer I
	Total		59 minutes	

SERVICE NAME: 30 .**Disbursement Vouchers and Payroll**

SERVICE DESCRIPTION: Preparing of Disbursement vouchers and payroll for payment of salaries & overtime of Employees

OFFICE OR DIVISION Administrative Division- Provincial Accounting Office
Classification Simple
Type of Transaction G2G- Government to Government
Who may avail Accounting Personnel / Office Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Daily Time Record (DTR)- (Salaries & Overtime)		Provincial Human Resource Management Office		
2 Approved Application for Leave - (salaries)		Provincial Human Resource Management Office		
3 Approved Office Order -(Overtime)		Office of the Provincial Administrators Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Employees Submit DTRs to Admin Staff (Checker)	1.Receives duly checked DTRs from Admin Aide		2 minutes	Administrative Officer I
	1.1 Prepares Draft of salaries/		45 minutes	Administrative Officer I

2 Employees checks and signed the draft for finalization of Payroll/vouchers	2.Print Final Payroll and attached supporting documents such as DTRs, Application for Leave,collection list,		60 minutes	Administrative Officer I
	2.1 Prepares Obligation Request (OBR) to be attached in salaries/ overtime	none	10 minutes	Administrative Officer I
	2.2 Immediate supervisor affix initials to payroll/ voucher and OBR for verification, and signed collection list.		5 minutes	Administrative Officer II
	2.3 For Signature of certification as to validity of claim		5 minutes	Provincial Accountant
	2.4 Released to Provincial Budget Office for Signature and Approval of Budget Officer using Data Tracking System (DTS)		5 minutes	Administrative Officer I
	WITH DEFICIENCY			
	3. Receives payroll/voucher for compliance of deficiency		32 minutes	Administrative Officer I
	3.1 Returns payroll/voucher to Financial Audit Division for Deficiency Complied.		2 minutes	Administrative Officer I
	Total		2 hours & 56 minutes with deficiency 2 hours & 22 minutes without deficiency	

SERVICE NAME: 3P Payments to suppliers of goods and other services
SERVICE DESCRIPTION: Prepares Disbursement Vouchers for payment of goods or services purchased.

OFFICE OR DIVISION Administrative Division- Provincial Accounting Office
Classification Simple

Type of Transaction G2B- Government to Business Entity
Who may avail Suppliers/Contractors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 All supporting documents as required under COA Circular No. 2012 -001				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Supplier submits approved purchased order and other pertinent supporting documents.(Sales Invoice, delivery receipt, perfomance bond) for processing of payment	1.Upon receipt of Purchase Oder and other supporting document from supplier; files request for inspection to General Services Office	none	20 minutes	Administrative Officer I
	1.1 Prepares SSMI and submits to		10 minutes	Administrative Officer I
	1.2 Prepares Acknowledgement Receipt for Equipment and Property (AREP) or Inventory custodian slip (ICS), Requisition and Issue Slip (RIS) and Waste Material Report (WMR) - (If applicable) and submit the same to General Services Offices for records purposes		20 minutes	Administrative Officer I
	1.3 Upon receipt of duly accomplished Inspection Report from Provincial Inspector , prepares disbursement voughcer and attached all supporting documents		10 minutes	Administrative Officer I

	1.4 Submits Disbursement Voucher with complete supporting documents to immediate supervisor for checking	5 minutes	Administrative Officer II
	1.5 Recommends approval for payment	5 minutes	Provincial Accountant
	1.6 Submits DV with supporting documents to Accounting Division for RBA or to Financial Audit Services Division for review of completeness of supporting documents	5 minutes	Administrative Officer I
	With Deficiency		
	2.Receives voucher for compliance of deficiency	32 minutes	Administrative Officer I
	3.1 Returns voucher to Accounting Div or Financial Audit Services for deficiency complied	2 minutes	Administrative Officer I
	Total	1 hour and 49 minutes with deficiency 1 hour and 15 minutes without deficiency	

SERVICE NAME: 3 Q Preparation of Purchase Request

SERVICE DESCRIPTION: Prepare Purchase request for supplies and materials/goods and services for use of the Provincial Accounting Office

OFFICE OR DIVISION

Classification

Type of Transaction

Who may avail

Administrative Division- Provincial Accounting Office

simple

G2G- Government to Government

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Obligation Request (OBR) - 3 original copies		End-user		
2 Purchase Request (PR)- 3 original copies		End-user		
Approved Project Procurement Management Plan (PPMP) - 1 photocopy				
3 with certified true copy		End-user		
Other necessary documents as may required by the Financial Audit				
4 Services Division depending on the nature of the claim.		End-user		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Request supplies and materiasl/ goods or services for the use of Office.	1. Prepares Purchase Request by encoding data in Government Procurement System (GPS)	none	60 minutes	Administrative Officer I
	1.1 Prepares Obligation Request based on the data of Purchase Request.		5 minutes	Administrative Officer I
	1.3 Attach PPMP as supporting documents		2 minutes	Administrative Officer I
	1.4 Immediate supervisor verifies and affix initial		2 minutes	Administrative Officer II
	1.5 Signature as to validity of request		5 minutes	Provincial Accountant
	1.6 Release to Provincial Administrator's Office for Approval and Signature in Purchase Request.		5 minutes	Administrative Officer I
	Total		1 hour & 19 minutes	

1 PROCESSING OF ASSESSMENT TRANSACTION: TRANSFER OF OWNERSHIP

Description of the Service Any means by which ownership changes hands thru different conveyances such as; purchase, donation, heirship, assumption of mortgage debt.

OFFICE OR DIVISION	ASSESSMENT STANDARD EXAMINATION DIVISION			
Classification	G2C - GOVERNMENT TO CITIZEN, G2B - GOVERNMENT TO BUSINESS ENTITY, G2G - GOVERNMENT TO GOVERNMENT			
Type of Transaction	SIMPLE			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Title (1 copy)		Register of Deeds		
Deed of Conveyance (1 copy)		client		
Certificate Authorizing Registration (1 copy)		Bureau of Internal Revenue		
Transfer Tax Receipt (1 copy)		Provincial Treasurer's Office		
Tax Clearance or Real Property Tax Receipt (current year) (1 copy)		Provincial Treasurer's Office/Municipal Treasurer's Office		
Sworn Statement (1 original)		client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Service Counter, fill out request slip and present the required documents (present Original Title for verification purposes)	1. Check completeness of the documents: 1.1 If incomplete, return to client for completion 1.2 If complete, issue Order of Payment (OP)		10 mins.	Local Assessment Operations Officer III (ASSESSMENT STANDARD EVALUATION DIVISION)
2. Proceed to the Provincial		PHP 100.00 - Processing		

Treasurer's Office (PTO), present OP and pay amount due		Fee PHP 100.00 - Certification Fee (Tax Declaration) PHP 500.00 - Penalty for Late Declaration, if applicable PHP 300.00 - Penalty for late filing of Sworn Statement, if applicable		Cashier (PROVINCIAL TREASURER'S OFFICE)
---	--	---	--	---

3. Present Official Receipt at the Service Counter	2. Process transfer transaction:			
	2.1 Record transaction (TRS)		4 mins.	LAOO I to III (ARMD)
	2.2 Evaluate documents and authorize encoding of transaction		2 mins.	Division Head (AOED)
	2.3 Encode details of transaction		4 mins.	LAOO I to III (AOED)
	2.4 Check details of encoding and proper assessment of transaction		4 mins.	LAOO I to III (ASED)
	2.5 Review and recommend approval of transaction		2 mins.	Division Head (ASED)
	3. Approve transaction		1 day	Provincial Assessor
4.Claim Slip at the Service Counter	4. Print out Tax Declaration, assign control number, and release Tax Declaration and Notice of Assessment of Real Property (NARP)		10 mins.	LAOO I to III (ARMD)

	TOTAL:	*varies on the case of the transaction	1 day, 36 mins.	
--	---------------	--	-----------------	--

2

ISSUANCE OF CERTIFIED COPY OF TAX DECLARATION (1994-CURRENT YEAR)

Description of the Service

OFFICE OR DIVISION	ASSESSMENT RECORDS MANAGEMENT DIVISION			
Classification	G2C - GOVERNMENT TO CITIZEN, G2B - GOVERNMENT TO BUSINESS ENTITY, G2G - GOVERNMENT TO GOVERNMENT			
Type of Transaction	SIMPLE			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Tax Clearance or Real Property Tax Receipt (current year)		Provincial Treasurer's Office/Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Service Counter, fill out request slip and present the required document	1. Issue Order of Payment and return the document to client		3 mins.	LAOO I to III (ARMD)
2. Proceed to PTO, present OP and pay amount due		PHP 100.00 - Certification Fee (Tax Declaration)		Cashier (PROVINCIAL TREASURER'S OFFICE)
3. Present Official Receipt at the Service Counter	2. Print out Tax Declaration 2.1 Certify correctness of the Tax Declaration		5 mins. 2 mins.	LAOO I to III (ARMD) Division Head (ARMD)
	3. Assign control number and release Tax Declaration		5 mins.	LAOO I to III (ARMD)
TOTAL:		PHP 100.00	15 mins.	

3 ISSUANCE OF CERTIFIED COPY OF TAX DECLARATION (Pre-War - 1993)

Description of the Service

OFFICE OR DIVISION	ASSESSMENT RECORDS MANAGEMENT DIVISION			
Classification	G2C - GOVERNMENT TO CITIZEN, G2B - GOVERNMENT TO BUSINESS ENTITY, G2G - GOVERNMENT TO GOVERNMENT			
Type of Transaction	SIMPLE			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Service Counter and fill out request slip	1. Issue Order of Payment (OP), Claim Slip, and advise client to claim the Tax Declaration on the next day		3 mins.	Assessment Clerk (ARMD)
2. Proceed to PTO, present OP and pay amount due		PHP 100.00 - Certification Fee (Tax Declaration)		Cashier (PROVINCIAL TREASURER'S OFFICE)
3. Present Official Receipt at the Service Counter	2. Search for and prepare machine copy of Tax Declaration 2.1 Certify correctness of Tax Declaration		7 hours 2 mins.	Utility Worker (Admin. Division) Division Head (ARMD)
4. Present Claim Slip to Service Counter	3. Assign control number and release certified copy of Tax Declaration		5 mins.	Assessment Clerk (ARMD)
TOTAL:		PHP 100.00	7 hrs. and 10 mins.	

4 ISSUANCE OF CERTIFICATION OF: **PROPERTY HOLDINGS; NO PROPERTY HOLDINGS; NO IMPROVEMENT**

- Description of the Service
1. Property Holdings is a certification stating an individual's real property/properties within the province.

2. Certification of No Property Holdings states that an individual has no real property registered

3. Certification of No Improvement is issued to individuals stating that no improvement visible in certain

OFFICE OR DIVISION	ASSESSMENT RECORDS MANAGEMENT DIVISION			
Classification	G2C - GOVERNMENT TO CITIZEN, G2B - GOVERNMENT TO BUSINESS ENTITY, G2G - GOVERNMENT TO GOVERNMENT			
Type of Transaction	SIMPLE			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Service Counter and fill out Request Slip	1. Issue Order of Payment (OP)		3 mins.	LAOO I to III (ARMD)
2. Proceed to PTO, present OP and pay amount due		PHP 100.00 - Certificate of Property Holding/s PHP 100.00 - Certificate of No Property Holding PHP 100.00 - Certificate of No Improvement		Cashier (PROVINCIAL TREASURER'S OFFICE)
	2. Print out Certification		5 mins.	Assessment Clerk, LAOO I to III (ARMD)
	2.1 Certify correctness of Certification		2 mins.	Division Head (ARMD)
3. Present Official Receipt at the Service Counter	3. Assign control number and release Tax Declaration		5 mins.	Assessment Clerk (ARMD)
TOTAL:		Payment varies depending on request	15 mins.	

5 ACCEPTANCE OF SWORN STATEMENT OF REAL PROPERTY

Description of the Service Sworn Statement is a declaration of the owner of the true value of their real prooerty/ies.

OFFICE OR DIVISION	ASSESSMENT STANDARDS EVALUATION DIVISION			
Classification	G2C - GOVERNMENT TO CITIZEN, G2B - GOVERNMENT TO BUSINESS ENTITY, G2G - GOVERNMENT TO GOVERNMENT			
Type of Transaction	SIMPLE			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid government-issued ID		Government agencies		
Tax Declaration		Provincial Assessor's Office		
		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Service Counter, fill out Request Slip and submit accomplished Sworn Statement Form	1. Check completeness of entries and assign Sworn Statement Number. If late filing, issue Order of Payment.		15 mins.	DEMO II (ASED)
2. Proceed to PTO, present OP and pay amount due		PHP 100.00 - Processing Fee PHP 300.00 - Penalty for Late Filing, if applicable		Cashier (PROVINCIAL TREASURER'S OFFICE)
	2. Process transaction: 2.1 Log transaction and forward to Local Assessment Operations Officer		5 mins.	DEMO II (ASED)
	2.2 Affix signature as subscribing officer		5 mins.	LAOO I to IV (ASED)
3. Present Official Receipt at the Service Counter	3. Release Original copy of Sworn Statement		5 mins.	DEMO II (ASED)

	TOTAL:	Payment varies depending on case of request	30 mins.	
--	---------------	---	----------	--

6 PROVISION OF TECHNICAL ASSISTANCE (TAX MAPPING, REAL PROPERTY TAX COMPUTERIZATION PROJECT, APPRAISAL OF REAL PROPERTIES)

- Description of the Service
1. Tax Mapping is a highly accurate method of field operations for identifying real property units, defining property boundaries determining actual use, and discovering undeclared real proeprties for taxation for purposes.
 2. Rendering technical assistance to LGUs in the computerization of their real property assessment system.
 3. Appraisal is the act or proecess determining the value of a property as of specific date for a specific purpose.

OFFICE OR DIVISION	ALL DIVISIONS			
Classification	G2G - GOVERNMENT TO GOVERNMENT			
Type of Transaction	HIGHLY TECHNICAL			
Who may avail	GOVERNMENT AGENCIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the Provincial Assessor		Client/Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Service Counter, submit letter-request and wait for action/advice.	1. Receive, log in the Incoming Logbook, and forward letter-request to the Provincial Assessor	NONE	5 mins.	Admin. Staff (Admin. Division)
	2. Act on the letter-request		1 day	Provincial Assessor
	3. Inform client of action/advice.		2 mins.	Admin. Staff (Admin. Division)
	4. Conduct/render technical assistance		Multi-stage process	all Divisions
TOTAL:		NONE	* Depends on the scope of work or request of LGUs	

7 PROCESSING OF ASSESSMENT TRANSACTION: SUBDIVISION/CONSOLIDATION

- Description of the Service
1. Subdivision of property is taking one legal unit of a real estate and converting it into mul

2. Consolidation is the combining a number of lots into a coherent whole.

OFFICE OR DIVISION	ALL DIVISIONS			
Classification	G2C - GOVERNMENT TO CITIZEN, G2B - GOVERNMENT TO BUSINESS ENTITY, G2G - GOVERNMENT TO GOVERNMENT			
Type of Transaction	COMPLEX			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved subdivision plan (copy)		client		
Certified copy of Title		Registry of Deeds		
Agreement of Partition/Subdivision		client		
Tax Clearance or Real Property Tax Receipt (current year) (copy)		Provincial Treasurer's Office/Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Service Counter, fill out request slip and present the required documents	1. Check completeness of the documents: 1.1 If incomplete, return to client for completion 1.2 If complete, issue Order of Payment (OP) and Claim Slip, and advise the client to claim Tax Declaration after 4 days		10 mins.	Local Assessment Operations Officer III (ASSESSMENT STANDARD EVALUATION DIVISION)
2. Proceed to the Provincial		PHP 200.00 - Processing		

Treasurer's Office (PTO), present OP and pay amount due		Fee (for first 5 lots and PHP 5.00 in excess thereof) PHP 100.00 - Certification Fee (Tax Declaration) PHP 300.00 - Inspection fee for Residential Property PHP 400.00 - Inspection fee for Agricultural Property PHP 650.00 - Inspection fee for Commercial Property PHP 1,200.00 - Inspection fee for Industrial Property		Cashier (PROVINCIAL TREASURER'S OFFICE)
---	--	--	--	---

	2. Process subdivisconsolidation/: 2.1 Conduct ocular inspection and prepare 2.2 Record transaction (TRS) 2.3 Assign Property Index Number and update Tax Map and TMCR 2.4 Evaluate documents and authorize encoding of transaction		2 days 1 hour 1 day 1 hour	LAOO I-IV (all Divisions) LAOO I to III (ARMD) Tax Mapping Operations Division Division Head (AOED)
--	---	--	---	---

	2.5 Encode details of transaction		2 hours	LAOO I to III (AOED)
	2.6 Check details of encoding and proper assessment of transaction		2 hours	LAOO I to III (ASED)
	2.6 Review and recommend approval of transaction		1 hour	Division Head (ASED)
	3. Approve transaction		1 day	Provincial Assessor
3. Present Official Receipt and Claim Slip at the Service Counter	Print out Tax Declaration, assign control number, and release Tax Declaration and Notice of Assessment of Real Property (NARP)		10 mins.	LAOO I to III (ARMD)
TOTAL:		Payment varies depending on request	3 days, 10 mins.	

8 PROCESSING OF ASSESSMENT TRANSACTION: RECLASSIFICATION/PHYSICAL CHANGE

Description of the Service

Reclassification is the act of specifying how agricultural lands shall be utilized such as residential, industrial or commercial, as embodied in the land use plan.

OFFICE OR DIVISION	ALL DIVISIONS			
Classification	G2C - GOVERNMENT TO CITIZEN, G2B - GOVERNMENT TO BUSINESS ENTITY, G2G - GOVERNMENT TO GOVERNMENT			
Type of Transaction	COMPLEX			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the Provincial Assessor		client		
Tax Clearance or Real Property Tax Receipt (current year) (copy)		Provincial Treasurer's Office/Municipal Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Service	1. Check completeness of the			

Counter, fill out request slip and present the required documents	documents: 1.1 If incomplete, return to client for completion 1.2 If complete, issue Order of Payment (OP) and Claim Slip, and advise the client to claim Tax Declaration after 3 days		10 mins.	Local Assessment Operations Officer III (ASSESSMENT STANDARD EVALUATION DIVISION)
2. Proceed to the Provincial Treasurer's Office (PTO), present OP and pay amount due		PHP 200.00 - Processing Fee (for first 5 lots and PHP 5.00 in excess thereof) PHP 100.00 - Certification Fee (Tax Declaration) PHP 300.00 - Inspection fee for Residential Property PHP 400.00 - Inspection fee for Agricultural Property PHP 650.00 - Inspection fee for Commercial Property PHP 1,200.00 - Inspection fee for Industrial Property		Cashier (PROVINCIAL TREASURER'S OFFICE)

	2. Process reclassification/physical change transaction:			
--	--	--	--	--

	2.1 Conduct ocular inspection and prepare		2 days	LAOO I-IV (all Divisions) LAOO I to III (ARMD) Tax Mapping Operations Division Division Head (AOED) LAOO I to III (AOED) LAOO I to III (ASED) Division Head (ASED)
	2.2 Record transaction (TRS)		1 hour	
	2.3 Assign Property Index Number		1 hour	
	2.4 Evaluate documents and authorize encoding of transaction		1 hour	
	2.5 Encode details of transaction		2 hours	
	2.6 Check details of encoding and proper assessment of transaction		2 hours	
	2.6 Review and recommend approval of transaction		1 hour	
	3. Approve transaction		1 day	Provincial Assessor
3. Present Official Receipt and Claim Slip at the Service Counter	Print out Tax Declaration, assign control number, and release Tax Declaration and Notice of Assessment of Real Property (NARP)		10 mins.	Assessment Clerk (ARMD)
TOTAL:		Payment varies depending on request	4 days, 10 mins.	

9 PROCESSING OF ASSESSMENT TRANSACTION: NEWLY-DECLARED PROPERTY

Description of the Service It is the duty of all persons owning or administering real property, including improvements therein, to prepare an d file with the Assessor's

OFFICE OR DIVISION	ALL DIVISIONS
Classification	G2C - GOVERNMENT TO CITIZEN, G2B - GOVERNMENT TO BUSINESS ENTITY, G2G - GOVERNMENT TO GOVERNMENT
Type of Transaction	COMPLEX

Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the Provincial Assessor		client		
Building Plan (Building)		Office of the Building Official (City of Municipality where the property is located)		
Approved Plan (Land)		Land Management Bureau (DENR)		
Sworn Statement (original)		client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Service Counter, fill out request slip and present the required documents	1. Check completeness of the documents: 1.1 If incomplete, return to client for completion 1.2 If complete, issue Order of Payment (OP) and Claim Slip, and advise the client to claim Tax Declaration and Notice of Assessment of Real Property after 3 days		10 mins.	Local Assessment Operations Officer III (ASSESSMENT STANDARD EVALUATION DIVISION)
2. Proceed to the Provincial Treasurer's Office (PTO), present OP and pay amount due		PHP 100.00 - Certification Fee (Tax Declaration) PHP 300.00 - PHP 300.00 - Penalty for Late declaration (if applicable) *PLEASE SEE TABLE BELOW:		Cashier (PROVINCIAL TREASURER'S OFFICE)

		INSPECTION FEE: Building: Residential - PHP 200.00/building Commercial - PHP 300.00/building Agricultural - PHP 100.00/building Industrial - PHP 1,000.00/building Land: Residential - PHP 200.00 /lot Commercial - PHP 600.00/lot Agricultural - PHP 100.00/lot Industrial - PHP 1,000.00/lot		
	2. Process newly declared real property transaction: 2.1 Conduct ocular inspection and prepare 2.2 Record transaction (TRS) 2.3 Assign Property Index Number and update Tax Map and TMCR 2.4 Evaluate documents and authorize encoding of transaction 2.5 Encode details of transaction		2 days 1 hour 1 hour 1 hour 2 hours	LAOO I-IV (all Divisions) LAOO I to III (ARMD) Tax Mapping Operations Division Division Head (AOED) LAOO I to III (AOED)

	2.6 Check details of encoding and proper assessment of transaction		2 hours	LAOO I to III (ASED)
	2.6 Review and recommend approval of transaction		1 hour	Division Head (ASED)
	3. Approve transaction		1 day	Provincial Assessor

3. Present Official Receipt and Claim Slip at the Service Counter	Print out Tax Declaration, assign control number, and release Tax Declaration and Notice of Assessment of Real Property (NARP)		10 mins.	LAOO I to III (ARMD)
TOTAL:		Note: Payment varies depending on request	3 days, 10 mins.	

10 **ISSUANCE OF CERTIFIED COPY OF TAX MAP**

Description of the Service It is a document showing the location, dimension, and other information pertaining to a parcel of land subject to property taxes.

OFFICE OR DIVISION	TAX MAPPING DIVISION			
Classification	G2C - GOVERNMENT TO CITIZEN, G2B - GOVERNMENT TO BUSINESS ENTITY, G2G - GOVERNMENT TO GOVERNMENT			
Type of Transaction	SIMPLE			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Tax Mapping Operations Division	1. Issue Request Slip		5 mins.	TMOD
2. Proceed to PTO, present OP		PHP 250.00/Tax Map		Cashier

and pay amount due				(PROVINCIAL TREASURER'S OFFICE)
3. Present Official Receipt at the Service Counter	2. Prepare certified copy of tax map		20 mins.	Tax Mapping Operations Division
	2.1 Certify correctness of the tax map		2 mins.	Division Head (TMOD)
	3. Release Certified copy of Tax Map requested		5 mins.	Tax Mapping Operations Division
TOTAL:		PHP 250.00/Tax Map	30 mins.	

1. Payroll Preparation

For salary claims, overtime of Office Employees

OFFICE OR DIVISION	Administrative Division- Provincial Budget Office			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Budget Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Daily Time Record (DTR)- (Salaries, Overtime) 2. Approved Application for Leave - (salaries) 3. Approved Office Order -(Overtime)			Provincial Human Resource Management Office Provincial Human Resource Management Office Office of the Provincial Administrators Office	
CLIENT STEPS	AGENCY ACTION	ES TO BE PA	PROCESSING	PERSON RESPONSIBLE
1. Employees submit their DTR to	Receive DTR's from employees Checks and verifies manual entries based on Office Logbook Forward DTRs to Immediate Supervisor for initial Submit DTRs to Department Head for Approval and Signature Prepares Payroll Draft for for Salaries/ Overtime	None	1/2 day 1/2 day 1/2 day 1/2 day 5 minutes	Administrative Aide VI Administrative Aide VI Administrative Aide VI Admin Officer II Administrative Aide VI
	Print Final Payroll and attached supporting documents such as DTRs, Application for Leave,collection list, and Office Order (for Overtime only)	None	5 minutes	Administrative Aide VI (Clerk III)/ Admin Officer II
	Prepares Obligation Request (OBR) for Payroll (Salaries/Overtime) Immediate supervisor affix initials to payroll/voucher and OBR for verification For Signature and Approval Released to Provincial Accounting Office. WITH DEFICIENCY	None	3 minutes 1 minute 1 minute 1 minute	Administrative Aide VI (Clerk III) Admin Officer II Provincial Budget Job Order/Contract of

	Receives payroll/voucher for compliance of deficiency		2 minutes	(Clerk III)- (Administrative Division)
	Returns payroll/voucher to Provincial Accounting Office for Deficiency Complied.		5 minutes	Admin Aide III (Clerk I) - (Administrative
TOTAL:			ays & 23 minu	

2. Application for Leave

Printing of Application for Leave for sick, filial, forced/vacation, special and monetize as a supporting document for salaries.

OFFICE OR DIVISION	Administrative Division- Provincial Budget Office			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Budget Office Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate if it exceeds 5 days or more		Medical Doctor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Employee must log in the Office Application for Leave log book provided by office	1.Receive request from Employee	None	1 minute	(Clerk III)/ Admin Officer II
	1.1 Open access to Personnel Information System and select the name of employee who requested the Application for Leave		1 minute	Administrative Aide VI (Clerk III)/ Admin Officer II
	1.2 Check the leave credits earned		1 minute	Administrative Aide VI (Clerk III)/ Admin Officer II
	1.3 check if there is a pending application for leave that not yet approve by the Human Resource Personnel		1 minute	Administrative Aide VI (Clerk III)/ Admin Officer II
	1.4 If there is no pending application for leave and the leave credits earned is sufficient, start processing the request		5minutes	Administrative Aide VI (Clerk III)/ Admin Officer II

	1.5 if there is a pending leave or the leave credits earned is not sufficient for the request, make a call to the Human resource personnel who's incharge to seek advice/ to update leave credits.		30 minutes	Administrative Aide VI (Clerk III)/ Admin Officer II
	1.6Release leave to employee/client for signature and verification of their request		3 minutes	Administrative Aide VI (Clerk III)/ Admin Officer II

2.Employee/ client signed the application for leave and submit to the immediate supervisor for approval and releasing.	2.Immediate Supervisor affix initial to the form and return to admin staff for approval of head of office	None	5 minutes	Administrative Officer II
	2.1 Submit to the Head of Office for Signature		2 minutes	Administrative Officer II
	2.2 Sign Leave		3 minutes	Provincial Budget Officer/Acting Head
	2.3. Released to Human Resource Management Office with transmittal attached.		3 minutes	Administrative Aide VI (Clerk III)
TOTAL:			55 minutes	

3. Issuance of Certificate of Appearance

Certificate of Appearance is issued to the general public, official or employee of LGU, or other Government Official or other line agency on the day

OFFICE OR DIVISION	Administrative Division/Review Division - Provincial Budget Office			
Classification	Simple			
Type of Transaction	G2G, G2C, G2B			
Who may avail	All requesting party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Travel Order 2. ID 3. Personal Appearance		Agency Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register in the Log book	Give Log book to the Client		1 minute	

2. Present Documents	Check documents presented and release Certificate of Appearance	None	2 minutes	Budget Personnel
TOTAL:			3 minutes	

4. Receiving, Reviewing and Releasing of OBR with vouchers, Payrolls and PRs.

Receiving of Disbursement Voucher with OBR (Obligation Request), Payrolls with OBR and PRs with OBR from End-user (various Departments, Offices and Hospitals)

OFFICE OR DIVISION	Operations Division -Provincial Budget Office			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OBR (Obligation Request)- 3 original signed copies		From End User		
2. Disbursement Vouchers / Payrolls/PRs		From End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user (various Departments, Offices and Hospitals)Release OBR with voucher/ payroll/PR .	1. Check completeness and signatures of documents. Receive OBR with voucher/ payroll/PR.		1 minute	Job Order/Contract of Service
	2. Stamp fund control code and date, encode and assign OBR Number (General Fund, Economic Enterprise and Special Education Fund)		2 minutes	Job Order/Contract of Service
	3. Distribute OBR with vouchers/Payroll/PR to Budget Personnel with assigned offices.		1 minute	Job Order/Contract of Service
4. Check OBR with voucher/ payroll /PR and verify as to existence of appropriation.	If yes: Record the transaction If not: Inform the office concern (Consider as deficiency)	none	2 minutes	Assigned Budget Personnel

	6. Record the transaction and initial OBR.		2 minutes	Assigned Budget Personnel
	7. Sign OBR		2 minutes	Provincial Budget
	8. Issue release paper and forward OBR with voucher/payroll/PR to Provincial Accounting Office		3 minutes	Job Order/Contract of Service
TOTAL:			13 minutes	

5. Budget Review

Review ordinances authorizing the annual or supplemental appropriations of component citiesand municipalities within the Province of Negros Occidental

OFFICE OR DIVISION	Budget Review Division - Provincial Budget Office		
Classification	Highly Technical		
Type of Transaction	G2G		
Who may avail	Services available to all the component Local Governement Units (LGUs) of the Province		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Annual Budgets: 1. Appropriation Ordinance with the following documents that form an integral part thereof: a. Budget Message b. Budget of Expenditures and Sources of Financing (LBPF No. 1) c. Programmed Appropriation and Obligation by Object of Expenditure (LBP Form No. 2) d. Programmed Appropriation and Obligation for Special Purpose Appropriations (LBPF No. 2a) e. Plantilla of LGU Personnel (LBPF No. 3) f. Mandate, Vision/Mission, Major Final Output, Performance Indicators and Targets (LBPF No. 4) g. Statement of Indebtedness (LBPF No. 5), if any h. Statement of Statutory and Contractual Obligations and Budgetary Requirements (LBPF No. 6) i. Statement of Fund Allocation by Sector (LBPF No. 7) j. Annual Operating Budget for Local Economic Enterprise and approved Business Plan, for LGUs with LEE.		Local Budget Officer	

k. Approved Annual Investment Plan (AIP), with copy of Sanggunian and LDC Resolution, and must be supported by the following: 1. DILG endorsed GAD Plan and Budget 2. LDRMP as reviewed by appropriate reviewing authority 3. Local Climate Change Action Plan 4.Peace and Order Plan 5. Local Nutrition Action Plan 6.Annual Cultural Development Plan approved by the Local Culture and Arts Council 7.Indicative Annual Procurement Plan 8. List of PPAs for the Local Council for the Protection of Children 9. List of PPAs for Senior Citizens and Persons with Disabilities 10. List of PPAs to Combat Acquired Immune Deficiency Syndrome (AIDS). 11. List of PPAs to address the problem of Illegal Drugs				
For Supplemental Budgets: 1. Appropriation Of Ordinance with the following documents that form an integral part thereof: a. Statement of Funding Sources (LBPF No. 9) b. Statement of Supplemental Appropriations (LBPF No. 9) c. Approved Supplemental AIP (with copy of Sanggunian and LDC Resolutions), if needed.		Local Budget Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Appropriation Ordinance for Annual and Supplemental Budgets to the Sangguniang Panlalawigan for Review.	Review Annual and Supplemental	None	90 calendar days	designated Reviewing Officer
	Budgets endorsed by the Sangguniang Panlalawigan.	None	90 calendar days	designated Reviewing Officer
TOTAL:			90 calendar days	

EXTERNAL

1. Availment of Mangrove Seedlings from Provincial Mangrove Nurseries

To inform the client the processes in the availment of mangrove seedlings from Provincial Mangrove Nurseries who are helping in reforestation of mangrove areas

OFFICE or DIVISION	PROGRAM MANAGEMENT DIVISION			
Classification	Complex			
Type of Transaction	G2G and G2C			
Who may avail	Government agencies and offices and Transacting Public			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
LETTER REQUEST		CLIENT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients Submit letter request to the PEMO for the availment of Mangrove seedlings	1.1 Received letter request, record and route to the PEM Officer for recommendation.	none	3-5 minutes	Nelia Caballero
	1.2 Route letter request to the Program Management Division for appropriate action.	none	15 minutes	Atty. Danilo R. Amisola
	1.3 Schedule for field validation of the proposed planting site	none	5 minutes	Eriberto M. Madalag,DPA
	1.4 Conduct actual field validation of the proposed planting site of the clients and preparation and submission of report for approval.	none	3-5 days	LGU Coordinator (PEMO staff assigned)
	1.5 Preparation of withdrawal slip for approval of PEMO for the release of mangrove seedling	none	20 minutes	Imelda Villa
2. Receive the withdrawal slip	2.1 Release withdrawal slip and instruct client to proceed to the provincial mangrove nursery.	none	5 minutes	Imelda Villa

3. Proceed to Provincial mangrove nursery and present withdrawal slip	3.1 Facilitate the withdrawal of the mangrove seedlings in accordance with the approved withdrawal slip.	none	variable	nursery incharge
	Total		5 days & 50 minutes	

2. Availment of Forest Tree Seedling from the Provincial Nurseries

Generation of funds to sustain the Nursery Operation

B. PRIVATE INDIVIDUAL/ENTITIES WITH PAYMENT

OFFICE or DIVSION	Provincial Environment Management Office - Program Management Division			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Private individual and business entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip and Order of Payment		PEMO		
2. Withdrawal slip signed by the PEM Officer and or any authorized personnel in the		PEMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PEMO and fill up Request Slip (RS) as to the number of seedlings and preferred species to procure	1.1 Check availability of the requested number and species of seedlings base on the stock ready for disposal	None	10 – 15 minutes	Reymundo S. Lopez
	1.2 Log the requested seedlings, prepare Order of Payment and assign control number	None	10 - 15 minutes	Imelda F. Villa
	1.3 Sign and approve Order of Payment and release to client	None	3 - 5 minutes	Atty. Danilo R. Amisola/ Natalia M. Joquiño
2. Proceed to the Provincial Treasurer’s Office (PTO) and pay the corresponding amount	2.1 Issue Official Receipt to client	PhP 5.00/seedling	3 - 5 minutes	PTO Disbursing Officer
3. Proceed back to PEMO and present Official Receipt	3.1 Upon receipt of OR prepare computerized withdrawal slip, log/record and assign control number to client	None	3 - 5 minutes	Imelda F. Villa

4. Received withdrawal Slip	4.1 Release withdrawal slip and instruct client to proceed to the provincial nursery.	None	3 - 5 minutes	Imelda F. Villa
5. Proceed to the Provincial and present withdrawal slip to the nursery staff and or Security Guard on Duty.	5.1 Record the transaction and release seedlings to the client.	None	10 -15 minutes	Reymundo S. Lopez or Security Guard on Duty
	Total			

3. Inspection of the Tree Plantation

To inform the client the process , the needed requirments and documents in the inspection of the clients' tree plantation for cutting permit from DENR

OFFICE or DIVISION	PEMO - PROGRAM MANAGEMENT DIVISION			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Holders of Certificate of Stewardship Contract with application for Cutting Permit at the Department of Environment and Natural Resources			
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
CSC (Certidicate of Stewardship Contract holder)		PEMO file/Record		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for cutting permit with attached required documents to DENR	1. Record request in the Logbook	none		DENR
2. DENR Request for joint inspection to PEMO	2.1 Received and record the request and forward to PEM Officer for instruction	none	3-5 minutes	Nelia Caballero
	2.2 PEMO forward the request to PMD for schedule for the joint inspection.	none	1 hour	Eriberto M. Madalag,DPA
	2.3 PMD Coordinate with DENR for the actual schedule of joint inspection	none	1 hour	LGU Coordinator
3. Join with the inspection team	3. Conduct joint inspection together with the DENR.	none	3 days	LGU Coordinator

	TOTAL		3 days, 2 hours & 5 minutes	
--	--------------	--	--	--

4. PROVISION OF TECHNICAL ASSISTANCE AND SUPPORT SERVICES (External)

DESCRIPTION: Provide technical assistance and support services to all stakeholders for environment and natural resources related conservation and utilization activities to preserve ecological balance. Promote community based reforestation, protection and conservation of coastal resources, shoreline rehabilitation and establishment of marine protected areas; mangrove reforestation, establishment/adoption of community based protection and enforcement mechanisms and other appropriate measures. *(Provincial Ordinance No. 10, Series of 2014)*

OFFICE or DIVISION	PEMO - Technical Support Services Division			
Classification	Highly technical			
Type of Transaction	Government to Government; Government to Client			
Who may avail	Local Government Units and Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request by the LGU/Client 2. Area profile (e.g. maps, existing ordinance, etc.) 3. Logistical support 4. Focal person assigned by the requesting party		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request through mail, email or fax	1. Receive letter by the Admin	None	10 minutes	Admin personnel
	2. Approval by the PEM Officer	None	30 minutes upon receipt	PEM Officer
	3. Route to TSS Division for action.	None	10 minutes upon receipt	Admin personnel
	4. Assign and instruct technical staff to coordinate with client for details of the activity.	None	10 minutes upon receipt	TSSD Head
2. Discuss details of request	5. Finalize details, prepare logistics and apprise client on final arrangements.	None	3 days	TSSD Assigned Personnel
3. Inform target participants on the final arrangements and prepare counterpart for the logistical support		None	3 days	Client

4. Attend scheduled activity	6. Conduct the requested activity	Food, Accomodation by the requesting party (other equipment needed for the activity)	As scheduled	Composite Team from PEMO, LGU and NGAs
5. Prepare documentation (e.g. photos, attendance sheet, etc.)	7. Secure copy of documentation materials	None	As scheduled	Requesting party, assigned TSSD personnel
	Total		6 days & 1 hour	

5. PROMOTION AND MONETARY INCENTIVES (External)

Promote stakeholders participation through provision of awards and monetary incentives to recognize exemplary environmental initiatives by various organizations. *(Executive Order No. 19-13 in support to Provincial Ordinance No. 10, Series of 2014)*

Office or Division	PEMO-Technical Support Services Division			
Classification	Highly Technical			
Type of Transaction	Government to Government, Government to Clients and Government to Business Entity			
Who may avail	Local Government Units, Schools, Private Sector, Business Sector			
Checklist of Requirements		Where to Secure		
1. Letter of Intent 2. Endorsement from the Mayor or Local ENRO 3. Entry Form		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent, endorsement from the Mayor or Local ENRO and entry	1. Receive required documents	None	10 minutes	TSSD Assigned Personnel
	2. Prepare schedule of Schedule of evaluation	None	6 days	TSSD Assigned Personnel
	3. Prepare and send reply letter indicating schedule of evaluation	None	2 days	TSSD Assigned Personnel
2. Attend Evaluation	4. Conduct Evaluation per Entry	None	3 days	TSSD Personnel

	5. Delibration of results of evaluation	None	2 days	TSSD Personnel
	6. Facilitate awarding of winners	None	6 days	TSSD Personnel
	Total		19 days & 10 minutes	

6. Localized Thematic Events (External)

Assist Local Government Units and other partners in the pursuit of sustainable environmental projects such as thematic events and programs. *(Executive Order No. 19-13 in support to Provincial Ordinance No. 10, Series of 2014)*

OFFICE or DIVISION	Technical Support Services Division			
Classification	Complex			
Type of Transaction	Government to Government			
Who may avail	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Provincial and City/Municipal Ordinance		Province and concerned LGUs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter Request for technical assistance in the conduct of thematic activities through mail, email or fax	1. Receive letter by the Admin	None	10 minutes	Admin personnel
	2. Approval by the PEM Officer	None	30 minutes upon receipt	PEM Officer
	3. Route to TSS Division for action	None	10 minutes upon receipt	Admin personnel
	4. Assign and instruct technical staff to coordinate with client for details of the activity	None	10 minutes upon receipt	TSSD Head
2. Discuss details of request	5. Finalize details, prepare logistics and apprise client on final arrangements	None	3 days	TSSD (PEMO)
3. Conduct activity	6. Provide assistance	None	As scheduled	TSSD assigned personnel
	Total		3 days & 1 hour	

7. Secretariat Services to Alliances and Special Bodies (External)

Technical Support Services Division shall provide secretariat services to Alliances and Special Bodies as forefront of the PEMO in linking and partnership with stakeholders. *(Executive Order No. 19-13 in support to Provincial Ordinance No. 10, Series of 2014)*

OFFICE or DIVISION	Technical Support Services Division			
Classification	Complex			
Type of Transaction	Government to Government			
Who may avail	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum of Agreement (MOA) 2. Manual of Operations		Participating agencies/institutions/inter-local cooperation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the Secretariat regarding the incoming activities	1. Convene with Executive Director for identification of schedule upon availability of members majority	None	1 hour	Secretariat (PEMO)
	2. Preparation of Letters		30 minutes	Secretariat (PEMO)
	3. Facilitate Alliance Meeting		As scheduled	Secretariat (PEMO)
2. Conduct meeting	4. prepare Minutes and/or Resolution of the Meeting		2-3 days	Secretariat (PEMO)
3. Review the Minutes and/or Resolution of the Meeting	5. Finalize Minutes and/or Resolution for approval of the council		1 day	Secretariat (PEMO)
4. Approval of Minutes and/or Resolution of the Meeting	6. Secure copy of Minutes and/or Resolution for file		As scheduled	Secretariat (PEMO)
	Total		4 days, 1 hour & 30 minutes	

8. External Linkage and Institutionalization of Partnership (External)

Technical Support Services Division shall be forefront of the PEMO in the partnership and collaboration with schools, LGUs, private individuals, business and religious sectors, NGOs, Alliances, CSOs, and Internal Organizations. *(Executive Order No. 19-13 in support to Provincial Ordinance No. 10, Series of 2014)*

OFFICE or DIVISION	Technical Support Services Division
Classification	Highly Technical
Type of Transaction	Government to Government; Government to Client

Who may avail	Local Government Units and Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memorandum of Agreement (MOA)			Participating agencies/institutions/inter-local cooperation	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of environmental projects for collaboration with PEMO	1. Identification of roles and functions of interested parties	None	1-2 hours	PEMO, TSSD personnel
	2. Drafting of MOA	None	7 days	TSSD assigned personnel
2. Review details of MOA	3. Facilitate signing of MOA	None	7 days	TSSD assigned personnel
3. MOA signing	4. Secure copy of MOA	None	As scheduled	TSSD assigned personnel
Total			14 days & 2 hours	

9. Environment Promotion (Request for Resource Person in Lecture/Seminar/Forum/Symposium) External

Promote community based reforestation, protection and conservation of coastal resources, shoreline rehabilitation and establishment of marine protected areas, mangrove reforestation, establishment/adoption of community based protection and enforcement mechanisms through seminars, workshops, trainings, orientation and lectures. (*Provincial Ordinance No. 10, Series of 2014*)

Office or Division	PEMO-Technical Support Services Division			
Classification	Complex			
Type of Transaction	Government to Government			
Who may avail	Local Government Units			
Checklist of Requirements			Where to Secure	
Letter Request			Requesting party	
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter request through mail, email or fax	1. Receive letter by the Admin	None	10 minutes	Admin personnel
	2. PEMO head approves/disapproves request	None	10 minutes upon receipt	PEMO Head
	3. Route to TSS Division for action	None	10 minutes upon receipt	Admin personnel

	4. Assign and instruct technical staff to coordinate with client for details of the activity		1 day	TSSD Head
2. Discuss details of request	5. Finalize details, prepare logistics and appraise client on final arrangements	None	2 days	Assigned TSS personnel
3. Inform target participants on the final arrangements and prepare counterpart for the logistical support		None	2 days	Client
4. Attend scheduled activity	6. Conduct the requested activity	None	As scheduled	Composite Team from PEMO, LGU and NGAs
5. Prepare documentation (e.g. photos, attendance sheet, etc.)	7. Secure copy of documentation materials	None	As scheduled	Requesting party, assigned TSSD personnel
	Total		5 days & 30 minutes	

10. Environment Promotion (Request for Promotional Materials-External)

Promotion of public information and education on environmental conservation, protection and rehabilitation to encourage participation of stakeholders through production of IEC materials, online and offline. *(Executive Order No. 19-13 in support to Provincial Ordinance No. 10, Series of 2014)*

Office or Division	PEMO-Technical Support Services Division			
Classification	Highly Technical			
Type of Transaction	Government to Government; Government to Client			
Who may avail	Local Government Units			
Checklist of Requirements		Where to Secure		
1. Letter Request		Requesting party		
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter request through mail, email or fax	1. Receive letter by the Admin	None	10 minutes	Admin personnel
	2. PEMO head approves/disapproves request	None	10 minutes upon receipt	PEMO Head
	3. Route to TSS Division for action	None	10 minutes upon receipt	Admin personnel

	4. Assign and instruct technical staff to coordinate with client for details of the activity	None	10 minutes	TSSD Head
	5. Coordinate with requesting party for details	None	1-2 days	Assigned TSSD personnel
	6. Lay-out and design	None	3-5 days	Assigned TSSD personnel
2. Accept Lay-out	7. Check the lay-out and content for revision	None	2-3 days	Assigned TSSD personnel
3. Proofread the drafted material	8. Finalize the IEC material	None	1 day	Assigned TSSD personnel
4. Ready for printing/publication	9. Secure copy for documentation		As scheduled	
	Total		9 days & 40 minutes	

11. Issuance of Printed Maps and Processing of GIS-related Services (External)

Assist partners in the Geographic Information System (GIS) mapping as component of the Centralized Administrative System. *(Executive Order No. 19-13 in support to Provincial Ordinance No. 10, Series of 2014)*

OFFICE or DIVISION	Technical Support Services Division			
Classification	Simple			
Type of Transaction	Government to Government; Government to Client			
Who may avail	Local Government Units and clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter Request through mail, email or fax	1. Receive letter by the Administrative Services Division	None	10 minutes	Admin personnel
	2. Approval by the PEM Officer	None	30 minutes upon receipt	PEM Officer
	3. Route to TSS Division for action	None	10 minutes upon receipt	Admin personnel
2. Fill out Request Slip	4. Issue Order of Payment (OP)	None	10 minutes	TSSD Assigned Personnel

3. Proceed to Provincial Treasurer's Office, present OP and pay amount due		P250.00 <i>(Provincial Tax Ordinance No. 07-001)</i>		
4. Present Official Receipt	5. Record OR details and issue Claim Slip	None	5 minutes	TSSD Assigned Personnel
5. Present Claim Slip	6. Release the requested item	None	5 minutes	TSSD Assigned Personnel
	Total		1 hour & 10 minutes	

12. Database System (Request for Quarry Shapefiles) External

Provide information for verification and monitoring of mineral resources utilization and regulation as part of the Centralized Administrative System. *(Executive Order No. 19-13 in support to Provincial Ordinance No. 10, Series of 2014)*

Office or Division	Technical Support Services Divison			
Classification	Simple			
Type of Transaction	Government to government; Government to Client			
Who may avail	Local Government Units and clients			
Checklist of Requirements		Where to Secure		
Letter Request		Requesting party		
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send Letter Request through mail, email or fax	1. Receive letter request	None	10 minutes	Admin personnel
	2. PEMO Head approve/disapprove	None	30 minutes	PEMO Head
	3. Route to RSD for information	None	10 minutes	Admin personnel
	4. Route to TSSD Head for action	None	10 minutes	TSSD Admin personnel
	5. Assignment of TSSD personnel	None	15 minutes	TSSD Head
	6. Act on the request	None	15 minutes	TSSD assigned personnel
	7. Release soft copy	None	10 minutes	TSSD assigned personnel
	Total		1 hour & 40 minutes	

13. Database System (External)

Consolidate information for database management which shall include, but not limited to the map layout of the quarry, river system digitizing, and data updating on reforestation projects, livelihood projects, etc. (Executive Order No. 19-13 in support to Provincial Ordinance No. 10, Series of 2014)

Office or Division	Technical Support Services Division			
Classification	Simple			
Type of Transaction	Government to Government; Government to Client			
Who may avail	Local Government Units and clients			
Checklist of Requirements		Where to Secure		
Letter Request		Requesting party		
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send Letter Request	1. Receive letter request	None	10 minutes	Admin personnel
	2. PEMO Head approve/disapprove		30 minutes	PEMO Head
	3. Route to TSSD		10 minutes	Admin personnel
	4. Route to TSSD Head		10 minutes	TSSD Admin personnel
	5. Assignment of TSSD personnel		30 minutes	TSSD Head
	6. Act on the request		15 minutes	TSSD assigned personnel
	7. Print map and release of soft copy/shapefiles		5 minutes	TSSD assigned personnel
	Total		1 hour & 50 minutes	

14. Quarry Database System (External)

Regulation of mineral utilization through plotting of quarry maps (amended, corrected, new applicant) as part of the Centralized Administrative System (Executive Order No. 19-13 in support to Provincial Ordinance No. 10, Series of 2014)

Office or Division	Technical Support Services Division			
Classification	Complex			
Type of Transaction	Government to Client			
Who may avail	Quarry Permit Holder/Applicant			
Checklist of Requirements		Where to Secure		

1. Survey plan and lot data of applicant		Requesting party's Geodetic Engineer		
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Receive Survey Plan from Regulatory Services Division	1. Plot the map	None	3-7 days <i>(depending on the number of transmitted LOI from RSD)</i>	TSSD Assigned Personnel
	2. Counter check data on GIS Map System			TSSD Assigned Personnel
	3. Identify if the map has conflict, erroneous data or parallel based on the GIS Map System			TSSD Assigned Personnel
	4. Release Printed Map			TSSD Assigned Personnel
	Total		7 days	

15. Orientation on Application Processing

All interested persons or their respective authorized representatives wants to apply for a Governor’s Permit shall attend the Orientation on the requirements and process flow for permit application under the Provincial Tax Ordinance and other related laws as scheduled by PEMO. The purpose of which is to prepare the applicant mentally and financially on the tedious

OFFICE or DIVISION	Regulatory Services Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	• Any Filipino Citizen having capacity to enter into contract;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-registration		PEMO		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign attendance sheet before the activity.	1. Prepare materials, venue and presentation.	None	fifteen (15) minutes	Admin Aide IV

2. After the orientation, sign the pro-forma Certificate of Participation in two copies: for the attendee’s copy and file copy of PEMO.	2. Presentation proper.	None	one (1) hour	EMS II/PDO I/Supervising EMS
	3. Release of checklist of requirements, etc. to attendees.	None	fifteen (15) minutes	Admin Aide IV
	Total		one (1) hour & 30 minutes	

16. Evaluation of Initial Documentary Requirements

Upon receipt of folder applications from the Office of the Governor, the RSD-PEMO shall evaluate as to completeness and accuracy of submitted documents.

OFFICE or DIVISION	Regulatory Services Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Applicants who had attended the mandated orientation and was able to comply with the initial documentary requirements.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) copies of notarized Letter of Intent (LOI) signed by the applicant. The LOI shall		RSD-PEMO		
2. Notarized Application (Annex “B”) with 2x2 photo of the applicant taken within 6		RSD-PEMO		
3. Three (3) blueprint copies of the survey plan (Bureau of Land – Form No. 1) of the area		MGB's Accredited/deputized geodetic engineers		
3.1. WGS 84 coordinates of corner “1” of the applied area				
3.2. Computation of latitude and longitude of corner “1” on a separate sheet signed by				
3.3. Computation of conversion from Geographic to Grid and vice-versa of reference				
3.4. Installation of permanent marker for corner “1” with the marker protruding at least				
3.5. Two (2) sets of Lot Data Computation in prescribed format using MS Excel				
3.6. Photocopy of Professional Regulations Commission Identification Card of the				
3.7. Certificate of Accreditation from MGB-VI				
3.8. Certification issued by the accredited Geodetic Engineer that the applied area does				
3.9. E-copy of Technical Description submitted through USB or e-mail				
4. If applied area is within a declared forest reserve, large scale mining applications or				
5. For applications over titled/private land, secure certification as to non-coverage of CARP from DAR.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Follow-up status with RSD-PEMO.	Receive applications received from PEMO - Admin.	None	one (1) hour	Admin Aide III
	Encode applications in the system.			

17. Evaluation of Initial Documentary Requirements

Upon receipt of folder applications from the Office of the Governor, the RSD-PEMO shall evaluate as to completeness and accuracy of submitted documents.

OFFICE or DIVISION	Regulatory Services Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Applicants who were able to file folder applications, supported by initial documentary requirements with the Office of the Governor.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) copies of notarized Letter of Intent (LOI) signed by the applicant.		RSD-PEMO		
2. Notarized Application (Annex “B”) with 2x2 photo of the applicant taken within 6		RSD-PEMO		
3. Three (3) blueprint copies of the survey plan (Bureau of Land – Form No. 1) of the area		Accredited/Deputized Geodetic Engineer		
3.1 WGS 84 coordinates of corner “1” of the applied area				
3.2 Computation of latitude and longitude of corner “1” on a separate sheet signed				
3.3 Computation of conversion from Geographic to Grid and vice-versa of				
reference monument and corner “1”on a separate sheet duly signed by the				
3.4 Two (2) sets of Lot Data Computation in prescribed format using MS Excel				
3.5 e-copy of Technical Description submitted through USB or e-mail				
4. Installation of permanent marker for corner “1” with the marker protruding at				
6. Photocopy of Professional Regulations Commission Identification Card of the				
7. Certificate of Accreditation from MGB-VI				
8. Certification issued by the accredited Geodetic Engineer that the applied area				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSBLE
	1. Evaluate submitted initial documentary requirements.	None	One (1) hour	Admin Aide III, EMS I & II
	2. Encoding of technical description/Plotting	None	Three (3) hours	Agri. Tech. II, EMS I
	3. Designation of application number.	None	One (1) hour	Admin Aide III

	4. If with deficiency or inconflct, inform the concerned applicant.			EMS II
	5. If area is not in conflict, applicant to request public consultation & submit LGU resolutions.			

18. GIS Plotting of applied areas

Survey plans showing the applied areas shall be subjected to GIS plotting in order to determine if such is free from conflict with any existing permits or applications.

OFFICE or DIVISION	Regulatory Services Division			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Applications received by the Office of the Governor and routed to PEMO.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) blueprint copies of the survey plan (Bureau of Land – Form No. 1) of the area		Accredited/Deputized Geodetic Engineer contracted by the concerned applicant.		
3.1 WGS 84 coordinates of corner “1” of the applied area				
3.2 Computation of latitude and longitude of corner “1” on a separate sheet signed				
3.3 Computation of conversion from Geographic to Grid and vice-versa of				
3.4 Two (2) sets of Lot Data Computation in prescribed format using MS Excel				
3.5 e-copy of Technical Description submitted through USB or e-mail				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Using the e-copy of technical description submitted by the applicant, plot & print out applied area, including its relative positions.	None	four (4) hours	EMS I
	2. Recommend if area is free from conflict or in-conflict; subject for on-site verification; erroneous technical descriptions.	None	one (1) day	EMS I
	3. If in conflict with existing permits, return application; if erroneous, return for correction.	None	one (1) day	EMS II

19. Resource Speaker During Public Consultation

The resource person shall be responsible for the orientation of the terms and conditions of the Governor’s Permit of all the stakeholders in the barangay. The applicant shall present his/her

OFFICE or DIVISION	Regulatory Services Division			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Applicants whose applied areas are free from conflict from any existing permits or applications.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the concerned barangay, noted by SB on Environment and ENRO.		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance during public onsultation.	1. Calendar public consultation.	none		PDO I
2. Discuss proposed extraction project and other programs to be implemented in the host barangay.	2. Prepare presentation	none	one (1) hour	PDO I/EMS I
	3. Actual presentation.	none	one (1) hour	PDO I/EMS I
	4. Register in the Attendance Sheet.			

20. Issuances of Order of Payment for Filing Fee

Payment of filing fee with the Office of the Provincial Treasurer.

OFFICE or DIVISION				
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	Applicants who presented/submitted additional requirements.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resolution/s from the Sangguniang Barangay/s favorably endorsing the application and stating, among others, that the barangay interposes no objection to the application and the proposed extraction will not adversely affect any proposed, on-going, or existing project of the barangay (notarized and duly signed by the members present).		Concerned Barangay		

2. Proof of Public Consultation with RSD-PEMO representative and supported by the following documents:		Concerned Barangay		
3. Request Form to RSD-PEMO to attend the Public Consultation duly signed by the concerned barangay official, noted by the C/MENRO and SP/SB for Committee on Environment				
4. Notice to adjacent land owners to attend the public consultation.				
5. Notarized minutes of public consultation				
6. Attendance Sheet with attached Certification that the attendees are residents in the area				
7. Photo documentation of actual Public Consultation.				
8. Notarized Resolution creating the Barangay Monitoring Committee duly signed by the members present with fund allocation for monitoring purposes.				
9. Resolution from the Sangguniang Bayan/Panlungsod favorably endorsing the application with conformity as to its actual location.				
10. Photocopy of Approved City/Municipal Monitoring Committee				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSBLE
1. Submit enumerated documents to PEMO.	1. Determine the accuracy and completeness of the documents.	none	one (1)	Admin Aide IV
2. Upon receipt of OP, to pay filing and verification fees within fifteen working days, otherwise, OP is deemed invalid & application is deemed cancelled.	2. Prepare order of payment for filing fee.	500.00/hectare	30 minutes	Admin Aide III
	3. Release OP to applicant.			

	3. Upon receipt of OR, record/encode; date paid is reckoning date of 180-day processing.			
--	--	--	--	--

21. Conduct of Initial Field Verification and Volume Assessment

After payment of filing and verification fees, RSD-PEMO staff shall conduct initial verification and volume assessment of applied areas.

OFFICE or DIVISION	Regulatory Services Division			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the proponent.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSBLE
1. File request.	1. Calendar request.		fifteen (15) minutes	EMS I & Agri Tech II
	2. Conduct initial verification & volume assessment.		one (1) day	EMS I & Agri Tech II
	3. Submit report. If with negative findings, issue order of denial.		one (1) day	EMS I & Agri Tech II
	4. Prepare transmittal of application to MGB for Area Clearance/Status.		one (1) day	Admin Aide IV, EMS II, Supervising EMS & PEM Officer
2. Send transmittal to MGB-R6 and turn over approved Area Clearance to PEMO.	5. Turn-over transmittal to concerned applicant.			

22. Transmittal of Application to MGB for Area Clearance/Status

Applications having complied the local endorsements, and verified, are to be forwarded to the MGB-R6 for the issuance of Area Clearaance/Status.

OFFICE or DIVISION	Regulatory Services Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Applicants whose applied areas were issued with local endorsements thru resolutions and initially verified on site with favorable results.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Initial Field Verification Report with favorable results.		RSD-PEMO		
2. Proof of payment for filing and verification fees.		RSD-PEMO for Order of Payment & PTO for acceptance & issuance of official receipt.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon receipt of signed transmittal, he/she is responsible of sending it MGB-R6.	1. Upon receipt of Initial Field Verification Report, prepare endorsement of application & its supporting documents to MGB-R6.	None	One (1) hour	Admin Aide III, Admin Aide IV, EMS II
2. Send transmittal to MGB-R6 and turn over approved Area Clearance to PEMO.	2. Forward endorsement for approval of the Head of Office.	None	Two (2) hours	Admin Aide IV, Supervising EMS, PEM Officer
	3. Turn-over transmittal to concerned applicant.	None	Thirty (30) minutes	Admin Aide IV

23. Issuance of Notice of Posting

Applied areas issued with Area Clearance from MBG-VI, PEMO shall issue to the applicant a “Notice of Application for Permit” which shall be posted within fifteen (15) working days from receipt thereof at the PENRO, CENRO(s), barangay(s), city(ies)/municipality(ies) where the applied area is located. In case the application involves private lot, the Notice of Application for Permit shall, likewise, be posted at the concerned Department of Agrarian Reform Offices (PARO and MARO) and further, to certify its non-coverage under CARP.

OFFICE or DIVISION	Regulatory Services Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Applicants whose applications for Governor's Permit were issued with Area Clearance from the MGB-R6.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Area Clearance		MGB-R6		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSBLE
1. File request for Notice of Posting.	1. Prepare Notice of Posting.	None	one (1) hour	Admin Aide IV, EMS II, Supervising EMS & PEM Officer

2. Applicant to post application in the Barangay, City/Municipal, CENRO and PENRO. If private land, to secure certification as to non-coverage of CARP.	2. Release notice to concerned applicant.	None	one (1) hour	Admin Aide IV, EMS II, Supervising EMS & PEM Officer
---	---	------	--------------	--

24. Evaluation of One-Time Submission of Documentary Requirements

On or before the due date/s (180-day; 90-day extension or another 90-day extension granted by PMRB), an applicant is expected to observe/comply with the one-time submission of mandatory requirements.

OFFICE or DIVISION	Regulatory Services Division		
Classification	Highly Technical		
Type of Transaction	G2C		
Who may avail	Applicants issued with Notice of Posting.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For Commercial and Industrial Sand and Gravel and Quarry Permit			
1. Certificate of Registration from the BIR with attached Official Receipts of the total payment due for the percentage of excise tax		BIR	
2. Area Clearance from MGB-R6		MGB-R6	
3. Certifications of Posting of the Endorsed Notice of Application			
3.1. PENRO Certification		PENRO	
3.2. CENRO Certification		CENRO	

3.3 Barangay Certification	Barangay
3.4. Municipality/City Certification	City
4. In the case of titled/private property, DAR Certification as to its non-coverage.	DAR
5. ECC w/ IEE from the EMB-DENR, notarized	EMB
6. Certification as to compliance with MRFC requirement	MRFC
7. Annual/Environmental Protection Enhancement Program (EPEP) w/ Certificate of Approval from MRFC	Applicant
8. Certification as to payment of Real Property Tax from the Provincial/Municipal/City Assessor with corresponding receipt	Mun/City/Provl. Assessor
9. Simplified Work Program for CSAG or Work Program prepared by a licensed mining engineer/Geologist for Quarry and ISAG	Outline with PEMO
10. Restoration/Rehabilitation Plan	PEMO
11. Proof of Financial Capability of an Individual Applicant, two of the following:	
11.1. Notarized Statement of Assets, Liabilities and Net Worth for the current year	

11.2 Notarized Credit Line/s Certification from any lending or financial institutions (FI)	
11.2.1 SEC/CDA Registration of FI	
11.2.2. Valid Mayor’s Permit of FI authorizing it to engage in financing business	
11.3. Income Tax Return (ITR-3 years back), duly received by BIR	
11.4 Bank Certification (substantial funds deposited at the bank for the last 2 months which is not less than the 3 months operating cost indicated in the work program)	
12. Certificate of Environmental Management and Community Relations Record (CEMCRR) or Certificate for Exemption	
13. Social Development Management Plan (SDMP) Matrix/Program with Certificate of Approval from MGB	
14. Notarized Barangay Resolution endorsing the proposed SDMP	
15. Five (5) colored photos showing the applied area	
16. Surety Bond from SEC registered bonding Company or Cash Bond (P20,000.00/hectare)	
Additional Requirements	

a. For Industrial Sand and Gravel (ISAG) Permit, either of the following	
i. Photo of Mechanical Processing Machinery/Crushing Equipment	
ii. Photo of Mechanized Vibrating Screen	
iii. Machinery/equipment/screen must be compliant with Mines and Geosciences Bureau (MGB) specification	
iv. Memorandum of Agreement (MOA) with the owner of an existing Mineral Processing Plant with Affidavit of Undertaking to install mechanical processing plant or	
b. For Renewal of Governor’s Permit	
1. BIR Excise Tax Clearance with attached Official Receipt (OR) for the payment of percentage & excise taxes	
2. Notarized Sworn Ending Inventory	
3. CEMCRR Certificate with Barangay Resolution re: compliance on the implementation of projects per approved SDMP	
4. Certification from MGB on implementation of programs under Unified SDMP	
5. Multi-Partite Monitoring Team (MMT) Exit Conference Report	
c. Other Requirements	

1. If public land, Certification as to the status of land from CENRO	
2. Notarized Special Power of Attorney (in case of application processed by representative)	
3. Order of Payments and Official Receipts of Fees	
4. PEMO Final Field Inspection/Verification Report	
b. In case the application involves private lot	
i. Certified True Copy of TCT from the ROD	
ii. Notarized Affidavit of Consent of Lot Owner/s, <i>if applicant is not the owner</i>	
iii. Certification from M/CARPO and PARPO that the area is not covered by CARP program	
c. In case the Applicant is a Corporation/Partnership/Association/ Cooperative	
i. Copy of Articles of Incorporation/Partnership/Association/Cooperation and/or By-Laws	
ii. Must contain specific stipulation that the primary or secondary purpose of the institution is to engage in mining activities	
iii. Certificate of Registration with Concerned Agency	
iii. Notarized Secretary’s Certificate or Board Resolution	

iv. Latest Audited Financial Statement/Annual Report				
v. Credit Lines & Bank Guarantees				
vi. Special Power of the Authorized Representative				
d. In case the applicants are only partners-in-fact, all partners shall be required to submit all the documentary requirements				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comply with the one-time submission of mandatory requirements, each document	1. Evaluate as to accuracy and completeness of submitted documents.			Admin Aide III, EMS II, Supervising EMS
2. Proceed to PTO and pay according to Order of Payment issued.	2. Prepare Order of Payment for other administrative fees.			Admin Aide III
3. Submit OR to RSD-PEMO.	3. Record OR.			

25. Conduct of Final Field Verification

The RSD-PEMO shall conduct final verification of the applied area after presenting proof of payment of other administrative fees.

OFFICE or DIVISION	Regulatory Services Division			
Classification	Highly-Technical			
Type of Transaction	G2C			
Who may avail	Applicants who were able to comply with the one-time submission of mandatory requirements and submitted proof of payment.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the proponent.				
2. Proof of payment of other administrative fees.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSBLE
1. File letter request.	1. Calendar request.	None	thirty (30) minutes	Agri. Tech. II, EMS I
	2. Conduct final field verification.	None	one (1) day	Agri. Tech. II, EMS I
	3. Submit report.	None	one (1) day	Agri. Tech. II, EMS I

	4. Endorse folder application to PMRB.	None	one (1) day	Admin Aide III, EMS I & Supervising EMS
--	--	------	-------------	---

26. Endorsement of Folder Applications with Complete Documentary Requirements.

With favorable results after a final verification is conducted, the RSD-PEMO shall endorse the whole folder applications of the applicants for advance review of the PMRB.

OFFICE or DIVISION	Regulatory Services Division			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	Applicants who were able to pay the remaining administrative fees, applied areas underwent final verification and recommended for the			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Folder with complete documentary requirements, properly labeled.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSBLE
	1. Prepare Applicant's Profile.	None	One (1) hour	Admin Aide III
	2. Forward folder applications to concerned PMRB member for pre-evaluation.	None	One (1) day	Admin Aide III

27. Resource Speaker During PTO Orientation

The resource person shall be responsible for the orientation of the Provincial Tax Ordinance No. 2017-001, and other mining related rules and regulations.

OFFICE or DIVISION	Regulatory Services Division			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Applicants whose applied areas are free from conflict from any existing permits or applications.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the concerned barangay, noted by SB on Environment and ENRO.		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance during public onsultation.	1. Calendar public consultation.	none		PDO I
2. Discuss proposed extraction project and other programs to be implemented in the host barangay.	2. Prepare presentation	none	one (1) hour	PDO I/EMS I

	3. Actual presentation.	none	one (1) hour	PDO I/EMS I
	4. Register in the Attendance Sheet.			

28. Issuances of Order of Payment for Extraction Tax

Permit holders are required to pay extraction tax for materials to be extracted found in public waters or public domains prior to onset of operations, likewise, he/she may file a request with

OFFICE or DIVISION	Regulatory Services Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Holders of Governor's Permit whose materials/resources to be extracted is found in public waters or public domains.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for PTT print-out, filled in by permittees.		RSD-PEMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSBLE
1. With approved staggered of payment, request volume as scheduled.	1. Using the RSD System, encode the requested volume and specific denomination of Permit to Transport (PTT).	Request may vary as to approved staggered payment.	thirty (30) minutes	Admin Aide III
2. Upon receipt of OP, proceed to PTO and pay.	2. Route order of payment (OP) to the MRFC to determine the sufficiency of MTF and RCF funds.			MRFC Staff
3. Coordinate with the PTO as to actual release of PTT.	3. With sufficient funds, approve the Order of Payment.			Supervising EMS
	4. Release the Order of Payment to the concerned permit holder.		ten (10) minutes	Admin Aide III
	5. For insufficient funds, notify the concerned permit holder.		thirty (30) minutes	MRFC Staff

29. Processing of Ore Transport Permit

The transport of all minerals/mineral products outside of the Province by permit holders, accredited traders, retailers, processors and other mining rights holders must be accompanied by

OFFICE or DIVISION	Regulatory Services Division
Classification	
Type of Transaction	

Who may avail		Permit holders, Accredited Dealers/Traders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form		RSD-PEMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSBLE
1. Accomplish/Fill-in application form and notarized & supported by Permit to Transport.	1. Evaluate submitted documents.			
2. Upon receipt of OP, pay to PTO and return OR to PEMO.	2. Prepare OP for admin fees.			
	3. Release to concerned applicant.			
	4. Upon receipt of OR, record/encode in the system.			
	5. Schedule for verification.			
	6. Submit FV report.			
	7. Prepare OTP and its endorsement to the Office of the Governor.			
	8. Once OTP is approved, release to concerned requesting party.			

30. Processing of Sample/Ore Dressing Test Permit

Any qualified person may apply for Sample/Ore Dressing Test Permit with the Governor, through the PMRB, for the extraction, removal, transport and testing of minerals.

OFFICE or DIVISION			
Classification			
Type of Transaction			
Who may avail	Permit holders, Accredited Dealers/Traders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Proponent has a pending application for a Governor's Permit duly filed and with all mandatory requirements for filling complied with, to include all regulatory fees;		RSD-PEMO	
2. Letter-request to the Governor , through the PMRB, for such ore sample(s)/ore dressing test(s);			
3. Submit description of particle ore dressing/tests to be undertaken or particular use of sample(s) by attaching the following to the letter request:			

a. Mineral subject or ore dressing/samples(s)	
b. Type/stages or ore dressing to be utilized;	
c. Expected output(s) or results of tests run;	
d. Assay/lab tests to be undertaken; and	
e. Other relevant information.	
4. Conditions to be imposed:	
a. Inspection of area where the mineral sample(s) is to be taken;	
b. Volume to be extracted/transported will be limited to a sample volume of not more than two(2) tons; and	
c. Except for sample purposes in limited volumes to prospective buyers/end-users, no commercial disposition of dressed mineral/ore shall be allowed until the permit (SSM/Quarry) is to be issued/granted. Samples shall be covered by a special certification specifying nature of the product and volume allowed.	
5. Approved by the Governor of the request is subject to the endorsement of the PMRB. Said approval shall be for a specified period/limited time frame as may be determined to be reasonable.	

6. Report(s) or ore dressing/test run for submission to the Office of the Governor, with a copy to be furnished the PMRB, to include among others, assay/lab results and volume of dressed minerals Non-submission of these reports may be a ground for the denial of the Governor's Permit.	
--	--

31. Transfer of the Application

An application may be assigned or transferred by the applicant to any qualified person or juridical entity by an instrument duly filed and registered with PEMO and approved by the Governor.

OFFICE or DIVISION	Regulatory Services Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Qualified trasferree or assignee who are willing to undertake the terms and conditions of the permit or application.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form with proof of payment of filing fee and other administrative fees.	
2. Documentary requirements under the name of the assignee or transferee but not limited to the ff: <div> <div>2.1 Deed of Assignment</div> <div>2.2 Amended ECC, transfer ownership</div> <div>2.3 CEMCRR</div> </div>	

2.4 Other document/s to be required by PMRB				
3. Proof of financial capacity of the transferee/assignee.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

32. Acceptance and Processing of Government Gratuitous Permit

Any government entity/instrumentality in need of quarry, sand and gravel or loose/unconsolidated materials in the construction of building(s) and/or infrastructure for public use or other purpose may apply for a Government Gratuitous Permit with the Provincial Governor through the PMRB for a period coterminous with the construction of the project but not to exceed one

OFFICE or DIVISION	Regulatory Services Division		
Classification	Simple		
Type of Transaction	G2C		
Who may avail			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter-request for grant of Government Gratuitous Permit			
2. Duly accomplished and notarized application form (form provided by PEMO)			
3. Resolution from the concerned barangay stating that said barangay interposes no objection to the proposed project			
4. Survey plan of the target area duly signed by a licensed geodetic engineer;			

5. Environment Compliance Certificate (ECC) or Certificate of Non-coverage of ECC from DENR;				
6. Work Program indicating the timeframe of extraction				
7. Statement that there is no fund allocation for the cost of required materials and that the project is conducted by administration; and				
8. Payment of the required fees as provided under PTO No. 2017-001.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

33 . Acceptance and Processing of Private Gratuitous Permit

Any landowner may apply for a Private Gratuitous Permit with the Provincial Governor through the PMRB for the extraction, removal and utilization of quarry, sand and gravel or earth/soil loose/unconsolidated materials from his/her land for a non-renewable period of sixty (60) calendar days: Provided, that there is adequate proof of ownership and that the materials shall be for personal use

OFFICE or DIVISION	Regulatory Services Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

1) Duly accomplished application form;				
2) Proof of ownership;				
3) Sketch plan (engineer's signature not required);				
4) Resolution from the concerned barangay stating that said barangay interposes no objection to the proposed project;				
5) Brief project description and work program;				
6) Pictures of area; and				
7) Field inspection and favourable endorsement of PEMO; and				
8) The proposed volume must not exceed one thousand (1000) cubic meters subject to the assessment and recommendation of the PEMO.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

34. Acceptance and Processing of Gratuitous Guano Permit

Description	
OFFICE or DIVISION	Regulatory Services Division

Classification	Simple			
Type of Transaction	G2C			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Duly accomplished application form;				
2) Proof of ownership or certification of status of land from the CENRO concerned;				
3) Sketch plan (engineer's signature not required)				
4) Resolution from the concerned barangay stating that said barangay interposes no objection to the proposed project;				
5) Brief project description and work program;				
6) Pictures of area;				
7) Field inspection and favourable endorsement of PEMO; and				
8) Clearance from the Biodiversity Management Bureau (BMB) shall be required prior to the issuance of any mining permit for cave resources.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

35. Registration of Mining Related Documents

The permit holder or applicant may authorize the processing of application, assigns or waives his rights to another person/s, and such documents shall be filed and registered with the PEMO after paying the corresponding registration fee.

OFFICE or DIVISION	Regulatory Services Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Permit holders, applicants or other stakeholders			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to be registered.	1. Evaluate submitted document/s.	P100.00 - Special Power of Attorney	one (1) hour	Admin Aide III
2. Upon receipt of OP, proceed to PTO & pay.	2. Prepare Order of Payment for registration fee.	P1,200.00 - Waiver of Rights, Assignments and Operating Agreement	thirty (30) minutes	Admin Aide III
3. Turn-over OR to PEMO staff.	3. Release OP to concerned permit holder or applicant.	P100.00 - All other documents affecting mining rights	thirty (30) minutes	Admin Aide III
	4. Upon receipt of OR, effect registration text on the documents.		thirty (30) minutes	One (1) hour
	5. Forward document/s to be registered with the immediate supervisor, for signature.		one (1) hour	One (1) hour

	6. Retain signed/registered copy and provide client, for his/her file.		thirty (30) minutes	thirty (30) minutes
--	--	--	---------------------	---------------------

36. Organization and Deputation of Monitoring Committee (Barangay, Municipal/City)

Facilitate organization and deputation of Barangay and Municipal/City Monitoring Committee

Office or Division	PEMO-RSD			
Calssification	Complex			
Type of Transaction	G2G			
Who may avail	Barangay/Municipal/City LGUs			
Checklist of Requirements		Where to Secure		
1. Barangay/Municipal/City Resolution and Endorsement letter		From the requesting agency		
2. Appointment paper		RSD		
3. Identification Cards		RSD		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit a resolution/endorsement letter	1. Receive and file a resolution/endorsement letter	N/A	thirty (30) minutes	Requesting Agency
	2. Prepare an appointment letter and Identification Cards	N/A	three (3) hours	RSD staff
	3. Facilitate delivery of Appointment Paper and IDs to concern LGU's for signature of members and Local Executive	N/A	one(1) day	RSD staff
2. Submit accomplished appointment letter and IDs	1. Receive and file accomplished appointment paper and IDs	N/A	thirty (30) minutes	Requesting Agency
	2. Prepare endorsement letter for Governor's signtaure	N/A	thirty (30) minutes	RSD staff
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	3.Prepare transmittal letter of the accomplish Appointment Paper and IDs to concern LGU	N/A	thirty (30) minutes	RSD staff

	3. Facilitate delivery of accomplish Appointment Paper and IDs to concern LGU	N/A	one (1) day	RSD staff
	TOTAL		2 days and 7 hours	

37. Multipartite Monitoring Activity

Quarterly monitoring and assessment of compliances of quarry projects province-wide

Office or Division	PEMO-RSD			
Calssification	Highly Technical			
Type of Transaction	G2C			
Who may avail	Thirty-five (35) permit holders/quarry projects province-wide			
Checklist of Requirements		Where to Secure		
1. List of Quarry permittee		From PEMO		
2. Carpeta/Folders of quarry permittee		From PEMO		
3. Logistical supports		From MRFC		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Resposible
1. Provide all necessary documents related to quarry project for MMT monitoring & inspection	1. Prepare and send communications to all MMT members relative to the schedule of quarterly monitoring	N/A	three (3) days	RSD staff
	2. PEMO lead in the conduct of daily MMT monitoring of thirty (35) quarry projects province-wide for the quarter. Conduct exit conferences with each permit holder/representative every after monitoring, come up with recommendations duly receive by each concerned permit holder about the findings of monitoring conducted	N/A	seventeen (17) days	RSD staff
	Total		twenty (20) days	

38. Secretariat services to the PENRC Meetings & Deliberation

Conduct meetings/deliberate folder applications for Certificate of Lumber Dealership

Office or Division	PEMO-RSD			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Applicant for the Certificate of Lumber Dealership			
Checklist of Requirements		Where to Secure		
1. Folder Application with complete requirements		From the applicant		
2. Evaluation result of folder applications		PEMO-RSD		
3. Minutes of the Previous Meeting		PEMO-RSD		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of folder application with complete documents for the Certificate of Lumber Dealership	1. Receipt of the folder application	N/A	one (1) hour	RSD staff
	2. Evaluation of the folder application as to the completeness of the required documents	N/A	two (2) hours	RSD staff
	3. Coordination works with the members of the council regarding their availability on the schedule of deliberation (Council members: DENR, DepEd, NGO, SP, Provincial Government).	N/A	two (2) days	RSD staff
	4. Meeting/deliberation of the folder applications with the members of the council	N/A	three (3) hours	RSD staff with the PENR council members
	5. Prepare minutes, resolution, endorsement letter of PEM Officer to the Governor and the endorsement of the Governor to the PENR Office for the approval of the folder application.	N/A	four (4) hours	RSD staff
	6. Route the Resolution for the signature of the council members.	N/A	two (2) days	RSD staff and PENR Council members
	7. Prepare Order of Payment for the Processing Fee	350.00	one (1) hour	RSD staff

	8. Endorse the folder application, resolution and endorsement letter for the approval of the application for Certificate of Lumber Dealership to the PENR Office.	N/A	one (1) hour	RSD staff
	Total	350.00	4 days 12 hours	

39. Pro-Active Monitoring Round: Monitoring & Enforcement activities

Monitoring and enforcement activities as mandated under PTO 2017-001, Series of 2017 for quarry operation province-wide

Office or Division	PEMO-RSD			
Calssification	Complex			
Type of Transaction	G2B/G2C			
Who may avail	Owners and drivers of apprehended vehicles involved in illegal quarrying activities and permit holders who violated the quarry ordinance			
Checklist of Requirements	Where to Secure			
1. Hard copy of PTO 2017-001, Series of 2017	PEMO			
2. Apprehension, Seizure and Custodial Receipt Forms	PEMO			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Resposible
1. Follow up of issued documents relative to impounded vehicles due to violations on PTO 2017-001, Series 2017	1. Setting up of check points along strategic area mostly along national highway	N/A	one (1) hour	RSD staff
	2. Flag down vehicle loaded with quarry material	N/A	twenty (20) minutes	RSD staff
	3. Check the Permit To Transport documents from the truck driver & validate other related facts relative to the loaded quarry materials	N/A	twenty (20) minutes	RSD staff

	4. Put notification/mark to Permit To Transport document as proof that the said PTT have been checked & validated and free the vehicle if found having no violation	N/A	twenty (20) minutes	RSD staff
	5. Issue an Apprehension Receipt, Seizure Receipt and Custodial Receipt if found having violation & facilitate the temporary impoundment of the apprehended vehicle to the nearest PNP station or Brgy. Hall	N/A	one (1) day	RSD staff
	6. Endorsement letter to PLO for admin hearing of the apprehended vehicle with violation/s	N/A	two (2) days	RSD staff
	7. Prepare an order of payment for the fines and penalty after deliberation from PLO to be paid by the violator/s	P15,000.00 per violation	one (1) day	RSD staff
	8. Issue a Release Order for the impounded vehicle after a proof of payment on fines & penalty (photocopy of O.R.) be presented to PEMO	N/A	one (1) day	RSD staff
	Total	variables	5 days & 2 hours	

40. Reactive Monitoring: Act/Respond to complaints/petitions

Investigation, verification, inspection & monitoring activities in response to complaints or petition

Office or Division	PEMO-RSD
Calssification	Highly Technical
Type of Transaction	G2C
Who may avail	Complainants or Petitioners
Checklist of Requirements	Where to Secure
1. Written complaints submitted to PEMO with supporting pictures and sketch map	From the complainant/Office file

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Written complaint or petition submitted to PEMO Admin	1. Receive and file a written complaint	N/A	thirty (30) minutes	RSD staff
	2. Coordination works with concerned line agencies such as Brgy./City/Municipal LGU's & DENR	N/A	five (5) days	RSD staff
	3. Meeting with concerned line agencies during the actual investigation, verification and inspection onsite	N/A	one (1) hour	RSD staff
	4. Onsite visit of the subject area to gather facts, proof and substancial evidences relative to the veracity of complaints	N/A	five (5) hours	RSD staff
	5. Conduct exit conference together with members of the composite team as a wrap up activity for deliberation	N/A	two (2) hours	RSD staff
	6. Prepare a comprehensive written and narrative report about the findings and recommendation	N/A	five (5) days	RSD staff
	7. Signing of written and narrative report by the members of the composite team	N/A	five (5) days	RSD staff
	8. Distribution of report to concerned line agency/ies and the complainant	N/A	four (4) days	RSD staff
	Total	N/A	19 days, 8hrs 30"	

41. Reportorial Requirement: Quarterly/Monthly Data & List of Quarry Permittee Province-wide

Provide monthly/quarterly updated information and data of quarry permittee province-wide to be submitted to MGB-6 & BIR

Office or Division	PEMO-RSD		
Calssification	Highly Technical		
Type of Transaction	G2G		
Who may avail	Mines and Geosciences Bureau R6 & Bureau of Internal Revenue - Bacolod City/BIR-Province-wide		
Checklist of Requirements		Where to Secure	
1. Monthly Production Report		From quarry permittee/PEMO	
2. Quarterly Production Report		From quarry permittee/PEMO	

3. Updated List of quarry permittee province-wide		From PEMO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Official letter request from MGB R6 & BIR for monthly/quarterly updated list & data of quarry permit holders province-wide.	1. Recieve, encode & updating of list & data/information relative to monthly & quarterly production reports of quarry permit holders province-wide for MGB R6 & BIR requirement	N/A	fifteen (15) days	RSD staff
	2. Transmit, endorse & send hard copy of updated list and data/information to MGB R6 and BIR. Also transmit & send the said data/information soft copy via e-mail ad.	N/A	five (5) days	RSD staff

42. Monitoring of quarry areas with violation

Conduct monitoring / inspection to the quarry areas

Office or Division	PEMO-RSD			
Calssification	Simple			
Type of Transaction	G2C			
Who may avail	Sand and Gravel and Quarry Permit Holders			
Checklist of Requirements		Where to Secure		
1. Travel Order		PEMO-RSD		
2. Ordinance		PEMO-RSD		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Scheduling and preparation of travel order for spot monitoring to quarry areas.	N/A	one (1) hour	RSD staff
	3. Area inspection on compliances of the terms and conditons of the Governor's Permit and ECC.	N/A	four (4) hours	RSD staff
	4. Assessment of quarry operation onsite and issuance of exit conference report if and when the permit holder is compliant.	N/A	one (1) hour	RSD staff

	5. Preparation of report stating the findings and recommendation if the permit holder committed a violation.	N/A	two (2) hours	RSD staff
	6. Submission of the report to the office for information and proper procedure/sanction.	N/A	one (1) hour	RSD staff

43. Orientation on Provincial Tax Ordinance No. 2017-001 & Other Mining Related Rules and Regulations

Conduct orientation relative to PTO # 2017-001 and other mining related rules and regulations

Office or Division	PEMO-RSD			
Calssification	Complex			
Type of Transaction	G2G/G2C			
Who may avail	Barangay/Municipal/City LGU, NGO's, Academe and other private sectors			
Checklist of Requirements		Where to Secure		
1. Letter Request		From the requesting agency RSD RSD		
2. Orientation Design				
3. Power Point Presentation				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Resposible
1. Submit a written request to PEMO office	1. Receive and file a written request	N/A	thirty (30) minutes	RSD staff
	2. Coordination works with requesting agency such as Brgy./City/Municipal LGU/NGO's or other Private Sectors	N/A	one (1) day	RSD staff
	3. Preparation of orientation design/module/powerpoint	N/A	two (2) days	RSD staff
	4. Conduct of dry run and critiquing of orientation design/power point	N/A	one (1) day	RSD staff
	5. Actual Conduct of Orientation	N/A	one (1) day	RSD staff
	6. Prepare orientation proceedings	N/A	one (1) day	RSD staff
			6 days and 30 minutes	

INTERNAL

1. Assistance & Issuance of Leave Application, SOD & Payslip

The leave application is issued to an employee who will undergo leave of absence due to sickness, vacation, filial and maternity/paternity leave. While the SOD and payslip is needed to

OFFICE or DIVISION	Provincial Environment Management Office - Administrative Division			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for printout of leave, SOD & payslip in the logbook provided by the Office.	1.1 Acknowledge request and print leave application, SOD & payslip in the MIS	none	5 minutes	Leah Guzon - Records Officer
	1.2 Issue printed leave application for signature of requesting personnel.	none	30 minutes	Leah Guzon - Records Officer
	1.2 Release the printed SOD or payslip to the requesting personnel for his/her personal consumption.	none	30 minutes	Leah Guzon - Records Officer
2. Request printout of leave application and facilitate initial of his/her direct supervisor.	2.1 Receive the signed leave application and endorse to office head for signature	none	10 minutes	Leah Guzon - Records Officer
	2.2 Sign leave application (recommending approval)	none	10 minutes	PEM Officer
	2.3 Encode leave application in the Data Tracking System	none	5 minutes	Leah Guzon - Records Officer
	2.3 Submission to HRMO for approval	none	15 minutes	Leah Guzon - Records Officer
	2.4 Secure the approved leave application for filing and future use.	none		Leah Guzon - Records Officer
	Total		2 hours & 15 minutes	

2. Issuance of Office Clearance as to Accountabilities

This is issued to employees that will retire/resign or claim terminal leave certifying that he/she has no money and property accountabilities with this Office.

OFFICE or DIVISION	Provincial Environment Management Office - Administrative Division
Classification	G2G
Type of Transaction	Simple

Who may avail	Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acknowledgement Receipt of Equipment and Property (AREP)		Admin Division		
Inventory Custodian Slip (ICS)		Admin Division		
Waste Material Report		Admin Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the office verbally or in writing as to his/her intention to retire/resign or to claim terminal <i>(For mandatory retirement the office will inform concerned retiree six (6) months before his /her birthday and provide copy of his/her accountabilities for settlement .</i>	1.1 Receive/acknowledge intention to retire/resign/ claim of terminal leave.	none	3 minutes	Cherry Yap - Admin Aide IV
	1.2 Provide copies of employee's AREP for settlement.	none	1 day	Cherry Yap - Admin Aide IV
2. Receive and check copies of AREP and return with remarks if it is for transfer or waste. If waste, return the unserviceable equipment or item to the property custodian.	2.1 Receive & check copies of AREP and receive unserviceable equipment/ item.	none	10 minutes	Cherry Yap - Admin Aide IV
	2.2 Prepare AREP for item needed to be transferred to the next accountable person and waste material report.	none	30 minutes	Cherry Yap - Admin Aide IV
	2.3 Give the printed AREP and waste material report to concerned retiree for signature.	none	3 minutes	Cherry Yap - Admin Aide IV
3. Sign and facilitate turn-over of item/equipment to the next accountable person and return the signed AREP and waste material report to admin office	3.1 Receive and facilitate signing of AREP and waste material report by the head of office.	none	10 minutes	Cherry Yap - Admin Aide IV
	3.2 Issue office clearance to concerned employee.	none	5 minutes	Cherry Yap - Admin Aide IV

3. Issuance of Certificate of Employment and Compensation

The certificate is issued to employees in support of their application with other agencies or entities certifying that he/she is a bonafide employee, has no criminal/administrative case and

OFFICE or DIVISION	Provincial Environment Management Office - Administrative Division
--------------------	--

Classification	G2G			
Type of Transaction	Simple			
Who may avail	Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Admin Division Admin Division Admin Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Indicate request for certification in the logbook provided by the Office	1.1 Acknowledge request	none	3 mins	Leah Guzon - Records Officer
	1.2 Printing & facilitate signing of the certification.	none	10 mins	Leah Guzon - Records Officer
	1.3 Sign and approve Certification	none	3 minutes	Administrative Officer
	1.3 Release Certificate to requesting personnel	none	5 mins	Leah Guzon - Records Officer
	Total		21 mins	

4. Issuance of Approved Travel Order, Trip Ticket & Vale Slip

This is issued to personnel who will transact official business outside its official station and includes provision of fuel.

OFFICE or DIVISION	Provincial Environment Management Office - Administrative Division			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order Print Out Trip Ticket Print Out Vale Slip		PEMO Database System PEMO Database System Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Travel Order				
1. Prepare and submit Travel Order (TO)	1.1 Receive Travel Order for signature of Office Head	none	3 mins	Nelia Caballero
	1.2 Sign and approve travel order	none	10 mins	PEM Officer

	1.3 Record and submit to Provincial Administrator Office for issuance of control number.	none	15 mins	Cherry Yap - Admin Aide IV
	4. Secure and release original copy of approved travel order to concerned personnel.	none	1 day	Cherry Yap - Admin Aide IV
	Total		1 day 13 mins	
Trip Ticket & Vale Slip				
1. Submit Trip Ticket	1. Receive trip ticket for approval of Office Head	none	3 mins	Nelia Caballero
	2. Sign and approve trip ticket	none	5 mins	PEM Officer/Administrative Officer
	3. Issuance of vale slip for fuel	none	3 mins	Natalia Joquiño - Admin Officer V
	4. Release to concerned driver	none		Natalia Joquiño - Admin Officer V
	Total		11 mins	

5. Processing of Payroll

Monthly salary, overtime, clothing, and other bonuses.

OFFICE or DIVISION	Provincial Environment Management Office - Administrative Division			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll, Collection List, OBR Daily Time Record (DTR) Approved Leave Applications (if applicable) Approved Special Order (Overtime) SP Resolution for Bonuses Accomplishment Report (For overtime)		Provincial Government Payroll System Personnel Records Officer Records Officer SP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Salary 1.Submit accomplished DTRs (for monthly salary)	1. Print payroll, collection list & OBR 2. Receive and check the accomplished DTRs as to its correctness	none none	1 hour 4 hours	Leah Guzon-Records Officer Leah Guzon-Records Officer

	2. Sign and Approve DTRs 3. Attach leave application (if applicable)	none none	2 hours 10 minutes	PEM Officer/Admin Officer Leah Guzon-Records Officer
	4. Sign & Approve payroll & OBR 5. Encoding to Data Tracking System 6. Submission to Budget	none none none	1 hour 5 mins 30 mins	PEM Officer Danmark Tupas - Admin Aide IV Danmark Tupas - Admin Aide IV
	Total		1 day, 6 hours & 43 mins	
Overtime				
1. Submit accomplishment report	1.1 Receive accomplishment report and facilitate approval of PEM Officer			
	1.2 Preparation and printing of Payroll, OBR, Collection List	none	2 hours	Leah Guzon-Records Officer
	1.3 Facilitate Approval of office head			Leah Guzon-Records Officer
	1.4 Attach Approved Special Order & DTRs	none	5 mins	Leah Guzon-Records Officer
	1.5 Encoding to Data Tracking System for submission	none	3 mins	Danmark Tupas - Admin Aide IV
	1.6 Submission to Budget Office for obligation	none	5 mins	Danmark Tupas - Admin Aide IV
	Total		2 hours & 18 mins	

Bonuses/Clothing	1. Preparation and printing of Payroll, OBR, Collection List	none	2 hours	Leah Guzon-Records Officer
	3. Facilitate Approval of office head	none	10 minutes	Leah Guzon-Records Officer
	2. Secure & Attach SP Resolution	none	30 minutes	Leah Guzon-Records Officer
	4. Encoding to Data Tracking System for submission	none	5 mins	PEM Officer
	5. Submission to Budget Office for obligation	none	3 mins	Danmark Tupas - Admin Aide IV
		none	5 mins	Danmark Tupas - Admin Aide IV
	Total		1 hour & 43 mins	

6. Processing of Mobile Allowance & Travelling Expenses (Local & Outside Negros Occidental)

Reimbursement of travelling expenses and mobile allowance.

OFFICE or DIVISION	Provincial Environment Management Office - Administrative Division			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher, OBR Itinerary of Travel, Appendix B, Travel Order, Certificate of Appearance Special Order for Travel outside Negros Occidental Official Receipt for Mobile Allowance		Provincial Government Budget System Personnel Records Officer Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Travelling Expenses				
1. Submit complete documents (Itinerary, Appendix B, TO, CA) (Special order if applicable)	1.1 Receive documents and check as to its completeness & correctness	none	15 mins	Nelia Caballero
	1.2 Return to concerned personnel if documents are found incomplete and erroneous	none	5 mins	Nelia Caballero
2. Comply deficiency and return to admin office	1.3 Print OBR and disbursement voucher	none	15 mins	Danmark Tupas - Admin Aide IV
	1.4 Office head approves/sign Appendix A, disbursement voucher and OBR	none	5 mins	PEM Officer
	1.5 Encode to Data Tracking System for submission	none	3 mins	Danmark Tupas - Admin Aide IV
	1.6 Submit to Budget Office	none	5 mins	Danmark Tupas - Admin Aide IV
	Total		48 mins	
Mobile Allowance				
1. Submit Official Receipt	1.1 Receive and prepare OBR and Disbursement Voucher	none	5 mins	Concerned Personnel
	1.2 Office head approves/sign Appendix A, disbursement voucher and OBR	none	15 mins	PEM Officer
	4. Encoding in the Data Tracking System for submission	none	3 mins	Danmark Tupas - Admin Aide IV
	Submit to Budget Office	none	5 mins	Danmark Tupas - Admin Aide IV

	Total	33 mins	
--	--------------	----------------	--

Processing of Purchase Request

Processing and preparation of Purchase Request for project implementation and management

OFFICE or DIVISION	Provincial Environment Management Office - Administrative Division			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	Diivision			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request, OBR Approved PPMP & Project Proposal Approved APP for General Fund Approved ASSEP, Indorsement, Authority to Purchase for Capital Outlay		Provincial Government Procurement System End-User Administrative Division End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned division prepares and submit purchase request.	1.1 Receive and check as to its completeness and correctness	none	10 mins	Natalia M. Joquino - Admin Officer
	1.2 Return to concerned division if documents are found incomplete and erroneous	none	2 minutes	Natalia M. Joquino - Admin Officer
2. Comply deficiency and return to admin office	1.3 Receive corrected PR and final checking of document	none	10 minutes	Natalia M. Joquino - Admin Officer
	1.4 Prepare/print OBR	none	5 minutes	
	1.5 Approve and sign OBR and PR	none	5 mins	PEM Officer
	1.6 Encode in the DTS	none	5 mins	Danmark Tupas - Admin Aide IV
	1.7 Submit to Budget Office	none	3 mins	Danmark Tupas - Admin Aide IV
	Total		40 minutes	

7. PROVISION OF TECHNICAL ASSISTANCE AND SUPPORT SERVICES (Internal)

Develop, recommend and implement plans, programs, projects and activities to promote the development of environment; provide technical assistance to all stakeholders in their various

OFFICE or DIVISION	Technical Support Services Division
--------------------	-------------------------------------

Classification	Simple/Complex			
Type of Transaction	Government to Government			
Who may avail	Program Management Division, Regulatory Services Division and Administrative Services Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request slip/log book 2. Background information of the requested activity 3. Logistical support 4. Focal person assigned by the requesting party		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished request slip/Log book	1. Receive request slip/log book	None	10 minutes	TSSD Admin Personnel
	2. Approval by the TSSD Head	None	30 minutes upon receipt	TSSD Head
	3. Route to TSSD staff for schedule of activity	None	10 minutes upon receipt	TSSD Admin personnel
	4. Assign and instruct technical staff to coordinate with client for details of the activity	None	10 minutes upon receipt	TSSD Head
2. Discuss details of request	5. Finalize arrangement details	None	1 day	TSSD Assigned personnel
3. Facilitate conduct of the activity	6. Provide tehcnical assistance/support services	None	3-7 days	TSSD Assigned personnel
	Total		8 days ^ 1 hour	

8. In-house Monitoring and Evaluation of Programs and Projects (INTERNAL SERVICES)

Monitor and regularly report on the performance of programs and projects recommend corrective and improved measures to strengthen and improve results. (Provincial Ordinance No. 10,

OFFICE or DIVISION	Technical Support Services			
Classification	Complex			
Type of Transaction	Government to Government, Government to Client			
Who may avail	LGU, Project Beneficiaries (<i>upland and coastal peoples organizations</i>) and other PEMO divisions and Provincial Project Monitoring Committee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of approved project proposal 2. List of project beneficiaries 3. Project fund utilization summary		PEMO-TSSD PEMO-TSSD PEMO-Admin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	1. Preparation of monitoring documents <i>(monitoring forms, travel orders etc.)</i>	None	1 hour	TSSD (PEMO)
	2. Coordination with partners/ stakeholders, <i>(availability of project beneficiaries)</i>	None	1 hour	TSSD (PEMO)
	3. Actual Monitoring and evaluation (site visit/ocular inspection, interview with beneficiaries, validation of documents)	None	1-2 days	Composite Team from PEMO and representative from the Provincial Project Monitoring Committee (PPMC).
	4. Evaluation Result (PEMO)	None	3-5 days	TSSD-Monitoring Team
	Total		7 days & 2 hours	

9. Centralized Administrative System (CAS) Internal

Consolidation of information within the department shall include but not limited to the map layout of the quarry, river system digitizing, and data updating on reforestation projects,

Office or Division	Technical Support Services Division			
Classification	Simple			
Type of Transaction	Government to Government			
Who may avail	PEMO Divisions			
Checklist of Requirements		Where to Secure		
Data from various divisions of PEMO.		Administrative Services Division, Regulatory Services Division, Program Management Division and Technical Support Services Division		
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Provision of data and information (e-copy of project profile, list of beneficiaries, etc.)	Receive data	None	1 day	TSSD Assigned Personnel
	Update data in CAS	None	1 day	TSSD Assigned Personnel
			2 days	

10. Database System (Internal)

Provide technical system to in-house clients as part of the Centralized Administrative System *(Executive Order No. 19-13 in support to Provincial Ordinance No. 10, Series of 2014)*

Office or Division	Technical Support Services Division			
Classification	Simple			
Type of Transaction	Government to Government			
Who may avail	PEMO personnel			
Checklist of Requirements		Where to Secure		
Request Form		TSS Division		
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill-out request form	1. Receive request form	None	10 minutes	TSSD Admin personnel
	2. Route to TSSD Head for assignment of personnel		5 minutes	TSSD Head
	3. Act on the request		10 minutes	TSSD ssigned personnel
	4. Release hard copy/soft copy of file		10 minutes	TSSD assigned personnel
	Total		35 minutes	

11. Quarry Database System (Internal)

DESCRIPTION: Regulation of mineral utilization through downloading of quarry maps from Geographic Information System (GIS) Database to Global Positioning System (GPS) Tracking Device

Office or Division	Technical Support Services Division			
Classification	Simple			
Type of Transaction	Government to Government			
Who may avail	PEMO-RSD Enforcement Team/Permitting Team			

Checklist of Requirements		Where to Secure		
GPS points		RSD Assigned personnel		
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Receive GPS points from RSD Enforcement Team/Permitting Team	1. Plot maps	None	1 day	TSSD assigned personnel
	2. Release printed map/s			TSSD assigned personnel

	Total		1 day	
--	--------------	--	--------------	--

12. Quarry Database System (Internal)

Regulation of mineral utilization through uploading of quarry maps from Geographic Information System (GIS) Database to Global Positioning System (GPS) Tracking Device for verification

Office or Division	Technical Support Services Division			
Classification	Simple			
Type of Transaction	Government to Government			
Who may avail	PEMO-RSD Enforcement Team/Permitting Team			
Checklist of Requirements		Where to Secure		
1. GPS points		RSD Assigned personnel		
Clients Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Receive GPS points from RSD Enforcement Team/Permitting Team	1. Plot maps	None	1 day	TSSD assigned personnel
	2. Upload quarry maps to GPS tracking device			TSSD assigned personnel
	3. Map output			TSSD assigned personnel
			1 day	

PROVINCIAL HEALTH OFFICE

Securing Medical Certificate for employment, renewal and promotion in the government

OFFICE OR DIVISION	PHO - Medical Clinic			
Classification	Simple			
Type of Transaction	Government to Client (G2C)			
Who may avail	Applicants and Employees working in the government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Ceritificate Form (4 copies) 2. Laboratory Results (Hematology & Urinalysis [4 copies]) 3. X-ray Result (4 copies) 4. Drug Test Result (4 copies) 5. Official Receipt		-PHO Medical Clinic } Any Laboratory Clinic -Provincial Treasurer's Office (Cashier)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Duly accomplished Medical Certificate Form and its attachments to be checked by Clinic Staff.	- Check documents; if incomplete return to client.	- None	2 Minutes	- Midwife/Nurse
2. If documents are complete, pay Medical Fee to Treasurer's Office - Cashier	- Attached Official Receipt	PhP 50.00	5 Minutes	- Cashier
3. Back to PHO Clinic for signature Medical Officer.	- Medical Officer to sign Medical Certificate	- None	1 Minute	- Medical Officer
TOTAL:		PhP 50.00	8 Minutes	

ACQUIRING MEDICAL CERTIFICATE FOR SICK LEAVE

Securing Medical Certificate as attachment to Sick Leave Application

OFFICE OR DIVISION	PHO - Medical Clinic			
Classification	Simple			
Type of Transaction	Government to Client (G2C)			
Who may avail	Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate Form (4 Copies) 2. Medical Certificate from private physician if they consulted in private clinic 3. Official Receipt 4. Documentary Stamp		- PHO Medical Clinic or each department - Private Physician - Provincial Treasurer's Office (Cashier) - Post Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Duly accomplished Medical Certificate Form with documentary stamp.	- Check documents, if incomplete return to client. - If documents are complete, advise to pay Medical Fee.	PhP 50.00	5 Minutes	- Midwife - Cashier
2. If documents are complete, pay Medical Fee to Treasurer's Office - Cashier	- Attached Official Receipt to documents.		1 Minute	- Medical Officer
3. Back to PHO Clinic for signature of Medical Officer.	- Medical Officer to sign Medical Certificate			
TOTAL:		PhP 50.00	6 Minutes	

COVID MEDICAL CERTIFICATE

Securing COVID Medical Certificate For Travel to other LGUs

OFFICE OR DIVISION	PHO - Medical Clinic
Classification	Simple
Type of Transaction	Government to Client (G2C)

Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate Form for Travel (2 Copies) due to COVID		PHO Medical Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Medical Cerficate for Travel due to COVID	1. Generate Medical Certificate from the Computer	- None	5 Minutes	- Midwife / Nurse
	2. Medical Officer to sign the Medical Certificate		1 Minute	- Medical Officer
TOTAL:		PhP 0.00	6 Minutes	

MEDICAL CONSULTATION

Conduct of Medical Consultation, Treatment of Wounds and Injections

OFFICE OR DIVISION	PHO - Medical Clinic
Classification	Simple
Type of Transaction	Government to Client (G2C)
Who may avail	Provincial Government Employees and their direct dependents.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's Individual Treatment Record		- Medical Clinic Records		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Discuss with Medical Staff about his/her health concerns	- To get Patient's Individual Treatment Record if patient has records already, if new, create one	- None	1 minute	- Midwife/Nurse
	- To take vital signs of the patient		1 minute	- Midwife/Nurse
	- To interview signs and symptoms		1 minute	- Midwife/Nurse
	- Medical Officer to consult, advise and prescribe medicines/drugs		2 minutes	- Medical Officer
	- To dispense medicines if available		1 minute	- Midwife/Nurse
	- To treat/dress wounds if needed		2 minutes	- Midwife/Nurse
		- To inject, if needed	2 minutes	- Nurse
TOTAL:		PhP 0.00	10 minutes	

SECURING BOND FOR CASH ADVANCE

To Secure Bond for Cash Advances of Employees

OFFICE OR DIVISION	PHO - Medical Clinic
Classification	Simple
Type of Transaction	Government to Client (G2C)
Who may avail	Provincial Government Employees
<div><div>CHECKLIST OF REQUIREMENTS</div><div>WHERE TO SECURE</div></div>	
1. Bond Form (3 Copies)	- Respective Client's Office
2. Picture (1 copy)	- Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Duly Accomplished Bon Form for Cash Advance	- Check the Accomplished Form, if not complete, return to Client	PhP 50.00	4 Minutes	-Midwife
2. Pay Medical Fee to Treasuerer's Office - Cashier	- If complete, advise client to pay Medical Fee - Medical Officer to sign the Form		1 Minute	- Cashier - Medical Officer
TOTAL:		PhP 50.00	5 Minutes	

MEDICAL - DENTAL MISSION

Conduct of Medical - Dental Mission to different Local Government Units in the Province

OFFICE OR DIVISION	PHO - Medical Clinic	
Classification	Simple	
Type of Transaction	Government to Client (G2C)	
Who may avail	Patients from Different LGUs and Non-Government Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter-request approved by the Provincial Governor		- Requesting LGU/NGO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request approved the Governor	- Receive, log and forward letter-request to Provincial Health Officer	- None	5 Minutes	- Communication Equipment Operator
	- Assign Staff to coordinate with the client		1 Minute	- Provincial Health Officer II
2. Provide details of the request	Discuss details with the client and make final arrangements regarding schedule and availability of Medical-Dental team		1 Day	- Midwife/Nurse
3. Provide needed logicstics	- Render the technical assistance requested		Variable	- Medical Officer, Nurse Midwife, Dentist, Dental Aide, Driver
TOTAL:			1 Day, 6 Minutes	

RABIES PREVENTION AND CONTROL

Provision of Pre and Post Exposure Prophylaxis to Provincial Government Employees/Direct Dependent

OFFICE OR DIVISION	PHO - Technical Division (Non-Communicable Disease)			
Classification	Simple			
Type of Transaction	Government to Client (G2C)			
Who may avail	Provincial Government Employees and their direct dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Insulin Syringe 2. Referral		-Clinic if available, if none, to buy at the drugstore - Medical Doctor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consultation with Medical Doctor		- None		

2. Refer to Nurse Program Coordinator for Anti Rabies Injection	- Assessment of the Patient - Provision of Anti-Rabies Injection - Advise the patient for the next schedule		2 Minutes 1 Minute 1 Minute	- Nurse Program Coordinator - Nurse Program Coordinator - Nurse Program Coordinator
TOTAL:			4 Minutes	

PROVINCIAL HEALTH OFFICE

Application for Leave

OFFICE OR DIVISION	PHO - Technical Division (Non-Communicable Disease)			
Classification	Simple			
Type of Transaction	Government to Client (G2C)			
Who may avail	Provincial Government Employees and their direct dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Leave		- Administrative Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee files leave of absence days prior to the intended dates for Vacation and Filial Leave. In case of Sick leave, right after employee's leave.	- Administrative Officer/Staff prepares and print out the Leave Application through the Provincial management System	- None	- 1 Minute	- Administrative Officer/Staff
2. Employee signed the Printed Leave Application	- Leave Application to be approved by the		- 30 Minutes	- Provincial Health Officer II

Application	Department Head - Records the Leave Application to the Leave Ledger - Records the Leave Application to Provincial Human Resource Management Office for Approval		- 1 Minute - 1 day	- Records Officer - Liaison Officer
TOTAL:			1 day, 32 Minutes	

FINANCIAL TRANSACTIONS OF PHO

Payment of Monthly Salaries and Subsistence, Hazard and Laundry Allowance of PHO permanent and Casual Employees

OFFICE OR DIVISION	PHO - Administrative Division			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	PHO Permanent and Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll and Collection Lists 2. Daily Time Record (DTR) 3. Application for Leave		- Systems Generated - PHRMO - Administrative Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	- Generate payroll and Collection List (3 Copies) - Attached Daily Time Record and Application for Leave (1 Copy Each) - Department Head to sign the payroll and Daily Time Record - Data Track (DTS) the payroll out to	- None	- 15 Minutes - 5 Minutes - 5 Minutes - 1 Minute	- Clerk III - Clerk III/CEO - Provincial Health Officer II - Clerk III

	Budget Office - Submit payroll to the Budget Office		- 1 Minute	- Messenger
TOTAL:			27 Minutes	

FINANCIAL TRANSACTIONS OF PHO

Payment of Overtime Services rendered by PHO Permanent and Casual Employees

OFFICE OR DIVISION	PHO - Administrative Division			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	PHO Permanent and Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll and Collection Lists 2. Daily Time Record 3. Office Order 4. Accomplishment Report		- Clerk III - Claimant - Administrative Aide IV - Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	- Generate Payroll and Collection Lists (3 Copies) - Attached Daily Time Record, Office Order and Accomplishment Report - Department Head to approve and sign Payroll and Accomplishment Report	- None	- 10 Minutes - 1 Minute - 1 Minute	- Clerk III - Clerk III - Provincial Health Officer II

TOTAL:			12 Minutes	

FINANCIAL TRANSACTIONS OF PHO

Claiming of Travelling Expenses (TEV) of PHO Personnel who travelled on Official Business

OFFICE OR DIVISION	PHO - Administrative Division			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	PHO Permanent and Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher 2. Obligation Request 3. Itinerary of Travel 4. Certificate of Travel Completed 5. Certificate of Appearance 6. Bus Tickets (if Applicable) 7. Reimbursement Expense Receipt (if Applicable)		- Administrative Section (PHO) - Systems Generated - Administrative Section (PHO) - Administrative Section (PHO) - Place of Travel - Bus Conductor - Administrative Section (PHO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Itinerary of Travel, Certificate of Travel Completed and Certificate of Appearance to the Administrative Division	- Received documents from the claimant - Prepare Disbursement Voucher and OBR - Approval of Claimant's Itinerary - Approval and Signature of OBR and Disbursement Voucher - Data Track (DTS) the documents to Budget Office - Submit documents to the Budget Office	- None	- 30 Seconds - 1 Minute - 30 Seconds - 1 Minute - 1 Minute - 1 Minute	- Clerk III - Clerk III - Supervisor - Provincial Health Officer II - Clerk III - Messenger

		TOTAL:	5 Minutes	

SERVICE NAME: INAPOY COMMUNITY PRIMARY HOSPITAL
Description of the Service: OUT PATIENT DEPARTMENT CONSULTATION (NEW AND OLD PATIENT)

OFFICE OR DIVISION		INAPOY COMMUNITY PRIMARY HOSPITAL		
Classification		SIMPLE		
Type of Transaction		G2C		
Who may avail		OUT PATIENT DEPARTMENT CONSULTATION (NEW PATIENT AND OLD PATIENT)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Patient: For Old Patient: >Issue Hospital Card > Hospital Card >Issue Hospital Record > Hospital Record > OPD FORMS > OPR Records		Inapoy Community Primary Hospital- OPD Section Inapoy Community Primary Hospital- OPD Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Proceed to OPD Area for assessment	>Interview the patient and	none	10 minutes	Midwife/ Nurse on Duty
2. After that proceed to the Attending Physician to consult	>Take patient Vital Sign		30 minutes	Attending Physician
3. Proceed to laboratory area	>Get History of the patient and physical examination	Refer to posted rate/fees	1 hour	Medical Technician on duty
	>request laboratory by Attending			
4. Patient returns to laboratory area to get the result	> Receive request and perform the procedure		5 minutes	Medical Technician on duty
5. Patient returns to laboratory area to get the result	> Advice patient time to get the			
6. Back to the OPD Area	>Release result			
	>Examination result attach to		5 minutes	Midwife/Nursing staff on duty

	and advice patient to proceed the attending Physician			
	TOTAL:			

# SERVICE NAME INAPOY COMMUNITY PRIMARY HOSPITAL				
Description of the Service: OUT PATIENT DEPARTMENT CONSULTATION (NEW AND OLD PATIENT)				
OFFICE OR DIVISION		INAPOY COMMUNITY PRIMARY HOSPITAL		
Classification		SIMPLE		
Type of Transaction		G2C		
Who may avail		OUT PATIENT DEPARTMENT CONSULTATION (NEW PATIENT AND OLD PATIENT)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Patient: <div> >Issue Hospital Card >Issue Hospital Record </div> For Old Patient: <div> > Hospital Card > Hospital Record </div>		Inapoy Community Primary Hospital- OPD Section Inapoy Community Primary Hospital- OPD Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
6. Treatment/ Re-examination <div>>Proceed to Consultation office</div>	>Re-examine the patient based diagnostic results >Treatment plan > Make prescription if needed	none	30 minutes	Attending Physician
7. Proceed to the Drug Room and receive medicines	> Dispense prescribed medicines	Depending on the refer to posted rate	10 minutes	Supply officer
8. Proceed to the Social service for discount/classification	> Evaluate and classify patients > Give discount		5 minutes	Clerk on duty
9. Proceed to cashier for payment	>Issue Receipt > Patient advice to follow up and		5 minutes	Collecting clerk on duty Midwife/Nurse on Duty

	TOTAL:			
--	--------	--	--	--

SERVICE NAME INAPOY COMMUNITY PRIMARY HOSPITAL

Description of the Service: NEW AND OLD PATIENTS

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may avail	NEW AND OLD PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div>For the New Patient:<div>> Issue Hospital Card</div></div> <div>For the Old Patient:<div>> Hospital Health Card</div><div>> Issue Hospital Record</div></div> <div>>Request form for laboratory</div> <div>></div>		Inapoy Community Primary Hospital - Record Section		
		Inapoy Community Primary Hospital - Record Section		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Proceed to clinical laboratory	> Check the completeness of request form.		5 minutes	
2. Submit the laboratory Request and Official Receipt	> Perform required procedure		10 minutes	
	> Instruct the patient on how to Specimen			
	➤ Issuance claim stub for claiming the of result	Depend on the rate/fees	5 minutes	Medical Technician on Duty
3. Receives Laboratory result	> Retrieves laboratory results		5 minutes	
> Log at result Receiving logbook	> Release to patient or representative		5 minutes	
	TOTAL:			

SERVICE NAME INAPOY COMMUNITY PRIMARY HOSPITAL

Description of the Service: EMERGENCY CASES OLD AND NEW PATIENT

OFFICE OR DIVISION		INAPOY COMMUNITY PRIMARY HOSPITAL		
Classification		SIMPLE		
Type of Transaction		G2C		
Who may avail		OLD AND NEW PATIENT		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Patient: > Issue Hospital Card >Issue Hospital Health Record		Inapoy Community Primary Hospital - Record Section		
For Old Patient: > hospital Number > Hospital Health Record		Inapoy Community Primary Hospital - Record Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. The patient will go to the Emergency Room	>The nurse should triage the >Refer the patient to the >Examination of patients and >If the patient is for Admission ,		15 minutes 5 minutes 30 minutes 5 minutes	ER Nurse ER Nurse Physician on duty Physician on Duty
2. The patient/relative sign the consent for	>If the patient is for Referral t o		10 minutes	Physician on duty
3. The patient/ Relative comply the discharge	>If the patient is for Discharge .		10 minutes	Physician on duty

SERVICE NAME INAPOY COMMUNITY PRIMARY HOSPITAL

Description of the Service:

OFFICE OR DIVISION		INAPOY COMMUNITY PRIMARY HOSPITAL		
Classification		SIMPLE		
Type of Transaction		G2C		
Who may avail		PREGNANT WOMEN		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the New Patient: Issue Hospital Card	For the Old Patient: Issue OPD Record	Inapoy Community Primary Hospital –Labor/Delivery Room Area		

Issue Hospital Record ➤ Doppler> Oxygen Tank with gauge ➤ BP- Apparatus > Digital thermometer ➤ Stethoscope		Inapoy Community Primary Hospital –Labor/Delivery Room Area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Proceed to the Assessment Area at OPD	>Interview the patient and		10 minutes	Midwife /Nurse on duty
2. After that proceed to the Attending Physician for consult	>Taking vital sign		5 minutes	Attending Physician
3. The patient will go to the Labor room and sign the consent.	>Get History of the patient and Physical examination		15 minutes	Midwife/DR Nurse
	>Assess and records patient’s including vital signs, blood rate, heart rate ,weight and fetal		3 minutes	Midwife/ DR Nurse
	>Notify the Physician on Duty			
	>Assess the patient			
	> Orders patient to be brought Labor room or delivery room.			
	> Prepare patient for labor			
	> Monitor patient vital signs and beat.			
	> When the patient is ready for Patient can be handled by a			Midwife, Nurse and Physician on duty
	TOTAL:			

SERVICE NAME: LABOR ROOM/ DELIVERY ROOM PROCEDURE

Description of the Service:

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL	
Classification	SIMPLE	
Type of Transaction	G2C	
Who may avail	PREGNANT WOMEN	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For the New Patient: Issue Hospital Card	For the Old Patient: Issue OPD Record	Inapoy Community Primary Hospital – Labor/Delivery Room Area

Issue Hospital Record ➤ Doppler> Oxygen Tank with gauge ➤ BP- Apparatus > Digital thermometer ➤ Stethoscope		Inapoy Community Primary Hospital – Labor/Delivery Room Area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
	> Record medical ment.	Depending on the refer to posted rate/fees	10 minutes	Midwife /Nurse on duty
	> Carried out legal orders of the Physician		5 minutes	Midwife / Nurse on duty
	> Prepare and attaches ID tags Mother and baby.		3 minutes	Midwife/ Nurse on Duty
	> Endorse the mother and baby in to the Ward Nurse		15 minutes	Midwife/ Nurse ON Duty
	> Receive and assess mother and		3 minutes	Ward Nurse
	TOTAL:			

SERVICE NAME: INAPOY PRIMARY HOSPITAL

Description of the Service: ADMISSION AND DISCHARGE OF THE PATIENT

OFFICE OR DIVISION		INAPOY COMMUNITY PRIMARY HOSPITAL		
Classification		SIMPLE		
Type of Transaction		G2C		
Who may avail		ADMISSION AND DISCHARGE OF THE PATIENT		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the New Patient: > Issue Hospital Card > Issue Hospital Health Record >Admitting Slip > Admission Logbook > Patient’s Chart		For the Old Patient: > Hospital Card > Hospital Health Record Inapoy Community Primary Hospital – Record Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE

1. Patient’s relative present Admitting Order/admitting slip	>Receive admitting slip/admitting >Log in Admission logbook >Get patients data		25 minutes	Admitting Clerk on Duty
2. Admission to Ward	>Admitting clerk notifies >Prepare room and bed supplies if needed >Bring the patient to the ward.		30 minutes	Nurse on duty
3. Patients Care and Management	> Perform daily routine of the		20 minutes	Midwife/ Nurse on Duty Attending Physician on Duty
4. Disposition	> Examines and evaluate patient. Indicate in patient’s chart “May order		20 minutes	Attending Physician on Duty
5. Discharge	> Prepare discharge order, write instructionand prescription for medicines > Follow up check-up and Review for completeness > Bring patients chart to: Medical Record Section - Receive patient’s completeness		20 minutes 10 minutes 10 minutes	Attending Physician Ward Nurse on Duty Ward Nurse on Duty
	TOTAL:			

SERVICE NAME: INAPOY PRIMARY HOSPITAL

Description of the Service: ADMISSION AND DISCHARGE OF THE PATIENT’S

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL	
Classification	SIMPLE	
Type of Transaction	G2C	
Who may avail	ADMISSION AND DISCHARGE OF THE PATIENT’S	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For the New Patient: .> Issue Hospital Card >Issue Hospital Health Record	For the Old Patient: > Hospital Card >Hospital Health Record	Inapoy Community Primary Hospital- Record Section

>Admitting Slip > Admission Logbook > Patient’s Chart				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
6. Present Discharge Notice	> Assign ICD10 Code Benefits Section - Deduct Phil >Receive discharge notice > Instruct the patient/relative the Cashier	Depending on the refer to posted rate/fees	5 minutes	Clerk on duty
7. Present payment slip	> Receive payment slip Issue of Official Receipt Instruct the patient to go back to billing for the issuance of Discharge		10 minutes 3 minutes	Billing on Duty on duty
8. Present Official Receipt	> Patient copy > Nurse copy		6 minutes	Casher on Duty
9. Present Discharge slip. Ward Nurse	> Receive discharge slip > Give final instruct, regarding caremedication and schedule >Discharge the patient in the > Check discharge slip and		3 minutes	Casher on Duty
10. Security Guard			10 minutes	Ward Nurse
			2 minutes	Ward Nurse on Duty
				Security Guard on Duty
	TOTAL:			

SERVICE NAME: INAPOY PRIMARY HOSPITAL- TRIAGE AREA

Description of the Service

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL
Classification	SIMPLE

Type of Transaction		G2C		
Who may avail		OUT PATIENT ANY 12 CATCHMENT BARANGAY		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Triage assessment tool patient data		Inapoy Community Primary Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Entry to Triage area	>Patien’s/Relatives required to	none	10 minutes	TriageNurse on Duty
2. Triage waiting area	>Observe proper distancing >Patient/Relatives call on first serve policy >Triage nurse assign measures patient physiological parameter. a. Taking patient’s vital sign b. Taking of main complaints patient after taking brief			
3. OPD Area	> Using the recorded Parameter from the patient taking a brief history, the endorse to OPD area. A. OPD Area: Nurse/Midwife on duty assign actual documentation: a. Get the patient Hospital Record section		10 minutes	OPD Nurse/Midwife
	TOTAL:			

SERVICE NAME: INAPOY PRIMARY HOSPITAL- TRIAGE AREA

Description of the Service

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL
Classification	SIMPLE
Type of Transaction	G2C

Who may avail		OUT PATIENTS ANY 12 CATCHMENT BARANGAY		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
>Triage Assessment tool		Inapoy Community Primary Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
	b. The nurse/midwife assign will and record patient vital in the hospitalhealth record. > Endorse patient to Doctor on Doctor,s consultation area. > Doctor will consult the patient: TRIAGE AREA: (EMERGENCY > Patient will proceed to Room. > Attended by assign ER nurse Doctor on duty.	none	2 minutes 15 minutes	Midwife / Nurse on duty Attending Physician on Duty Nurse/Midwife/Attending Physician On Duty
	TOTAL:			

SERVICE NAME: INAPOY PRIMARY HOSPITAL- TRIAGE AREA

Description of the Service ISSUANCE OF CLIENTS MEDICAL RECORDS/INFORMATION AND CERTIFICATE OF CONFINEMENT

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may avail	ISSUANCE CF CLIENTS MEDICAL RECORD/INFORMATION			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Patient or Authorize Representative ➤ Discharge Instructions ➤ Valid ID ➤ Hospital Health Card		Inapoy Community Primary Hospital		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. The patient will go to the Information area.	> The staff will explain to the Out the form and give to the Medical Record		10 minutes	Midwife /Nurse on duty
	> Forward the request and chart Records office.		3 minutes	Billing Clerk on Duty
	> Prepare the medical patient		3 minutes	Midwife / Nurse on duty
	> Check the medical information patient chart		10 minutes	Medical clerk on Duty
	> Release medical Information to Authorized representative.		3 minutes	Midwife/ Nurse ON Duty Nurse
	TOTAL:			

SERVICE NAME: INAPOY PRIMARY HOSPITAL- TRIAGE AREA
Description of the Service: DENTAL HEALTH SERVICES OLD AND NEW PATIENT

OFFICE OR DIVISION	INAPOY COMMUNITY PRIMARY HOSPITAL	
Classification	SIMPLE	
Type of Transaction	G2C	
Who may avail	OLD AND NEW PATIENT	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For the New Patient: >Issue Hospital Card > Issue Hospital Record		Inapoy Community Primary Hospital - Record Section
For Old Patient: > Hospital Health Card > Hospital Health Record		Inapoy Community Primary Hospital - Record Section

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESS TIME	PERSON RESPONSIBLE
1. Enter to Triage Area > Triage waiting area	> Patient/ Relatives required to wear mask > Observe proper social distancing > Triage Nurse measures and patient physiological parameter. > Taking patient’s vital sign > Record the chief complaints	Refer to posted rate/fees	5 minutes	Triage Nurse on Duty
2. OPD Area	> Get the patient Hospital Health Section > Assess and interview the > Recheck the vital sign		10 minutes	Triage Nurse on Duty
3. Proceed to Dental Room	> Endorse the patient to Dentist		5 minutes	Dentist
4. Urdergo Oral Examination	> Conduct Oral Examination and patient and proceed Dental		30 minutes	Physician on Duty
5. Proceed to supply Area	> Dispense prescribed medicines		10 minutes	Physician on duty

Scheduling Mobile Blood Donation Activities

Setting up for available schedule to conduct blood donation activity. Opens from Mondays to Fridays at 8am-12nn; 1:00pm-5pm.

OFFICE OR DIVISION	Provincial Health office- Negros First Provincial Blood Center			
Classification	Simple			
Type of Transaction	Government to Client			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Secure a letter request from requesting party or agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a letter- request addressed to the Provincial Health Officer II through the Blood Center Manager and the Provincial Blood Program Coordinator and submit to Provincial Health Office Administrative section	Receive and forward the letter to the PHO II for approval of request	none	2 minutes	Admin Aide /Admin Clerk/Records Officer
	Approve request and inform the Blood	none	3 minutes	Provincial Health Officer II
	Inform or contact the client regarding the	none	5 minutes	Provincial Blood Program
2. Recruit and gather voluntary blood donors and provide	Conduct blood donation activity	none	Variable 4-6 hours	Mobile Blood Donation Team
TOTAL:			9 minutes	

Scheduling Mobile Blood Donation Advocacy Activities

Setting up for available schedule to conduct blood donation advocacy or orientation. Opens from Mondays to Fridays at 8am-12nn; 1:00pm-5pm.

OFFICE OR DIVISION	Provincial Health office- Negros First Provincial Blood Center			
Classification	Simple			
Type of Transaction	Government to Client			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

Letter Request		Secure a letter request from requesting party or agency		
CLIENT STEPS	AGENCY ACTION	FEEs TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a letter- request addressed to the Provincial Health Officer II through the Blood Center Manager and the Provincial Blood Program Coordinator and submit to Provincial Health Office Administrative section	Receive and forward the letter to the PHO II for approval of request	none	2 minutes	Admin Aide /Admin Clerk/Records Officer
	Approve request and inform the Blood	none	3 minutes	Provincial Health Officer II
	Inform or contact the client regarding the	none	5 minutes	Provincial Blood Program
2. Recruit and gather voluntary	Conduct blood donation advocacy activity	none	30 minutes to 1 hour	Mobile Blood Advocacy Team
TOTAL:			10 minutes	

Dispensing of Blood and Blood Components

Issuance of blood and blood components to folks/patients who procure blood. Opens 24 hours / 7 days a week.

OFFICE OR DIVISION	Provincial Health office- Negros First Provincial Blood Center			
Classification	Simple			
Type of Transaction	Government to Client			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled out Blood Request signed by the attending physician. Certificate to withdraw blood. Blood transport box with coolants (as appropriate). Applicable blood processing fees.		Admitting hospital or out-patient healthcare centers. NFPBC partner agencies (Local Government Units or Non Government Personal. Personal.		
CLIENT STEPS	AGENCY ACTION	FEEs TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to NFPBC laboratory	Assess completeness of the requirements.	none	2 minutes	Medical Technologist
2. Wait for/listen to the advice	Check for and advice client of the availability	none	2 minutes	Medical Technologist
3. Pay the applicable blood processing fees, present valid ID	Impose applicable discounts/grants; accept	Government	Private	

* Whole Blood	payment blood processing fees; official receipt.	1,100 Php	1,500 Php	2 minutes	Cashier/ Medical Technologist
* Packed RBC		1,000 Php	1,200 Php		
* Other blood components		700 Php	900 Php		
4. Present blood transport box	Final check of donor units' blood type and	none		2 minutes	Medical Technologist
5. Sign transaction record and get	Present transaction record to client for fill-	none		2 minutes	Medical Technologist
6. Accept blood unit/s and	Advice client to endorse document/s and	none		1 minute	Medical Technologist
7. Transport of blood units to	Recording of the donor demographics,	none		1 minute	Medical Technologist / Medical
TOTAL:				12 minutes	

1. ISSUANCE OF CERTIFIED COPY OF DOCUMENTS

The request for any available original document found in the employee's 201 file (Plantilla, Service Record, SALN, PDS, and etc.) The documents are certified by the Administrative Officer in-charge.

OFFICE OR DIVISION	Administrative			
Classification	Complex			
Type of Transaction	G2C,G2G			
Who may avail	Any requesting party as it pertains to his/her personal records; The Head, Personnel Officer or Administrative Officer of the agency to which the employee belongs; Courts and administrative bodies exercising quasi-judicial functions in connection with pending case/s involving the employee; and Such other officials or entities duly authorized by law to have access to personal records of the employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request, as necessary		PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement or fill out and submit Request Slip	Facilitate retrieval of the requested document/s and issue Order of Payment (OP)	Php 20.00 / document	5 mins	Administrative Officer II/ Administrative Officer I
2. Proceed to PTO, present OP and pay amount due	Retrive the document/s from the file		7 minutes	HRM Assistant
3. Present Official Receipt	Note OR details, facilitate photocopying and authenticate the document/s		3 minutes per document	Administrative Officer II/ Administrative Officer I
4. Receive the document	Release the requested document after signature/approval of authorized officer		2 minutes	Administrative Officer II/ Administrative Officer I
TOTAL:		Php 20.00	17 minutes	

2. ISSUANCE OF SERVICE RECORD

The Service Record shows the employment history of a former and current employee of an agency. The service record provides employment activities such as promotions, reappointments, salary adjustments, and etc. It is usually requested and attached to the Certificate of Employment for loans, purchases, applications,

OFFICE OR DIVISION	Administrative			
Classification	SIMPLE & COMPLEX			
Type of Transaction	G2C, G2G			
Who may avail	Any requesting party as it pertains to his/her personal records; The Head, Personnel Officer or Administrative Officer of the			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request, as necessary		PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request slip Requirements if there is discrepancy: a) Original copy or certified true	Facilitate retrieval of the requested document/s and issue Order of Payment (OP)	Php 20.00 / document (For inactive employees)	5 mins	Administrative Officer II/ Administrative Officer I
2. Proceed to PTO, present OP and pay amount due	Retrive the document/s from the file or PIS		10 minutes	HRM Assistant
3. Present Official Receipt	Note OR details, facilitate accurate updating and printing of service record Submit for signature/ approval		5 minutes	Administrative Officer II/ Administrative Officer I
4. Receive the document	Release the requested document after signature/approval of authorized officer		2 minutes	Administrative Officer II/ Administrative Officer I
TOTAL:		Php 20.00	22 minutes	

3. ISSUANCE OF CERTIFICATE OF EMPLOYMENT FOR TRAVEL ABROAD

The Certificate of Employment is being requested to verify employment information of a former or current employee. It is provided when visa is already given or approved. This certificate is issued also, to prove that there are no objections with the employee's travel. This certificate is routed to and signed by the Governor.

OFFICE OR DIVISION	Administrative			
Classification	COMPLEX			
Type of Transaction	G2G			
Who may avail	Any requesting party as it pertains to his/her personal records;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request, as necessary		PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to Hon. Gov. thru the PGDH	Prepares the certification	NONE	30 minutes	AO II/AO I
Requirements:			5 minutes	PGDH HRM ASSISTANT
a) leave application,	Submit for initials and routing to Prov'l. Admin Office			
b) clearance if required	Routes to Prov'l. Admin Office for Hon. Gov's Signature			

c) certification of no administrative case from the Prov'l. Legal Office				
2. Receive the document	Release the requested document upon receipt from Office of the Governor/Prov'l. Administrat		5 minutes	AO II/AO I
TOTAL:			40 minutes	

4. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

The Certificate of Employment is being requested to verify employment information of a former or current employee. It is usually needed for loans, purchases, applications, and renewal purposes. This certificate is signed by the Provincial Government Head

OFFICE OR DIVISION	Administrative			
Classification	SIMPLE			
Type of Transaction	G2C,G2G			
Who may avail	Any requesting party as it pertains to his/her personal records;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request, as necessary		PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Request Slip	Prepares the certification		30 minutes	AOII/AO I
	Submit for signature			PGDH
2. Proceed to PTO, present OP and				

pay amount due				
3. Present Official Receipt	Note OR details and released the requested document	Php 20.00/document (for Inactive employees)	5 minutes	AO II/AOI
4. Receive the document	Released the requested document after approval signature of authorized officer		3 minutes	AOII/AO I
TOTAL:			38 minutes	

1. GSIS APPLICATION CLAIMS

Process or check GSIS Application claims of retirees & separated PGNO Employees

OFFICE OR DIVISION	Personnel Benefits & Welfare Division			
Classification	Simple & Complex			
Type of Transaction	G2G			
Who may avail	PGNO Officials & Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished GSIS Forms with supporting documents indicated in the Application forms 2. Clearance from money/property accountabilities		PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure applicable GSIS Forms	Provide the forms with instructions on how to accomplish its supporting documents.		2 Minutes	HRMOO III / HRM Assistant

2. Submit duly accomplished GSIS Forms indorsed by the Head of Office or Authorized Officer	Receives, process/check application and its supporting documents	NONE	2 Minutes	HRMO III
	Route to person-in-charge for preparation of certification of leave credits and service records		2 Minutes	
TOTAL:			6 minutes	

2. GSIS LOAN APPLICATION

GSIS Loan is a privilege to every qualified GSIS member. Consilidated, policy, and emerency loans can be availed by members subject to the provisions General Appropriations Act (GAA)

OFFICE OR DIVISION	Personnel Benefits & Welfare Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	All qualified employees of PGNO subject to General Appropriations Act			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. GSIS Loan Certification		Respective Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application thru GSIS GWAPS Kiosk or OTC at GSIS	Check loan application in the GSIS Online Loan		10 minutes	

2. Submit GSIS Loan Certification	Approved loan application/disapproved if not compliant with GAA Infrom applicants or action taken	NONE	10 minutes	AAO
TOTAL:			20 Minutes	

3. RECORDS UPDATING WITH GSIS DATA BASE

GSIS members can check and verify their personal records with GSIS and compare with PGNO records

OFFICE OR DIVISION	Personnel Benefits & Welfare Division
Classification	Simple
Type of Transaction	G2G
Who may avail	Any requesting party as it pertains to personal GSIS Records

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Member Service Profile (MSP)		GSIS BACOLOD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure MSP Forms from GSIS Bacolod and submit requirements or fill out request in GSIS logbook	Verify MSP with PIS records	NONE	1 day	AAO
	Prepare necessary GSIS ARA Reports		30 mins	
	Email/upload the GSIS ARA Forms to GSIS Manila		30 mins	
			2 days	

	Provide necessary feedback to request		3 days	
TOTAL:			4 Days and 1 Hour	

4. REQUEST OF LEAVE APPLICATION RECORDS

A certified machine copy of leave application released to requesting party.

OFFICE OR DIVISION	Personnel Benefits & Welfare Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	All Permanent, Co-term, and Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled request form		Respective Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form and submit to in-charge	HR Staff issues and order of payment form to the client and advise to pay to the PTO.	Php 20.00 / Leave Application	5 minutes	HRM ASSISTANT
2. Upon payment, present the O.R. to the staff in-charge	HR Staff releases the certified machine copy of the requested leave application.			

TOTAL:		Php 20.00	5 minutes	

5. LEAVE ADMINISTRATION

Leave applicants filed in the PHRMO processed, signed, and released within 3 working days.

OFFICE OR DIVISION	Personnel Benefits & Welfare Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	All permanent, co-term, and casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished leave application with appropriate attachments as applicable.		Respective Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the HR Office the duly accomplished or filled leave application with transmittal or	Receive the transmittal OR in the data tracking system. HR Staff process the leave applications and endorse to the HR Head for approval (For Leave not exceeding 30 calendar days); to the Prov'l Administrator (for leave exceeding 30 but less than 60 days); and to the Governor for leave application exceeding 60 days	NONE	2 Working Days	HRM ASSISTANT
2. Retrieve the approved leave				Leave Administration Section Staff

applications from the respective file box of their office and sign in the logbook or receiving copy of	HR Staff segregate and file in the respective file boxes the approved leave applications.		Within the day upon receipt	HRM ASSISTANT
TOTAL:			2 days	

6. TERMINAL LEAVE APPLICATION

Terminal leave applications are prepared for the separated employees of the PGNO.

OFFICE OR DIVISION	Personnel Benefits & Welfare Division			
Classification	Simple & Complex			
Type of Transaction	G2C			
Who may avail	PGNO Officials & Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished and Signed PGNO Clearance		PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed and accomplished PGNO Clearance	Prepare statement of outstanding leave credit balance and Terminal Leave application.	NONE	1 day	HRMO III
2. Receive printed Terminal Leave application and facilitate the signing of the same. Return to PHRMO the signed terminal leave application.	Release the printed Terminal Leave application to authorized person for the signature of employee and head of office.			
	Receive the signed terminal leave application and process for Governor's approval. Forward the same to the governor's office for signing.		10 minutes	

TOTAL:		1 day and 10 minutes	
---------------	--	----------------------	--

7. Loyaltly Claim

Loyalty Claim is given to employees who have rendered at least a continuous satisfactory service for the first 10 years and succeeding five years thereafter.

OFFICE OR DIVISION	Personnel Benefits and Welfare Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	PGNO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PES (Performance Evaluation Form)		Respective Office		
IPCR (Individual Performance Commiment and Review)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of PES/IPCR for compliance prior loyalty claim.	Processing of Obligation request and payroll	NONE	Every end of the month	HRM Assistant
TOTAL:				

1. Recruitment, Selection and Placement

Recruitment, Selection, and Placement are specialized services in the Provincial Human Resource Management Office that helps the Provincial Government in acquiring the most qualified and competent Negrense in the agency. The services, guided by the Civil Service Commission rules and other issuances, utilize both standardized and technical processes in selecting the right persons for employment. The RSP Section serves as the primary contact of the PGNO to the Negrense jobseekers ensuring job compatibility geared towards excellent public service

OFFICE OR DIVISION	RECRUITMENT, SELECTION, AND PLACEMENT SECTION			
Classification	Complex & Highly Technical			
Type of Transaction	G2C			
Who may avail	PGNO EMPLOYEES AND THE GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover letter to Hon Governor 2. Personal Data Sheet / Resume 3. Transcript of Collegiate Records & Diploma (if applicable) 4. Certificate of Employment (if applicable) 5. Work Experience Sheet (if applicable) 6. Training Certificates (if applicable)		1. Applicant / Client 2. CSC (CSC Form 212) / Applicant 3. Applicant's School 4. Employer (current/past, if applicable) 5. Applicant / Client 6. Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. 1. Submission of approved authority to fill up the vacancy	A.PUBLICATION OF VACANCIES A. 1. Submission of the list of items / positions to CSC RO6 for publication	NONE	15 days publication of the CSC	Appointment Section
B.1. Submission of Next - in - Rank (NIR) Letters with application requirements	B. EVALUATION OF APPLICANTS B.1. Preparation, receiving and filing of notices of vacanr positions and Next-in Rank (NIR) Letters		3-5 min	Recruitment Staff
B. 2. Submission of Pertinent Documents	B.2.1 Evaluation of applicant's pertinent documents in terms of completeness and qualification VS the CSC Qualification Standards		3-5 days	Recruitment Staff

B.3. Undergo Technical and Psychological Examinations	B.2.2. Qualified Applicants shall be filed in the active positions folder to be processed		1 day	Psychometrician In-charge
	B.2.3. Administration of Technical and Psychological Tests		1 day on the Scheduled date	
	B.2.4. Scoring and Profiling of Technical and Psychological Examinations		Half day on the Scheduled date	Representatives from HR, PACE, and the Department Concerned
	B.2.5. Conduct of Panel Interview			
	B.2.6 Preparation of Comprehensive Evaluation Report		3-5 days	PSB Secretariat and Members
	B.2.7. Personnel Selection Board Deliberation		as scheduled	
3. Inquiry of the Vacant Positions a. Walk - in b. Phone Calls	C. Addressing the relevant concerns of clients	NONE	5-10 min	Recruitment Staff
TOTAL			NONE	

Appointment Issuance and Review Section

Description of the Service

Appointment Issuance and Review Section of the Provincial Human Resource Management Office manages in the preparation, processing, and issuances of appointment to the newly-hired personnel and employee movement in Provincial Government of Negros Occidental. The said functions confirm the veracity and completeness of the documents presented by the client in accordance with the CSC rules and related issuances.

OFFICE OR DIVISION	Provincail Human Resource Management Office - Appointment Issuance and Review Section
Classification	Complex to Highly Technical
Type of Transaction	Government to Client, Government to Government
Who may avail	Any Individual with Proposed Appointment

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Data Sheet (CS Form No. 212, Revised 2017) 2. Position Description Form (DBM- CSC Form No. 1, Revised 2017) 3. Oath of Office (CS Form No. 32, Revised 2018) 4. Certification of Assumption to Duty (CS Form No. 4, Revised 2018) 5. Statement of Assets, Liabilities and Net Worth (SALN Revised Jan. 2015) 6. Medical Certificate (CS Form No. 211, Revised 2018) 7. Authenticated Copy of Eligibility 8. Certificate of Live Birth (PSA Copy) 9. Certificate of Marriage - <i>if applicable</i> (PSA Copy) 10. Certified True Copy of Scholastic/Academic Records 11. Certified True Copy of Updated Service Records from previous agency duly supported by Approved Appointments (Transfer/Reemployment) 12. Statement of Leave Credits (<i>for Transfer only</i>) 14. Certified True Copy of Acceptance Letter (<i>for Transfer only</i>)		<div style="text-align: center;">PHRMO - Appointment Issuance and Review Section</div> <div style="text-align: center;">PHRMO - Appointment Issuance and Review Section</div>		
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit appointment papers	Receives and checks appointment as to correctness and completeness of documents.	Php 0.00	5 mins	HRM Assistant/Aide
Get the receiving copy of endorsement	Releases receiving copy of the endorsement for complete and correct appointment.	Php 0.00	2 mins	HRM Assistant/Aide
	Review data provided in the PDS and in other documents	Php 0.00	15 mins	HRMO III
	Prepares and prints CS form 33, CS form 203 and certification under Sec. 325	Php 0.00	15 mins	HRMO II
	Forwards reviewed appointment to Accounting Office for Provincial Accountant's signature	Php 0.00	***	HRM Assistant

Get the Original Copy of Appointment	Forwards appointment signed by the Prov'l. Accountant to Administrators Office for initial and for Governors approval and signature	Php 0.00	****	HRM Assistant
	Releases the copy of approved appointment.	Php 0.00	5 mins	HRM Assistant/Aide

1. Rendering of Opinion
a. Rendering of Opinion on Ordinances, Resoludtions & Queries from SP

OFFICE OR DIVISION Classification Type of Transaction Who may avail	Research & Review Division complex G2G Component LGU's ; Departments/Offices of the Provincial Government of Negros Occidental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documentary Requirements Ordinance/Rsoulution to be reviewed		Secure Indorsement from SP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Indorsement	1. Receive/record letter request or letter query and transmit to PLO	none	1 hour	PDO I
	2. Transmit, endorse & route document to Research & Rev. Div. Head		1 hour	Provincial Legal Officer
	3. Transmit/indorse to LA/s; Records Officer II		1 hour	Atty. Jona Villanueva-Rubica
	3. Evaluate, Research & draft PLO Opinion		10 days from receipt but not later than 30 days from receipt of SP	Legal Assistant/s Records Officer II
	4. For signature/evaluation			Atty. Jona Villanueva-Rubica

	5. For signature of PLO			Provincial Legal Officer
--	-------------------------	--	--	--------------------------

1. Rendering of Opinion
- b. Rendering of Opinion on MOA and Correspondence

OFFICE OR DIVISION	Research & Review Division			
Classification	complex			
Type of Transaction	G2G			
Who may avail	Component LGU's without Legal Officer/Legal Consultant; Departments/Offices composing the Provincial Government of Negros Occidental			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Documentary Requirements MOA/Correspondence				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit MOA/ Letter query	1. Receive/record MOA and transmit to AA	none	1 hour	PDO I
	2. Record, Transmit route document to Lawyer assigned		1 hour	Novy Paurillo
	3. Transmit document to LA, Records Officer II		1 hour	Attorney IV
	4. Evaluate, Research & draft PLO Opinion		7 days from receipt	Legal Assistant/s Records Officer II

	5. For signature of lawyer assigned		1 day	Attorney IV
	6. For signature of PLO		1 day	Provincial Legal Officer

1. Rendering of Opinion
 c. Rendering of Opinion on Executive Order

OFFICE OR DIVISION	Research & Review Division			
Classification	complex			
Type of Transaction	G2G			
Who may avail	Component LGU's; Departments/Offices of the Provincial Government of Negros Occidental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documentary Requirements Executive Order to be reviewed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Executive Order subject for review	1. Receive/record document, indorse to PLO	none	1 hour	PDO I
	2. Transmit, endorse document to Research and Review Div.		1 hour	Provincial Legal Officer
	3. Indorse document to LA ; Records Officer		1 hour	Attorney IV

	3. Evaluate, Research & draft PLO Opinion		7 days from receipt	Legal Assistant/s Records Officer II
	4. For signature/evaluation of lawyer assigned		1 day	Attorney IV
	5. For signature of PLO		1 day	Provincial Legal Officer

2. Filing of Administrative Complaints

OFFICE OR DIVISION	Prosecuting Attorney			
Classification				
Type of Transaction	G2C			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documentary Requirements Complaint written in a clear, simple and concise language and in a systematic manner; in such number of copies as there are respondents; Complaint shall contain: a. full name and address of complainant; b. full name and address of the person complained of as well as his/her position and office; c. a narration of the the relevant and material facts which shows the acts or omissions allegedly committed; d. certified true copies of documentary evidence and affidavits of his/her witnesses if any; certification or statement of non-forum shopping. Note: Anonymous complaint should not be entertained or acted upon				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Receive/record documents and indorse to Provincial Legal Officer	none	1 hour	PDO I
	2. Assess the documents for		1 hour	Provincial Legal Officer

	proper endorsement to designated Prosecuting Attorney			
	3. Evaluates complaint if sufficient in form and substance If not in proper form: a. Dismiss complaint without prejudice to re-filing upon compliance of formal requisites in filing complaint		5 working days (subject to extension of up to 10 days depending on the complexity of the case.	Prosecuting Attorney

	If proper in form: a. Issue notice to respondent to submit counter-affidavit within 3 working days			
	4. Prosecuting Attorney conducts Preliminary Investigation to determine presence of prima facie case.		1-3 months	Prosecuting Attorney
	5. Submit to the Governor Investigation Report after Preliminary Investigation.		30 working days	Prosecuting Attorney

2. Administrative Complaints

Administrative complaints through DILG

OFFICE OR DIVISION	Prosecuting Attorney			
Classification	highly technical			
Type of Transaction	G2G			
Who may avail	DILG, 8888 Citizens Complaint Hotline			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documentary Requirements Indorsement from the Office of the Governor.				
Note: Anonymous complaint should not be entertained or acted upon				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Indorsement	Receive/record documents and indorse to Provincial Legal Officer	none	1 hour	PDO I
	Assess the documents for proper endorsement to designated Prosecuting Attorney		1 hour	Provincial Legal Officer
	Indorse to Office/person concerned for comment		2 days	Prosecuting Attorney
	Render Findings		15 days	
	For signature		2 days	PLO
	Indorse to DILG or Office of the President		1 day	

1. ASSISTANCE IN PROCESSING OF CSO (NGOs/POs) ACCREDITATION

As technical arm of the Sangguniang Panlalawigan (SP), the Provincial Planning and Development Office (PPDO) evaluates documents for accreditation of Civil Society Organizations (CSOs) before they are endorsed for SP approval.

OFFICE OR DIVISION	PROVINCIAL PLANNING & DEVELOPMENT OFFICE - SPECIAL PROJECTS MANAGEMENT DIVISION			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	CSOs with minmum 3-year track record operating in at least 1 component LGU and registered with appropriate government body and endorsed by an appropriate Provincial Government Department or Provincial Board Member.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application Form		PPDO & SP		
Certification of Accreditation from City/Municipality		LGU		
Endorsement from Sangguniang Panlalawigan Member of the District		SP Member of a particular District		
Certification from appropriate Provincial Government Department		OPA, PEMO, PVO, PSWDO, EEDD and other applicable Provincial Government Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and other requirements	1. Inform CSO of the process flow and procedures of accomplishing all requirements	NONE	20 minutes	SPMD Staff
2. Endorse application for accreditation by SP Office	2.1 Receive application for accreditation and forward to focal person	NONE	5 minutes	Admin Staff
	2.2 Evaluate qualification of applicant and check complete-ness of requirements and prepare either a favorable reco-mmendation (thru an endorsement) to SP or letter why no such favorable recommendation could be made	NONE	1 Hour	SPMD Staff
	2.3 Inform concerned CSO in case of deficient application	NONE	5 minutes	SPMD Staff
3. Compliance of deficiency	3.1 Prepare endorsement/letter	NONE	5 minutes	SPMD Staff
	3.2 Sign recommendation (if documents are complete) or letter (in case of non-qualification)	NONE	5 minutes	PPDC
	3.3 Release documents	NONE	5 minutes	Admin Staff

Total :		1 Hr. , 45 mins.	
----------------	--	-------------------------	--

2. TECHNICAL ASSISTANCE IN THE LIQUIDATION OF FINANCIAL ASSISTANCE BY CSOs

As part of its monitoring of Civil Society Organizations (CSOs) receiving Financial Assistance (FA's) from the Provincial Government of Negros Occidental (PGNO), the PPDO evaluates liquidation documents of CSOs before these are endorsed to the Provincial Accounting Office for clearing.

OFFICE OR DIVISION	PROVINCIAL PLANNING & DEVELOPMENT OFFICE - SPECIAL PROJECTS MANAGEMENT DIVISION			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	Accredited CSOs which are recipients of financial assistance thru transfer of funds from the Provincial Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Terminal Report		PPDO		
Photocopy of Disbursement Voucher, Obligation Request, Project Terminal Report and Memorandum of Agreement		PTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Terminal Report Form and other requirements	1. Orient CSO on the procedures of liquidation	NONE	20 minutes	SPMD Staff
2. Submit Terminal Report	2.1 Receive Terminal Report and forward to Focal Person	NONE	5 minutes	Admin Staff
	2.2 Evaluation of Terminal Report as to completeness	NONE	1 hour	SPMD Staff
	2.3 Conduct project monitoring on the implementation	NONE	1 day	SPMD Staff
	2.4 Inform concerned CSO in case of deficiency	NONE	5 minutes	SPMD Staff
3. Submit lacking documents	3.1 Prepare liquidation voucher and its required attachments	NONE	20 minutes	SPMD Staff
	3.2 Sign liquidation voucher	NONE	5 minutes	PPDC
	3.3 Release Liquidation Report to Accounting Office	NONE	5 minutes	Admin Staff
			1 Day, 2 Hrs.	

3. PROVISION OF STATISTICAL AND NON-STATISTICAL DATA

Provide statistical and non-statistical data to researchers in the government, business, industries, academe and other private sectors.

OFFICE OR DIVISION	PROVINCIAL PLANNING AND DEVELOPMENT OFFICE - RESEARCH & EVALUATION SERVICES DIVISION			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	All concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request/ Data Request Slip		Personal/ Company/ Organization/ Office/ Academe		
Valid ID		Personal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/ Letter of Request, Fill out Data Request Slip/ Data Request Logbook	1. Receive ID, Review Letter/ Data Request Slip	None	5 minutes	Statistician 1 / Admin Staff
2. Discuss specific data requirements/ needs	2. Give advice, recommendation regarding data request and determine if:	None	20 minutes	Statistician 1 / Admin Staff
	2.1 Simple socio-economic statistics Request (personal/ government offices or organizations)			
	2.2 Commissioned Data Research (Academe and Industries/Companies)			
3. Do research work	3. Provide research assistance when needed	None	0.5 - 3 days	Statistician 1 / Admin Staff
4. Return document/ Claim ID/ Sign off Logbook upon Release	4. Receive document/s and return ID and complete Data Request Logbook	None	1 minute	Statistician 1 / Admin Staff
TOTAL:			3 days, 26 minutes	

4. PROVISION OF PLANNING DOCUMENTS

The planning documents include the Provincial Development & Physical Framework Plan, Provincial Dev't. & Investment Plan, Executive Legislative Agenda, Annual

OFFICE OR DIVISION	Provincial Planning and Development Office-Plans and Programs Division (PPD); Research, Evaluation & Statistics Division and; Special Projects Management Division			
Classification	Simple (Provision of Plans & Available Maps on File); Highly Technical (Provision of Customized & GIS Maps)			
Type of Transaction	G2C-Government to Citizen, G2B-Government to Business Entity & G2G - Government to Government			
Who may avail	Provincial/National Government Offices, Non-government/Civil Society Organizations & Business Sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request indicating the purpose		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter-request	1. Receive the letter and forward to staff in-charge	None	5 minutes	Admin Staff
2. Wait for the approval and copy of the document/s	2.1 Assess the request and validity of the purpose, then secure PPDC approval	None	15 minutes	PPD Staff
	2.2 Reproduce/Print/Photocopy a) Plans and Resolutions	None	30 minutes	Repro Machine Operator
	b) Maps - Available maps on file - Customized/GIS Map	None None	30 minutes 5 days	PPD GIS Staff
3. Claim the document/s	3. Provide copy of the document/s	None	10 minutes	PPD Staff
TOTAL:		*Planning	50 mins.	

5. PROVISION OF TECHNICAL ASSISTANCE

The technical assistance that are being provided by PPDO include development plans formulation, project proposal preparation and Geographical Information System training, among others. This is to capacitate Local Government Units (LGUs), provincial department/offices and various sectoral groups/non-government organizations (NGOs)/civil society organizations (CSOs) as partners of the Provincial Government in achieving its development goals.

OFFICE OR DIVISION	Provincial Planning and Development Office-Plans and Programs Division			
Classification	Simple			
Type of Transaction	Government to Government/Government to Citizen			
Who may avail	LGUs, Provincial Government Offices/Departments, Sectoral Groups/NGOs/CSOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request for technical assistance		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request for	1. Receive and record the letter-request	None	5 min	Administrative Assistant/ Record
	2. PPDC action on the letter request	None	1 day	PPDC
	3. Conduct the activity	None	depends on the no. of	Focal Persons /Staff
TOTAL:			1 day and 5 mins	

6. FACILITATION OF REQUEST FOR FUNDING/REALIGNMENT/REPROGRAMMING OF PROGRAMS, PROJECTS AND ACTIVITIES TO BE FUNDED BY THE VARIOUS SOURCES, INCLUSIONS OF PPAs IN THE AIP, PDIP, ELA

This task is mainly for the council secretariat to facilitate the approval for funding/realignment/reprogramming of programs/projects/activities (PPAs) of provincial departments/offices, national agencies, Local Government Units (LGUs) and non-government organizations (NGOs)/civil society organizations (CSOs).

OFFICE OR DIVISION	Provincial Planning and Development Office-Plans and Programs Division			
Classification	Complex			
Type of Transaction	Government to Government/Government to Citizen			
Who may avail	Provincial Departments/Offices, National Agencies, LGUs, CSOs/NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request for funding/realignment and/or reprogramming of PPAs		Client		
Project Proposal		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter-request for funding / realignment and / or reprogramming	1. Receive and record the request	None	5 minutes	Admin Staff/ Council Secretariat
	1.1. Verify to the Prov'l. Accountant/Budget Officer as to the availability of the fund	None	30 minutes	Council Secretariat
2. Present to the council for appropriate action	2. Include the request in the council's meeting agenda	None	5 minutes	Council Secretariat

	2.1. Action (maybe approval or disapproval) on the request for funding/realignment / reprogramming	None	15 minutes	Concerned Council
	2.2. Prepare resolution and endorsement to Sangguniang Panlalawigan for Governor's signature	None	1 day	Council Secretariat
	2.3. Sign resolution	None	5 days	Governor
	2.4. Endorse resolution to the Sangguniang Panlalawigan for approval	None	30 minutes	Council Secretariat
3. Get a copy of the resolution/s and other supporting documents	3. Release copy of the resolution/s and other supporting documents	None	15 minutes	Council Secretariat
TOTAL:			6days, 1 hr., 35mins.	

7. TECHNICAL REVIEW/EVALUATION OF CITY/MUNICIPAL PLANS, ORDINANCES AND RESOLUTIONS

The technical review/evaluation of city/municipal plans, ordinances and resolutions is done to ensure compliance of these documents with the provincial plans and national policies, standards and guidelines. The PPDO conducts the technical review/evaluation to assist the Sangguniang Panlalawigan (SP) as the reviewing/approving body as well as the cities and municipalities in the refinement of their respective plans. Among the major plans that are being reviewed by the PPDO are the Comprehensive Land Use Plans (CLUPs) and Zoning Ordinance (ZO) and the Comprehensive Development Plans (CDPs) that provide direction for accelerating economic growth in the province. **The review/evaluation of CDP/CLUP and Zoning Ordinance has multi-stage process, thus exceeds 20 sdays.**

OFFICE OR DIVISION	Provincial Planning & Development Office		
Classification	Highly Technical		
Type of Transaction	G2G		
Who may avail	Component Cities and Municipalities and Sangguniang Panlalawigan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Comprehensive Development Plan: Letter-request for CDP review/evaluation		Local Chief Executive	
2.Comprehensive Land Use Plan: SP Endorsement to review/evaluate CLUP and Zoning Ordinance, other LGU ordinances and resolutions		SP Secretary	

3. Resolutions & Ordinances: Copy of the ordinance/resolution/plans & other supporting documents		Local Government Unit (LGU) Concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Comprehensive Development Plan 1. LGU directly endorses/transmits documents for review/evaluation.	1. Receive documents & forward to PPD Staff-Focal Person	None	5 mins.	Administrative Staff
	1.1. Review/Assess documents as to the completeness of the requirements/compliance with prescribed guidelines	None	3 days	PPD Staff-Focal Person
	1.2. Conduct technical review/ evaluation by sector/area of expertise	None	3 weeks	CDP-Technical Assessment Committee
2. City/Municipal Technical Team attends and presents the CDP to the CDP-TAC.	2. Convene CDP-TAC to consolidate/discuss/agree on review & evaluation results	None	1 day	CDP-Technical Assessment Committee
3. Accept the CDP Assessment Feedback and improves their CDP based on the assessment result.	3. Send the CDP Assessment Feedback to LGUs	None	1 day	CDP-TAC Secretariat
	TOTAL:		26 Days, 5 mins.	
B. Comprehensive Land Use Plan 1. SP endorses/transmits CLUP and Zoning Ordinance	1. Receive documents & forward to PPD Staff-Focal Person	None	5 mins.	Administrative Staff
	1.1. Review/Assess documents as to the completeness of the requirements/compliance with prescribed guidelines	None	3 days	PPD Staff-Focal Person

	1.2. If documents are incomplete/non-compliant with prescribed guidelines, request LGU to submit lacking documents	None	1 day	PPD Staff-Focal Person
2. LGU submits lacking	2. Receive documents	None	5 mins.	PPD Staff-Focal Person
	2.1. If documents are complete/comply with prescribed guidelines, forward to Provincial Land Use Committee members for evaluation	None	1 day	PPD Staff-Focal Person
	2.2. Conduct technical review/evaluation	None	3 weeks	All Prov'l. Land Use Committee
	2.3. Convene PLUC to consolidate/discuss/agree on review & evaluation results	None	1 day	PPDC as PLUC Chairperson
	2.4. Send committee comments recommendations to LGU for integration into the plan	None	1 day	PPD Staff-Focal Person
3. LGU submits revised document (for CLUP and ZO only) based on committee recommendations	3. Check the revised CLUP and ZO to ensure that recommendations are incorporated	None	5 days	PPD Staff-Focal Person
	3.1 Endorse CLUP and Zoning Ordinance for LGU adoption/enactment and SP approval.	None	1 day	PPDC as PLUC Chairperson
	TOTAL:		30 Days, 5 mins.	

C. Other Ordinances/Resolutions 1. SP endorses/transmits CLUP and Zoning Ordinance	1. Receive documents & forward to PPD Staff-Focal Person	None	5 mins.	Administrative Staff
	2. Review/Assess documents as to the completeness of the requirements/compliance with prescribed guidelines: a. If complete/compliant endorse to SP for	None	1 day	PPD Staff-Focal Person
	TOTAL:		1 Day, 5 mins.	

8. ISSUANCE OF CERTIFICATIONS

The Certification is issued by PPDO for those organizations or entities seeking licenses to operate a health facility.

OFFICE OR DIVISION	PROVINCIAL PLANNING AND DEVELOPMENT OFFICE - PLANS AND PROGRAMS DIVISION			
Classification	Complex			
Type of Transaction	G2C, G2B, G2G			
Who may avail	All concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request		Client		
Certification from the City/Municipal Planning & Development Coordinator		LGU concerned		
Letter from the Department of Health requiring client to submit PPDC certification		DOH R6		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting for certification together with all other supporting documents	1. Receive letter request & supporting documents	None	5 minutes	Admin Aide IV (Clerk II)
	1.1. Assess request and validity of the purpose	None	3 hours	PPD Staff
	1.2. Prepare certification for PPDC's signature	None	30 mins.	PPD Staff
	1.3. Sign Certification	None	1 day	PPDC
2. Claim certification	2. Release certification	None	15 mins.	Admin Aide IV (Clerk II)/PPD Staff
TOTAL:			1day, 3hrs., 50mins.	

PROVINCIAL PLANNING AND DEVELOPMENT OFFICE - INTERNAL SERVICES

1. LEAVE APPLICATIONS, TRAVEL / OFFICE ORDERS PRINTING

The Leave Application is issued to an official or employee who will avail or who have availed of leave of absence from work, provided such employee has a leave credit balance ; and for official/s or employee/s on official business/travel.

OFFICE OR DIVISION	PROVINCIAL PLANNING AND DEVELOPMENT OFFICE - ADMINISTRATIVE DIVISION
Classification	SIMPLE

Type of Transaction	G2G - Government to Government employee			
Who may avail	ALL PGNO Employees (under PPDO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Slip / Travel/Office Order Request Form (1)		PPDO-Admin Division		
Medical Certificate (for SL beyond 5 days) - 1 original		Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Leave Slip / Travel/Office Order Request Form, noted by Div.Head and submit to Admin Office * Attach Medical Certificate (for Sick Leave beyond 5 days)	1. Receive Leave Slip / Travel/Office Order Request Form	NONE	5 minutes	Admin Aide IV (Clerk II)
	1.1 Print Application for Leave (AL) and submit to requesting personnel for signature; Print Travel/Office Order	NONE	5 minutes	Admin Aide IV (Clerk II)
2. Sign Application for Leave	2. Receive signed AL / Travel/Office Order, and submit to Department Head/Division Head for approval/disapproval	NONE	5 minutes	Admin Aide IV (Clerk II)
	2.1 Approve / disapprove AL ; Sign Travel/ Office Order	NONE	4 hours	Dept. Head/Div.Head
	2.2 Submit Application for Leave to PHRMO for processing and approval ; Submit Travel/Office Order to Provincial Administrator's Office for signature by PA and/or Governor	NONE	10 minutes	Admin Aide IV (Clerk II)
TOTAL:			4 hrs., 25 mins.	

2. SALARY VOUCHERS/PAYROLL PRINTING

Preparation of voucher / payroll for salaries of employees

OFFICE OR DIVISION	PROVINCIAL PLANNING AND DEVELOPMENT OFFICE - ADMINISTRATIVE DIVISION
Classification	COMPLEX
Type of Transaction	G2G - Government to Government employee

Who may avail	All employees of the office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GSIS MIS, ITR		Accounting Office		
Accomplishment Report (for Job Order employees)		Personal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned employee/s to signify request for printing of Salary Voucher/ Payroll; submit complete needed req.	1. Acknowledge request and check for availability of payroll system ; Print salary voucher with complete attachment; and submit to Division Head for completeness and for signature of Department Head	NONE	30 minutes	Records Officer I
	1.1 Check for completeness	NONE	10 minutes	Division Head
	1.2 Signature on Voucher and attachments	NONE	1 Hour	Dept. Head
	1.3 Submit to Budget Office for processing	NONE	15 minutes	Admin Aide IV
TOTAL:			1 Hr., 55 minutes	

3. TRAVELLING EXPENSES CLAIMS VOUCHERS (TEVs) PRINTING

Provincial of assistance to employees who are claiming reimbursement of expenses and incurred on official travels.

OFFICE OR DIVISION	PROVINCIAL PLANNING AND DEVELOPMENT OFFICE - ADMINISTRATIVE DIVISION			
Classification	COMPLEX			
Type of Transaction	G2G - Government to Government employee			
Who may avail	ALL employees of the office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cert.of Appearance - original (1)		LGU / Agency visited		
Boat/Plane ticket - original (1)		Airline / Ferry		
Hotel accomodation OR (optional) - original (1)		Hotel stayed		
Filled up Certificate of Expenses not Requiring Receipts - original (1)		PPDO Admin		
RER - original (1)		Personal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Concerned employee/s to signify request for printing of TEVs printing - all requirements submitted	1. Acknowledge request and check for availability of system ; Print TEV with complete attachment; and return to employee for signature on documents	NONE	30 minutes	Records Officer I
2. Sign documents (ITI, Certificate of Travel completed,	2. Receive signed documents and submit to Division Head for completeness and for signature of Department Head	NONE	10 minutes	Records Officer I
	2.1 Check for completeness	NONE	10 minutes	Division Head
	2.2 Signature on Voucher and attachments	NONE	1 Hour	Dept. Head
	2.3 Submit to Budget Office for processing	NONE	15 minutes	Admin Aide IV
TOTAL:			2 Hrs., 5 minutes	

4. OVERTIME PAY VOUCHERS PRINTING

Preparation of vouchers / payrolls for overtime pay claims of employees who have rendered overtime with duly-approved office orders.

OFFICE OR DIVISION	PROVINCIAL PLANNING AND DEVELOPMENT OFFICE - ADMINISTRATIVE DIVISION			
Classification	COMPLEX			
Type of Transaction	G2G - Government to Government employee			
Who may avail	All employees of the office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTR		PHRMO		
Accomplishment Report		Personal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned employee/s to signify request for printing of Overtime Pay Voucher printing - all requirements submitted	1. Acknowledge request and check for availability of system ; Print Overtime Pay Voucher with complete attachment; and return to employee for signature on documents	NONE	30 minutes	Records Officer I
2. Sign documents	2. Receive signed documents and submit to Division Head for completeness and for signature of Department Head	NONE	10 minutes	Records Officer I

	2.1 Check for completeness	NONE	10 minutes	Division Head
	2.2 Signature on Voucher and attachments	NONE	1 Hour	Dept. Head
	2.3 Submit to Budget Office for processing	NONE	15 minutes	Admin Aide IV
TOTAL:			2 Hrs, 5 minutes	

Administrative Support Service

Providing the department with economical, efficient and effective services relating to personnel, information, records, supplies, equipment, collection, disbursement and general services.

1. Financial Transaction

1.1 Payroll (Salaries and Other Monetary Benefits)

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies)		MIS Generated		
Obligation Request (3 copies)		MIS Generated		
Collection Lists (3 copies)		MIS Generated		
Daily Time Record (2 copies)		Individual Employees		
Approved Leave Application (1 copy)		Approved Leave from PHRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Print Payroll	1. For dissemination to all employees for any correction (draft)	None	4 hours	Admin Staff
	2.1 Receive final payroll and check for its completeness and record.	None	2 hours	Admin Staff
	2.2 Approval of the Head of Office	None	10 minutes	Admin Staff
	3. Forwarded to the Budget Office	None	15 minutes	Admin Staff

1.2 Promotion (1st Salaries) and/or Newly Hired

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request (3 copies) Disbursement Voucher (3 copies) Collection Lists (4 copies) Daily Time Record (2 copies) Appointment/Contract of Service, Availability of Funds, Medical Certificate (1 copy) Oath of Office, Assumption of Office, SALN (1 copy) Clearance from previous Agency if transferred (1 copy) Duly approved/received BIR Forms, Philhealth Form, Pag-Ibig Form, Member Info Sheet (1 copy for newly hired)		MIS Generated Office Office Individual Employees PHRMO PHRMO Previous Agency BIR, Philhealth, Pag-Ibig, GSIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved appointment papers	1.1 Receive the appointment papers and check for completeness.	None	2 hours	Admin Staff
	1.2 Prepare salary for the services rendered and record.	None	2 hours	Admin Staff
	1.3 Approval of the Head of Office	None	10 minutes	Admin Staff
	2. Forwarded to the Budget Office	None	15 minutes	Admin Staff

1.3 Notice of Salary Adjustment/Step Increment

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request (3 copies) Disbursement Voucher (3 copies) Collection Lists (4 copies) NOSA/NOSI (1 copy) Certification of Leave without Pay for NOSI (1 copy) List of Personnel for NOSI (1 copy)		MIS Generated Office Office PHRMO Office Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved NOSA/NOSI.	1.1 Receive the NOSA/NOSI and check for completeness.	None	2 hours	Admin Staff
	1.2 Prepare, compute and record salary differential for the period rendered.	None	2 hours	Admin Staff
	1.3 Approval of the Head of Office	None	10 minutes	Admin Staff
	2. Forwarded to the Budget Office	None	15 minutes	Admin Staff

1.4 Travel Claim

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request (3 copies) Disbursement Voucher (3 copies) Itinerary of Travel (2 copies) Certificate of Completion (1 copy) Travel Order (1 copy) Certificate of Appearance (1 copy) Bus Ticket (1 copy)		MIS Generated Office Office Office Office Concern Agency Public Transportation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office staffs submit Travel Claim	1.1 Receive the travel and check for completeness.	None	2 hours	Admin Staff
	1.2 Prepare Obligation Request and record.	None	2 hours	Admin Staff
	1.3 Approval of the Head of Office	None	10 minutes	Admin Staff
	2. Forwarded to the Budget Office	None	15 minutes	Admin Staff

1.5 Financial Assistance

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request (3 copies) Disbursement Voucher (3 copies) Case Study (2 copies) Certificate of Eligibility (2 copies) Certificate of Indigency (2 copies) Death Certificate or Medical Abstract or Blood Request (1 Photocopy) Government issued ID (1 Photocopy)		MIS Generated Office M/CSWDO of LGU M/CSWDO of LGU Barangay of the Indigent Hospital/Blood Bank BIR, SSS, GSIS, Pag-Ibig, Post Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1.1 Recieve the documents and check for completeness.	None	2 hours	Admin Staff
	1.2 Prepare Obligation Request and record.	None	2 hours	Admin Staff
	1.3 Approval of the Head of Office.	None	10 minutes	Admin Staff
	2. Forwarded to the Budget Office.	None	15 minutes	Admin Staff

1.6 Bills

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request (3 copies) Disbursement Voucher (3 copies) Statement of Account/Original Receipt (1 copy)		MIS Generated Office M/CSWDO of LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1.1 Receive the documents and check for completeness.	None	2 hours	Admin Staff
	1.2 Prepare Obligation Request and record.	None	2 hours	Admin Staff
	1.3 Approval of the Head of Office.	None	10 minutes	Admin Staff
	2. Forwarded to the Budget Office.	None	15 minutes	Admin Staff

2. Purchase Request
2.1 Purchase Request

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request (3 copies) Purchase Request (3 copies) Project Proposal if necessary (1 Photocopy) Request for Pre-Inspection for Repairs (1 copy) Referral Form and Program of Work if necessary (1 copy)		MIS Generated Office Program Coordinator Provincial Administrator Office PEO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Program Coordinator submit list of items to be purchase.	1.1 Receive the documents and check the request based on Project Proposal.	None	2 hours	Admin Staff
	1.2 Prepare draft of Purchase Request for correction.	None	4 hours	Program Coordinator
	1.3 Prepare final Purchase Request , Obligation Request and record.	None	2 hours	Admin Staff
	1.4 Approval of the Head of Office.	None	10 minutes	Admin Staff
	2. Forwarded to the Provincial Administrator Office.	None	15 minutes	Admin Staff

2.2 Disbursement Voucher

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies) Purchase Order together with its supporting documents (1 copy) Inspection Report (1 copy) AREP for donation of goods only (1 copy) ARE/MR for equipment only (1 copy) SSMI for office supplies only (1 copy) Delivery Receipt/Charge Invoice (1 copy) Trip Ticket, Vale Slip and Fuel Consumption for Fuel (1 copy)		MIS Generated Supplier Provincial Administrator Office GSO GSO Provincial Accounting Office Supplier Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier submit bills for payment .	1.1 Receive the bills and check for completeness.	None	2 hours	Admin Staff
	1.2 Prepare Disbursement Voucher and record.	None	4 hours	Program Coordinator
	1.3 Approval of the Head of Office.	None	10 minutes	Admin Staff
	2. Forwarded to the Budget Office.	None	15 minutes	Admin Staff

3. Non-Financial Transaction

3.1 Application for Leave

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Leave Doctors Certificate if Sick Leave more than 5 days (1 copy) Certificate of Clearance if more than 30 days (1 copy) Certification from Legal Office (1copy)		Admin Staff Doctor PGNO Office concerns PLO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit date of leave request and other documents if necessary.	1.1 Print the leave request.	None	15 minutes	Admin Staff
	1.2 For signature of requesting staff.	None	5 minutes	Staff Concern
	1.3 Approval of the Head of Office.	None	10 minutes	Admin Staff
	2. Forwarded to the PHRMO.	None	15 minutes	Admin Staff

3.2 Receiving of Supplies

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt/Charge Invoice (1 copy) Purchase Order (1 copy) Inspection Report (4 copies) Requisition and Issue Voucher (4 copies)		Supplier BAC Office BAC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver supplies.	1.1 Receive supplies as per Purchase Order.	None	1 hour	Admin Staff
	1.2 Prepare the Inspection Report and other documents for Signature.	None	30 minutes	Admin Staff
	2. Forwarded the documents to the GSO.	None	15 minutes	Admin Staff

3.3 Receiving Incoming Communication

OFFICE OR DIVISION	Provincial Social Welfare Development Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit incoming communication	1.1 Receive communication and record.	None	30 minutes	Admin Staff
	1.2 Forwarded to the Head of Office together with the routine slip.	None	30 minutes	Admin Staff
	1.3 Check for appropriate action for staffs concerns	None	30 minutes	Head of Office
	1.4 Disseminate to staffs concerns.	None	15 minutes	Admin Staff

DISASTER RELIEF OPERATION

Immediate provision of food and non-food items to affected individuals / families / communities during disaster and provision of

OFFICE OR DIVISION		Provincial Social Welfare Development Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Individuals, families and communities affected by disaster		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Relief Augmentation (Food & Non-Food items): 1. Letter of Request - two (2) original copy 2. List of affected individual/families - two (2) original copy 3. Damage/Incident Report/Certification depending on the nature of disaster - two (2) original copy Emergency Shelter Assistance: 1. Case Study, Certificate of Eligibility and Referral Letter - two (2) original copy 2. List of affected individual/families - two (2) original copy 3. Barangay Certificate - two (2) original copy 4. Damage/Incident Report/Certification depending on the nature of disaster - two (2) original copy 5. Photocopy of government issued ID - two (2) copy		Relief Augmentation (Food & Non-Food items): 1. Local Social Welfare & Devt Office 2. Local Social Welfare & Devt Office 3. Barangay/ Local Disaster Risk Reduction Management Office/ PNP/ Bureau of Fire depending on the nature of disaster Emergency Shelter Assistance: 1. Local Social Welfare & Devt Office 2. Local Social Welfare & Devt Office 3. Barangay 4. Barangay Local Disaster Risk Reduction Management Office/PNP/Bureau of Fire depending on the nature of disaster		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LSWDO facilitates the submission of required documents	Relief Augmentation (Food & Non-Food items): 1. Check and review of documents 2. Conduct site visit for validation if needed 3. Prepare available relief goods 4. Prepare Relief Issuance Slip and Relief Distribution Sheet		15 minutes Within the day 1 hour 15 minutes	Focal person on disaster Focal person on disaster Focal person on disaster Focal person on disaster

	5. Release of Relief Goods		Within the day	Focal person on disaster
	Emergency Shelter Assistance:			
	1. Check and review of documents		1 hour	Focal person on disaster
	2. Prepare documents for preparation of payroll/voucher.		1 hour	Focal person on disaster
	3. Approval of the head of office		10 minutes	Focal person on disaster
	4. Forwarded to Budget Office		15 minutes	Admin Staff

AID TO INDIVIDUALS / FAMILIES IN CRISIS SITUATION

: Immediate provision of limited assistance in cash and in kind , to meet the basic needs (food, medical care, transportation, etc..)

OFFICE OR DIVISION		Provincial Social Welfare Development Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Families of indigent patients confined in a government hospitals; walk – in clients who are distressed and displaced; walk – in indigent clients with chronic illness who undergo chemotherapy and dialysis		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Assistance/ Referral to Government Hospitals 1.a . Medical Abstract or Laboratory Request or Proof of Billing (1 copy) 2.a. ID of client		<ul style="list-style-type: none">•Hospital or attending physician•client		
2. Blood Processing Assistance 2.a. Blood Request duly signed by the attending physician (1 copy) 2.b. Certificate of Indigency (1 copy) 2.c. ID of claimant		<ul style="list-style-type: none">•Attending Physician / Hospital•Barangay Hall where the client reside•Client		
3. Financial Assistance 3.a. Death Certificate (1 copy) – for burial assistance b. Medical Abstract (1 copy) 3.b. Social Case Summary approved by the C/MSWDO(2 copies) 3.c. Certificate of Eligibility signed by the client and the C/MSWDO (1 copy) 3.d. Certificate of Indigency – (1 copy) 3.e. ID of claimant		<ul style="list-style-type: none">•Hospital•Attending Physician•City/Municipal Social Welfare Office•City/Municipal Social Welfare Office•Barangay Hall where the client reside•client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit required documents.	1. Check the completeness of documents and forward to the Social worker for interview and assessment of problem and need.	none	3-5 minutes	Social welfare aide

2. Proceed to assigned Social worker and hand in complete documents and submit herself for interview.	2. Conduct interview, identify need based on the problem presented.	none	5-10 minutes	Social worker/Social welfare aide
3. Wait for a couple of minutes while the Social worker is preparing required documents for processing assistance	3. Social worker to prepare Social Case Summary , Certificate of Eligibility (<i>if client failed to bring Soc. Case Summary and Cert. of Eligibility from LGU</i>) and Referral letter or Petty Cash Voucher for signature of the Client and for approval of the PSWO.	none	5-10 minutes	Social worker/Social welfare aide
4.a. For Hospital Bill and Blood Processing assistance	End			
4.a.1. Client signed certificate of Eligibility and received Referral letter then proceed to referring agency.				
4.b.For Financial assistance / Petty Cash (5,000 and below)				
4.b.1.Client sign Certificate of Eligibility and Petty Cash Voucher.				
4.b.2. Client submit approved documents with specified amount of assistance to Social welfare aide to record amount.				
4.b.3 . Client received assistance. He / She will proceed to PTO assigned disbursing officer to claim cash.				
	4.b.1. Social worker to submit complete documents to PSWO for allocation of an amount and sign documents for approval.	none	2-3 minutes	Social worker/Social welfare aide
	4.b.2. Social welfare aide to record amount to monitor cash flow of AICS fund.	none	3-5 minutes	Social welfare aide

4.c For financial assistance / Check form (5,001.00 above)				
4.c.1 Client sign certificate of Eligibility	4.c 1. Social worker to submit complete documents to PSWO for signature and approval	none	2-3 minutes	Social worker/Social welfare aide
4.c.2. Client will wait for 2 to 3 weeks for processing of assistance until his/her check will be available to PTO for release.	4.c.2. Social worker forward complete documents with specified amount to Admin Assistant for voucher and OBR and have it signed by the PSWO for approval. She will then release documents and forward it to Provincial Budget Office.	none	4 hours	

ASSISTANCE IN THE RESCUE OF VICTIMS OF ABUSE

To immediate respond to complaints related to all forms of violence and threats to the personal safety and security of women and children.

OFFICE OR DIVISION		Provincial Social Welfare Development Office		
Classification		COMPLEX		
Type of Transaction		G2C / G2G		
Who may avail		Women and children in difficult circumstance / victims of abuse and violence		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify service provider of the incident of abuse	1.Interview client, record all necessary information 2.Coordinate with LGU to validate information and provision of services for victim safe keeping	None	15 - 30 minutes	LGU Social worker
2. Wait to be rescued	1.Coordinate with LGU re ; Rescue of the victims 2.Meet LGU for proper procedures.	None	ASAP	Social worker
3. Client Rescued	3.Conduct rescue operation 1.Provide temporary shelter 2.Endorse victim – survivor to City / Municipal Social Welfare Office	None		

NEGROS OCCIDENTAL DEVELOPMENT CENTER FOR WOMEN AND CHILDREN

Provision of Protective custody of temporary shelter for women and children

OFFICE OR DIVISION		Provincial Social Welfare Development Office		
Classification		Complex / Highly Technical		
Type of Transaction		G2C		
Who may avail		<ul style="list-style-type: none">•Women and children who are victims of domestic violence or any form of abuse .•Women and children in especially difficult circumstances.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">•Referral letter (2 copies original)•Social case summary (1 copy original)•Police blotter (1 copy photocopy)•Medical certificate (1 copy photocopy)•School records (those enrolled)•Court related documents (1 copy photocopy) those who filed a case		<ul style="list-style-type: none">•Local Government Unit (LGU)•Municipal / City Social Welfare Development Office (M/C SWDO)•PNP LGU•Municipal / City Health Office (M/C HO)•Dep ED c/o M/CSWDO•RTC M/CSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
•Submit self for further assessment /intervention	<ul style="list-style-type: none">•Provide temporary shelter•Provide medical / dental•Psychosocial intervention•Education•Spiritual Formation•Life skills enhancement / training•Preparation for re-integration			<ul style="list-style-type: none">•NODCWC STAFF / SW•NODCWC SW / M/CSWDO

1.Attend Pre-admission Case Conference (Referring Party) Responsibilities of Referring Party üCounterpart for client’s needs üFollow-up case filed in court/Process for üConduct family counseling & other possible interventions for the family üConduct close contact & monitoring üAssess possible placement for re-integration	1.Conduct Pre-admission Case Conference üExpectation setting together with the referring party üContract setting üMOA signing üSigning of Conformity Slip and Admission Slip			NODCWC Social Worker Referring Party/M/CSWDO
2. Attend Admission Conference Client’s Responsibilities a.Pay Attention to House Rules & Regulations b.Allow House Parents on duty to check personal belongings c.Leave important belongings to center staffs care (e.g. cellphone, cash, sharp objects)	2. Conduct Admission Conference a.Intake Interview b.Register the name of client in Client’s Logbook and issue a number c.Prepare client’s folder with corresponding number d.Arrange necessary documents e.Check Belongings f.Provision of basic needs (e.g. clothing, toiletries, beddings, room assignment/sleeping quarter)			NODCWC Social Worker House Parent on duty
3. Participate/Join in the Rehabilitation Program	3. Conduct/ Provide Appropriate Interventions a. Psychosocial b. Medical/Dental Service c. Educational Assistance d. Spiritual Formation e. Life skills enhancement/ training f. Counseling (Individual/group counseling) g. Legal services (e.g. assist client during court hearing, case review)			NODCWC Staff/Social Worker

ENHANCED COMPREHENSIVE LOCAL INTEGRATION PROGRAM

To bring together and harmonize the various programs of the government into one big cohesive program. It shall be part of a whole of

OFFICE OR DIVISION		Provincial Social Welfare Development Office		
Classification		Complex / Highly Technical		
Type of Transaction		G2C / G2G		
Who may avail		CPP –NPA –NDF Members deciding to surface /voluntary		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Joint AFP / Police Intelligence Committee (JAPIC) <ul style="list-style-type: none">•Certification•Enhance Comprehensive Local Integration Enrollment•Endorse natural documents to Provincial DILG – Regional		AFP / PNP E-CLIP Committee Social Worker LGU Focal Person LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
•Pre Surfacing Phase A rebels signifies his/her intention to surface in any of the following receiving unit personality.	•Foster family / Receiving unit 1.AFP 2.PNP 3.LGU's 4.CSO 5.Church leader 6.Civilian / individual •Take primary responsibility in informing surfacing Rebels of the program processes and intervention that can be extended upon surfacing. •E-CLIP Committee	None	Month	•PNP •AFP •LSWDO •CSO •SW LGU
•Surfacing phase	•LSWDO shall be informed immediately of the names of the surfacing rebels •E-CLIP Committee 1.Initial assessment	None	Month	•PNP •AFP •LSWDO •CSO

	2.JAPIC -Validation & certification 3.Enrollment to E-CLIP, •House placement •Profiling of FR's •Provision of Social protection services			•SW LGU
•Socio – economic and capability building phase		None	Month	•PSWDO •LSWDO
•Sustainability and Community Building phase	Social Protection Services •Psychosocial •Spiritual enrichment •Educational servicers •Health services •Sport Development program •Skills training and livelihood Awarding of immediate assistance, livelihood assistance, firearms remuneration . Discharge from half way house Intensive training TESDA, DOLE, DA, DAR, DTI, VET, DSWD Periodic assessment •Economic •Educational / Technical Skills •Access to Government Service •Quality of life	None	6 – 12 months	DILG PGO LGU Social worker Focal person

PRE – MARRIAGE ORIENTATION AND COUNSELING

As a requirement to secure marriage license, PMOC in designed to provide would-be couples with information they will need in

OFFICE OR DIVISION		Provincial Social Welfare Development Office - Pop Dev		
Classification		Highly Technical		
Type of Transaction		G2C		
Who may avail		Would –be couples of legal age who are applying for marriage.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
•Referral Slip •O.R. for PMOC fee when claiming the Certificate of Compliance / Certificate of Marriage Counseling		•Local Civil Registrar’s Office •Municipal Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
•Register with the PMOC Secreta	•Log applicants in the Registry of PMO Applicants	Varies (in accordance with the Local Tax Ordinance)	1-5 minutes	•PMOC Team
•Accomplish the MEI (Marriage Expectation Inventory) Form	•Provide couple applicants with MEI form and assess their responses, inform couples of the schedule of PMOC, advise them to go to the Municipal Treasurer’s Office and pay the PMOC fee		20 minutes	• PMOC Team
•Attend the PMOC	•Issue the Certificate of Compliance after completing the PMO and if required to undergo counseling the Certificate of Marriage Counseling.		6 hours	•PMOC Team

ACCESS TO RESPONSIBLE ADOLESCENCE PROGRAM

The provincial government's response, in the form of technical assistance to information and service delivery network, information hub, peer

OFFICE OR DIVISION		Provincial Social Welfare Development Office - Pop Dev		
Classification		Highly Technical		
Type of Transaction		G2C, G2G		
Who may avail		School officials, students, OSYs and training institutions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
•Letter request signed by authorized representative •Referral form		•Concerned School / Institution •Member agencies of ISDN (Information & Service Delivery Network)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
•Send on-line request / present request to nearest Pop Dev satellite	•Log request and know the details and needed logistics •Coordinate with concerned agencies for possible adjustment and other needs •Prepare and conduct the intervention / activity requested	N/A	10-20 minutes 10-20 minutes 1 day (before the activity)	Concerned Population Program Worker / Officer Adolescent Health & Development Program (AHDP) Coordinator, and certified trainer

YOUTH ORGANIZATION REGISTRATION PROGRAM (YORP)

Republic Act (RA) No. 8044 otherwise known as the “Youth in Nation-Building Act”, the National Youth Commission (NYC) shall

Classification		COMPLEX		
Type of Transaction		G2C / G2G		
Who may avail		Women and children in difficult circumstance / victims of abuse and violence		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Official Registration Form 2.Directory of Officers and Advisers 3.List of Members in good standing 4.Copy of Constitution and By-Laws, which should indicate the age and 5.Endorsement or Certification from Appropriate Authority		Provincial Youth Development Office or thru website www.yorpnyc.org.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Youth Organization submits documents	a. Physical examination of submitted documents to check falsification or a similar activity; b. Call officers, advisers and randomly selected members to ascertain their awareness of the existence of the organization and their position in such organization; c. mark the application form with the word “REGISTERED” and indicate the date of registration approval. d. docket the name and registration details of the organization in the local list of registered and verified youth organizations and youth-serving organizations maintained by the LYDO e. issue a Certificate of local registration and verification which may only be used for	None	30 minutes	Provincial Youth Development Officer

	the purpose of facilitating registration to the NYC YORP Secretariat.			
--	---	--	--	--

EXTERNAL SERVICES

1. COLLECTION OF REAL PROPERTY TAX

Collection of Tax on Real Properties located in the different municipalities of the province

Office or Division	Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C , G2B			
Who may avail	Declared owners of real properties located within the territorial jurisdiction of the province.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Official Receipts Tax Declaration Tax bill		Owner's File / PTO- Record of Payment Provincial / Municipal Assessor's Office Billing Section, Cash Receipts Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Proceed to Billing Section of Cash Receipts Division	Issuance of Statement of Real Property Tax bill or Statement of Delinquency	2% of Assessed Value of Real Property plus penalty in case of delinquency	5 minutes / lot	LRCO IV, LRCO II, LRCO I, Admin Aide VI, Clerk II
2 Proceed to Collector's Window and pay the amount of taxes due	Issue Official Receipt		10 minutes	Collectors, LRCO I, DO II, RCC II, RCC I
TOTAL:			15 minutes	

2. ISSUANCE OF REAL PROPERTY TAX CLEARANCE

Issuance of real property tax clearance to updated real property taxpayers of the province

Office or Division	Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C, G2B			
Who may avail	Declared owners of real properties located within the territorial jurisdiction of the province.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official receipt of taxes paid for the current year		Owner's file / PTO Record of Payment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Proceed to Billing Section of Cash Receipts Division and present required document	Verify client's record of payments, issue order of payment and advise client to proceed to collector's window	Certification fee - P50.00, Doc. Stamp - P20.00	5 minutes	LRCO II, LRCO I, Admin Aide VI, Clerk II
2 Pay the prescribed fee	Issue Official Receipt for Certification fee and documentary stamp		3 minutes	Collectors, LRCO I, DO II, RCC II, RCC I
3 Proceed to Billing Section of Cash Receipts Division and present official receipt	Issue Tax Clearance Certificate		12 minutes	LRCO II, LRCO I, Admin Aide VI, Clerk II
TOTAL:		Php 70.00	20 minutes	

3. COLLECTION OF REAL PROPERTY TRANSFER TAX

Collection of tax on the sale, donation, barter or on any other mode of transferring of ownership of title of real property.

Office or Division	Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2C , G2B			
Who may avail	Declared owners of real properties located within the territorial jurisdiction of the province.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Real property tax receipts - current Tax Clearance Deed of Conveyance (Deed of Sale, Donation, Heirship, Affidavit of Consolidation or Certificate of Sale, and other documents) Torrens Title DRPV or Tax Declaration		Owner's file Cash Receipts Division Owner's Documents Owner's Documents / Register of Deeds Provincial / Municipal Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present required documents to Billing Section, Cash Receipts Division	Examine documents presented and compute transfer tax.	65% of 1% of the value of sale or fair market value, whichever is higher (plus 25% surcharge and 2% penalty per month after 60 days from the date of notarization of Deed of Sale)	10 minutes	LRCO II, LRCO I, Admin Aide VI, Clerk II
2 Pay the prescribed fee	Issue transfer tax bill Issue Official Receipt for Certification fee and documentary stamp		2 minutes 3 minutes	Collectors, LRCO I, DO II, RCC II, RCC I

TOTAL:			15 minutes	

4. PAYMENT OF FEES AND CHARGES

Collection of fees and charges imposed by the province for availment of government services or use of government facilities

Office or Division		Cash Receipts Division			
Classification		Simple			
Type of Transaction		G2C - Government to Client			
Who may avail		General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Order of payment from issuing department / office in the Capitol		Issuing department or office			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to Collector's window at the Cash Receipts Division, present order of payment and	Issue Official Receipt	variable (depending on the services availed)	5 minutes	Collectors, LRCO I, DO II, RCC II, RCC I
TOTAL:				5 minutes	

5. COLLECTION OF ANNUAL FIXED TAX AND ISSUANCE OF GOVERNOR'S PERMIT ON DELIVERY TRUCKS / VANS

Collection of annual fixed tax for every truck, van or any vehicle used by the manufacturers, producers, wholesalers, dealers or retailers in the delivery of distribution of certain products within the territorial jurisdiction of the province.

Office or Division		Cash Receipts Division			
Classification		Complex			
Type of Transaction		G2B - Government to Business			
Who may avail		Manufacturers, dealers, wholesalers and retailers of products who own delivery trucks/vans used to transport their goods for sale within the territorial jurisdiction of the province.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Application form		Billing Section, Cash Receipts Division			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to Billing Section, secure application form	1. Provide application form	Annual fixed tax - Php750.00/truck	2 minutes	LRCO II, LRCO I, Admin Aide VI, Clerk II
2	Accomplish and submit application form	2. Receive form, compute tax due and issue Order of Payment	Governor's Permit - Php 100.00	5 minutes	Collectors, LRCO I, DO II, RCC II, RCC I
3	Proceed to Collector's Window present order of payment and pay the amount due	3. Accept payment and issue official receipt	Certified Photocopy - Php 20.00		
4	Present original and photocopy of Official Receipt	4.1 Return original Official Receipt and inform client to wait for advise when to pick-up permit 4.2Prepare and forward the Governor's Permit and Sticker for signature of the Provincial Treasurer and the Provincial Governor	(plus surcharge and penalties in case of late payments)	5 minute	LRCO II, LRCO I, Admin Aide VI, Clerk II
	Present Official Receipt (Releasing of Permit)	5. Release approved Governor's Permit and Sticker		Variable Time (Depending on the availability of signatories)	Provincial Treasurer Provincial Governor
				2 minute	LRCO II, LRCO I, Admin Aide VI, Clerk II

TOTAL:			
---------------	--	--	--

6. COLLECTION OF FRANCHISE TAX

Collection of Tax on operators of business with franchise

Office or Division	Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2B - Government to Business			
Who may avail	Operators of business enjoying a franchise and operating within the territorial jurisdiction of the province			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sworn declaration of gross sales for the preceding year				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit required document at the Review Division	Compute franchise tax due and issue order of payment	65% of 1% of gross sales receipts for the preceding year	5 minutes	LTOO I, LTOO II, Admin Aide VI, Clerk II
2 Proceed to Collector's window cash receipts division for payment	Issue Official Receipt	(plus penalties and surcharge in case of late payment)	3 minutes	Collectors, LRCO I, DO II, RCC II, RCC I
TOTAL:			8 minutes	

7. PREPARATION AND RELEASE OF SAND AND GRAVEL PERMIT TO TRANSPORT (PTT)

Preparation and release of Sand and Gravel (SAG) Permit to Transport (PTT) to SAG and other quarry resources permitholders

Office or Division	Field Supervision Division			
Classification	Simple			
Type of Transaction	G2B ; G2C			
Who may avail	Sand and Gravel and othe Quarry Resources permitholders duly approved by PEMO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PEMO Order of payment in 3 copies		Provincial Environment Management Office - Regulatory Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present duly signed PEMO Order of Payment in 3 copies	1.1 Receive and verify PEMO Order of Payment 1.2 Prepare FSD Order of Payment 1.3 Return PEMO Order of Payment with FSD Orer of payment to the Client for payment of prescribed fees	SAG and Other Quarry Resources Tax (P47.97 per cu.m.) Certified Photocopy (P20.00) Permit to Transport (P3.00 per PTT	5 minutes	FSD PERSONNEL Disbursing Officer II
2 Present PEMO Order of Payment and FSD Order of Payment and pay required amount to collector	2.1 Receive payment and issue Official Receipt		5 minutes	Collectors
3 Present PEMO Order of Payment and original Official Receipt to PTO-FSD for PTT preparation	3.1 Receive the Order of Payment and Official Receipt from the Client		30 minutes per 50 pcs PTT	Disbursing Officer II, LTOO II. LRCO I

4	Sign the PTT Daily Transactions Logbook and receive the PTT, Original PEMO Order of Payment and Official Receipt	3.2 Encode the data to the PTT Costumized System			
		3.3 Record transactions in the logbook; Print PTT corresponding to the denomination and number of PTT specified; affix initials and check accuracy and completeness of record and PTT to be released			
		3.4 Photocopy Order of Payment and Official Receipt, retain the photocopies for filing, liquidation and PEMO copy			
		4. Release the PTT to the client and return original PEMO Order of Payment and original OR	2 minutes	DO II, LTOO II	
TOTAL:					

8 DISBURSEMENT OF PETTY CASH FUND FOR EMERGENCY / FINANCIAL ASSISTANCE

Disbursement of emergency/financial assistance to qualified indigents or recipients through petty cash from PCSO (Governor's Office);Sangguniang Panlalawigan (SP) and Provincial Social and Development Office (PSWD)

Office or Division	Cash Disbursement Division
Classification	Simple
Type of Transaction	G2C

		Indigents or recipients who are qualified to avail of the emergency/ financial assistance after compliance of mandatory requirements		
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Petty Cash Voucher 2. Certificate of Eligibility 3. Case Summary/Case Study 4. Identification Cards (Original and photocopy)		1. Governor's Office / SP / PSWD 2. Provincial/Municipal Social Welfare Office (duly approved by the Provincial/Municipal Social Welfare Development Officer) 3. Provincial/Municipal Social Welfare Office (duly approved by the Provincial/Municipal Social Welfare Development Officer) 4. Issuing Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present duly signed and completed documents	1.1 Receive the required documents from the client (he must be personally present to receive the petty cash) 1.2 Examine and ascertain that all documents presented are valid and complete 1.3 Verify identity of the Client through the Identification Card presented 1.4 Return the Original ID to the Client	none	3 minutes	Governor's fund: Sharon Alovera - DO II PSWD/SP funds: Ida Alferi - Cashier IV
2 Sign the Petty Cash Voucher signifying receipt of the petty cash and receive the money from the Disbursing Officer	2.1 Release the money to the Client based on the approved amount in the Petty Cash Voucher 2.2 Affix signature and date of disbursement to the Petty Cash Voucher		2 minutes	
TOTAL:			5 minutes	

9 RELEASING OF CHECKS FOR PAYMENT OF VOUCHERS

Releasing of checks for payment of financial transactions

Office or Division	Cash Receipts Division			
Classification	Simple			
Type of Transaction	G2B, G2C, G2G			
Who may avail	Accredited suppliers having claims with the provincial government, beneficiaries of financial assistance and other social service assistance, other Government Institutions and Employees with claims with the provincial government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification (ID) card of claimant 2. Official Receipt		1. Issuing Agency 2. Business Intity or Government Institutions		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present requirements	Verify identity of claimant, retrieve voucher with check and give to client for signature and issuance of Official Receipt (OR), if applicable	P1.50 per page for photocopy of supporting documents, if needed	3 minutes	EEDD Fund : LIRA ARCOLAS Administrative Aide IV
2 Sign voucher and issue OR, if applicable	Receive OR and release check		2 minutes	General Fund: Jacqueline Dela Gente LTOA
TOTAL:			5 minutes	

INTERNAL SERVICES

1. APPLICATION FOR LEAVE

Facilitate request for application of leave of employees

Office or Division	Administrative Division
Classification	Simple

Type of Transaction	G2G			
Who may avail	PTO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signature in the leave logbook 2. Medical Certificate in case of sick leave of more than 5 days		1. Administrative Division 2. Attending Physician / Provincial Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out logbook and indicate the dates,number of days and the kind of leave applied for	1. Encodes data in the Personnel Information System; Print Application for leave and record end-user number	none	5 minutes	Admin. Aide IV
2 Sign Application for Leave Form	Forward to Department Head for signature and transmit to Human Resource Office for approval		10 minutes	Admin. Aide IV
TOTAL:			15 minutes	

2. ISSUANCE OF CERTIFICATE OF APPEARANCE

Facilitate request for Certificate of Appearance

Office or Division	Administrative Division			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	All requesting party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

1. Approved Travel Order 2. Valid Identification Card (original) 3. Personal Appearance		Respective LGU or other Government Agencies Issuing Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sign in the Appearance Logbook	Check authenticity of the documents presented, fill out control number and affix initials in the verified portion	none	3 minutes	Admin. Aide IV
2 Fill out data in the Certificate of Appearance and return to attending personnel	Sign the Certificate of Appearance		2 minute	Admin. Officer V
TOTAL:			5 minutes	

3. SELLING AND RELEASING OF ACCOUNTABLE FORMS

Facilitate the sale of various accountable forms to different LGUs, National Agencies and othe offices within the province

Office or Division	Administrative Division	
Classification	Simple	
Type of Transaction	G2G	
Who may avail	Municipal Treasury Offices/ National Agencies/ Other Provincial Government Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Municipal Treasury Offices - duly approved Requisition Issuance Slip - Paymet thru cash or check		Respective Offices

For National Agencies - Requisition Issuance Slip - Fidelity Bond - Payment thru cash or check		Respective Office / PTO Bureau of Treasury		
For PTO Collectors - return of third copy of Official Receipts - return slip		Respective Collectors		
For Inter-Office - Requisition Issuance Slip - Obligation Request - Fidelity Bond		Respective Office Provincial Budget Office Bureau of Treasury		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For MTO/National Agencies/Inter-office Transaction		Varies depending on the kind of accountable forms requested		
1 Present required documents to Accountable Forms Section	1. Receive documents; Fill out AF Logbook; Issue Invoice of AF			
2 Sign the AF Invoice and logbook	2. Authorized signatories affix their signatures and give to client for payment of fees			
3 Pay corresponding fees at the Cash Receipts Division	3. Receive payment and issue OR			
4 Return documents with original Official Receipt	4. Prepare Accountable Forms; photocopy OR and release the AF Forms to client			
For PTO/HOD Collectors				

1	Return 3rd copies of issued Official Receipts to Admin. Div. with return slip for inventory	1. Receive issued ORs and record in the logbook		3 minutes	Admin. Aide IV/ LTOO I
2	Request for RIS in the Treasury Operations Review Division	2. TORD issues RIS indicating the number of stubs allowed for release		3 minutes	LTOO I
3	Present RIS to Admin Div for OR release	3. Record number of stubs for release and serial numbers in the logbook		10 minutes	Admin. Aide IV / LTOO I
4	Receive ORs and sign the logbook	4 Release Official Receipts			
TOTAL:				15 minutes	

4. DOWNLOADING OF PAYROLLS FOR PAYMENT OF SALARIES AND OTHER EMOLUMENTS

Process downloading of approved payrolls for payment of salaries and other emoluments

Office or Division	Cash Disbursement Division	
Classification	Simple	
Type of Transaction	G2G	
Who may avail	ALL PGNO Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Transmittal letter 2. Duly approved payroll		Provincial Administrator's Office Respective offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Administrator's Clerk forwards signed and approved payrolls	1. Received and sort payrolls for download; Records payroll per office and its particulars in the logbook; process/verify payroll recorded to payroll system and process to LBP downloading system;	none	1 hour (depending on the volume of payrolls)	Mary Ann Chavez Ron Importante
	1.1 Print Summary Advice and RBA for signature of Provincial Administrator and Provincil Treasurer		15 minutes (depending on the volume of payrolls)	
	1.2 Submit to LBP the duly signed Summary Advice and RBA for downloading.		10 minutes	
TOTAL:			1 hour, 25 minutes	

5. ISSUANCE OF CHECKS

Issuance of checks for payment of financial transactions per appoved disbursement vouchers

Office or Division	Cash Disbursement Division
Classification	Simple
Type of Transaction	G2G, G2B, G2C

Who may avail		Accredited Suppliers, Provincial Employees, LGUs, National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal letter 2. Approved Disbursement Voucher with complete attachments		Provincial Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Accounting Clerk forwards DVs for issuance of checks with transmittal letter	1.1 Verify the transmittal of forwarded vouchers; receive the transmittal letter and return file copy	none	3 minutes (depending on the volume of DVs transmitted)	Ma. Theresa D. Ramirez
	1.2 Stamps "paid" the DV and all attached documents		1 minute per check (depending on the volume of attached documents)	Ralph Alpas / Ronette Tuhao
	1.3 Record in the Cash Book the details of claims and record check number of the attach blank check		2 minutes per DV	Ma. Theresa Ramirez
	1.4 Encode details of DV in the Cash Disbursement System		1 minute per DV	Ralph Alpas
	1.5 Ensures details of DV being properly recorded and prints details in the check and attach transmittal		2 minutes per DV	Sedundo Drilon III Mary Gia Gemino

	1.6 Reviews details of DVs with check issued and affix initial signature		1 minute per Check/DV	Ida Alferi Maybel Gomez
	1.7 Transmit to TORD (Treasury Operations Review Division for PTs signature		1 minute	Ralph Alpas
TOTAL:			11 minutes	

6. INSPECTION OF PERMIT TO TRANSPORT (BARANGAY COPY) FOR CLAIMING OF SAND AND GRAVEL SHARE

Inspection of PTT Barangay copy in compliance to Art. IX, Sec. 64 of Provincial Tax Ordiance No. 2017-001 for release of SAG Share

Office or Division	Field Supervision Division				
Classification	Simple				
Type of Transaction	G2G				
Who may avail	Barangays with approved quarry areas of Sand and Gravel and othe Quarry Resources & Small Scale Mining				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Permit to Transport (PTT) pink copies (Barangay Copy) of SAG Permittees in the barangay			SAG Permittees driver / hauler of quarry materials from approved quarry area o the Barangay		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Barangay Copy of PTT to the Field Supervision Division	1.1 FSC inspect and evaluate the PINK copies presented by the Barangay	none	2 minutes	Lynn Montano Carmela Paltriguera

2	Present approval slips to the releasing officer of Cash Disbursement Division, issue Official Receipt and sign DV	1.2 Count the number of PTT pink copies of the barangay that corresponds to the claim, DV and checks		1 hour	
		1.3 Prepare slips of approval for the release of checks of SAG Tax Barangay Share at the Releasing Cashier			
		Get Official Receipt and release checks as SAG share to the barangay		2 minutes	Jacqueline dela Gente
TOTAL:				5 minutes	

PROVINCIAL VETERINARY OFFICE

ARTA CITIZEN'S UPDATE

EXTERNAL SERVICES

A. ANIMAL HEALTH AND MEAT EXTENSION SERVICES DIVISION

1. ISSUANCE OF VETERINARY HEALTH CERTIFICATE (VHC) - for transport

A certificate issued as a proof that the subject animal/s has/have been examined and found to be apparently healthy.

OFFICE OR DIVISION	ANIMAL HEALTH AND MEAT INSPECTION SERVICE DIVISION		
Classification	Simple		
Type of Transaction	All		
Who may avail	All persons of legal age engaged in animal breeding, trading and transport.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<i>For gamefowl;</i> 1-9 hds: BARANGAY CERTIFICATE (original copy) stating the person securing the VHC is the legitimate owner of the subject gamefowl.		Barangay having jurisdiction over the area where the gamefowls were raised or purchased.	
10 hds and above: valid GAMEFOWL BREEDER'S LICENSE or GAMEFOWL TRADER'S LICENSE		Provincial Veterinary Office- Animal Health and Meat Inspection Services Division	
Proof of Newcastle Disease Vaccination (any of the following) a. Certification from farm veterinarian stating the date of most recent vaccination, brand name of vaccine used with Lot. No. and expiration date. b. Actual label of vaccine used showing the brand name, lot no. and expiration date.		Farm Veterinarian, if available. Removed label from the vaccine bottle.	
<i>For other types of poultry (Native Chicken, Quail,turkey, geese and others)</i> 1-9 hds: Valid ID of shipper 10 hds and above; valid BREEDER'S LICENSE or TRADER'S LICENSE for the subject poultry species.		Provincial Veterinary Office- Animal Health and Meat Inspection Services Division	
<i>For Dog and Cat:</i> a. Must be atleast 3 and 1/2 months of age b. Proof of rabies vaccination (any of the following) b.1. Vaccination card signed by a duly licensed veterinarian showing the following details: date of vaccination, brand name of vaccine used, lot number and expiration date		Veterinary Clinic/Hospital, City veterinary office or private veterinary practitioner	

b.2. Certification from the municipal agriculture office stating that the animal has been vaccinated against rabies with the following details: date of vaccination, brand name of vaccine used, lot number and expiration date	Municipal Agriculture Office
<i>For Carabao, Cattle and Horse</i>	
a. Original copy of Certificate of ownership and Certificate of Transfer	
b. Livestock Trader's License (for 10 hds and above only)	
<i>For Pigs, Goat and Sheep</i>	
a. Valid ID of shipper	
b. Livestock Trader's License (for 10 hds and above only)	
c. Submit fecal samples (10% of total number of animals)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive and verify the completeness and validity of the documents submitted	A. Large Animals	5 minutes for other species	Veterinary Inspector
2	If all requirements are complete and valid, print VHC (Veterinary Health Certificate) and forward to the cashier	1.) Carabao, cattle, horse * Minimum of one (1) head - P50.00 2.) Bull, boar semen and semen/embryo of other large animal - 1-20 ampule - P50.00/ampule +P2.00/ampule in excess of 20		
		B. Small Domesticated Animals		
3	Receive the payment and issue official receipt Release the VHC and OR to the client	1.) Goats, sheep and other domesticated livestock	2 minutes	
		(a) Swine - 1-10 heads - P50.00 in excess of 10 heads (b) Goats - 1-10 heads - 50.00 +P5.00/ excess of 10 heads 2.) Goat semen/embryo and other small domesticated animals - 1-20 ampule - P50.00/ampule +P2.00/ampule in excess of 20 ampules		

		<div>3.) Dogs, cats and other small/pet P50.00/ head</div> <div>C. Poultry</div> <div>1.) Day old chicks/goslings/ducklings other young poultry and includes any age - 1-1000 heads - P50.00 in excess of 1,000 heads 2.) Adult chicken, ducks geese, turkey other domesticated fowls except 1-9 heads - P50.00 +P5.00/head in heads</div>		
		<div>3.) Hatching/table eggs (fresh/sealed) 1-1,000 eggs - P50.00 +P10.00/1,000 fraction of 1,000 eggs shall be counted 1,000 eggs. 4.) Quail eggs - 1-2,000 eggs - P20.00 1,000 eggs in excess of 2,000 eggs, A of 1,000 eggs more than the initial shall be counted as 1,000 eggs.</div> <div>D. Gamefowls</div> <div>1.) Fighting cocks, stags and bull stags - head</div> <div>E. Laboratory Animals</div> <div>1.) White mice and rats - 1-10 heads - P P5.00/head in excess of 10 heads</div> <div>F. Wild Animals & Birds</div> <div>*P50.00/head</div>		
		<div>* Earthworms - 1-5 kilos - P50.00 +P5 excess of 5 kilos</div> <div>G. Wild birds</div> <div>* P50.00/head</div> <div>H. Serum & blood samples</div> <div>*1-10 samples - P20.00</div>		

		+P1.00/sample in excess of 10		
	TOTAL (Other species)		7 minutes	
	TOTAL (Large animals)		32 minutes	
END OF TRANSACTION				

2. ISSUANCE OF AUTHORITY TO SHIP (ATS)

A document issued prior to shipment of meat, eggs and other animal products and by-products outside the province in accordance with Provincial Tax Ordinance No. 2017-001, as ammended.

OFFICE OR DIVISION	ANIMAL HEALTH AND MEAT INSPECTION SERVICES DIVISION			
Classification	Simple			
Type of Transaction	G2C, G2B			
Who may avail	All individuals and business establishments engaged in trading & distribution of meat, eggs and other animal products and by-products outside the province			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For Raw Chilled/Frozen Meat</i> <i>a. 1 - 10 kgs only:</i> No documents required <i>b. More than 10 kgs:</i> b.1. Meat Inspection Certificate (MIC) if locally slaughtered or Certificate of Inspection (COMI) if imported b.2. Meat Trader's License		National Meat Inspection Service - For both MIC and COMI Provincial Veterinary Office - Animal Health & Meat Inspection Services		
<i>For Processed Meat Products, Dairy and other Animal Products/by-products</i> <i>a. 1 - 10 kgs only:</i> No documents required <i>b. More than 10 kgs:</i> b.1. Trader's License		Provincial Veterinary Office - Animal Health & Meat Inspection Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive and verify the completeness and validity of the documents submitted	<i>A. Meat & Meat products</i>	2 minutes	Veterinary Inspector
		1.) Meat and choice meat cuts (tenderloin, sirloin, all steak cuts, processed meats and edible offal		
2	If all requirements are complete and valid, print ATS			

2		*1-10 kilos - P50.00 +P1.00/kilo in excess of 10 kls	2 minutes	
3	and forward to the cashier Receive the payment and issue official receipt. Release ATS and OR to the client	2.) Lechon (pork) *P50.00/Piece	2 minutes	Collecting officer

		3.) Lechon (poultry) *1-100 pcs - P50.00 +P1.00/piece in excess of 100 pieces 4.) Dressed Chicken *1-100 pcs - P50.00 +P1.00/piece in excess of 100 pieces		
		B. Milk & Dairy products		
		1.) Milk & yougurt *1-10 liters - P50.00 +P1.00 in excess of 10 liters 2.) Cheese *1-10 kilos - P50.00 +P1.00/kilo in excess of 10 kls		
		C. Animal Products and By-products		
		1.) Hides, skin, bones & horns (large/small animals *P100.00/ton 2.) Commercial leather (excluding finished leather) *P150.00/ton 3.) Stuffed animals and birds, mounted skeleton of birds and *P20.00/piece 4.) Honeybees *P50.00/colony 5.) Honey *P0.10/liter		
TOTAL:			6 minutes	

END OF TRANSACTION	
--------------------	--

3. CERTIFICATION OF SITE FOR ESTABLISHMENT OF COMMERCIAL LIVESTOCK/POULTRY FARM

A certification issued to certify that the proposed site for the establishment of commercial livestock/poultry farm has been approved in accordance with Provincial Tax Ordinance No. 2017-001, as ammended.

OFFICE OR DIVISION	AHMISD			
Classification	Highly Technical			
Type of Transaction	G2C & G2B			
Who may avail	All persons or Corporation planning to establish a Commercial Livestock/Poultry farm.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Parcellary Map		To be provided by the applicant through their surveyor		
2. Land area applied for: If owned - Land Title (photocopy) If rented - Contract of Lease (photocopy) and SPA (original copy) If purchased - Transfer Certificate of Title and Deed of Absolute Sale (Photocopy) If inhereted - Declaration of Heirship and SPA (photocopy) If CLOA - Certification from DAR allowing them to use the land for Commercial Poultry or Livestock farm - individual issued CLOA (original copy)		- Registry of Deeds - Applicants Legal Counsel - Transfer of Deed / Applicants of Legal Counsel - Applicants Legal Counsel - DAR		
3. Completely filled-up application form		- PVO/AHMISD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive the completely filled-up application form & attached documentary requirements	NA	1 minute	Ms. Ruth Carisma
2	Review and verify the completeness and validity of the documents submitted	NA	5 minutes	Ms. Ruth Carisma
3	Receive the payment for inspection fee and issue official receipt	Php200.00	2 minutes	Collecting officer
4	Site inspection will be conducted by the technical personnel	NA	5 working days	Dr. Ruffa Mae

4	personnel	NA	5 working days	Gersaniva
5	Release of Site inspection report	NA	1 day	Dr. Ruffa Mae
6	If the site has passed the inspection, certificate of approval will be issued and released to applicant	NA	10 minutes	Ms. Ruth Carisma
TOTAL:		Php200.00	Six (6) working days	three (3) personnel
END OF TRANSACTION				

4. COMMERCIAL LIVESTOCK/POULTRY FARM REGISTRATION

A certificate of registration issued to commercial livestock/poultry farms operating within the province of Negros Occidental.

OFFICE OR DIVISION	AHMISD			
Classification	Simple			
Type of Transaction	G2C & G2B			
Who may avail	All persons or Corporation engaged in Commercial Livestock & Poultry farm Corporation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely filled-up application form		Provincial Veterinary Office - AH & MISD		
2. Mayor's permit (photocopy)		Municipal/City Mayor where the farm is located		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive the completely filled-up application form & attached documentary requirements	NA	1 minute	Ms. Ruth Carisma
2	Review and verify the completeness and validity of the documents submitted	NA	2 minutes	Ms. Ruth Carisma
3	Receive the payment and issue official receipt	Php 500.00	2 minutes	Collecting officer
5	Print and release the Certificate of Registration.	NA	10 minutes	Ms. Ruth Carisma
TOTAL:		Php 500.00	15 minutes	one (1) personnel
END OF TRANSACTION				

5. ISSUANCE OF LICENSE FOR LIVESTOCK AND POULTRY BREEDER OR TRADER

A license issued to livestock and poultry breeders or traders, as well as to traders of meat, eggs and other animal products and by-products in the province by virtue of Provincial Tax Ordinance No. 2017-001, as ammended.

OFFICE OR DIVISION	AHMISD
Classification	Simple

Type of Transaction	G2C, G2B			
Who may avail	All persons of legal age engaged in breeding and/or trading of livestock and poultry or their respective products and byproducts.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*Any Government issued ID (PRC, Driver's License, UMID, Passport & others) *1 x 1 ID picture (2) copies *Completely filled-up application form		*To be provided by the applicant *Application form to be provided by the Provincial Veterinary Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive and verify the completeness and validity of the applicant's presented I.D	N/A	2 minutes	Veterinary Inspector
2	Give the application form to the applicant and make sure that the necessary information is provided.	N/A	5 minutes	
3	Receive application form, record and process for approval	N/A	5 minutes	
4	Receive the payment and issue official receipt Release the Breeder's/Traders I.D	Php 500.00	2 minutes	Collecting officer
TOTAL:		Php 500.00	14 minutes	
END OF TRANSACTION				

6. MEAT ESTABLISMENT REGISTRATION

A certificate of registration issued to meat establishment operating within the province of Negros Occidental.

OFFICE OR DIVISION	AHMISD			
Classification	Simple			
Type of Transaction	G2C & G2B			
Who may avail	All persons or Corporation engaged in meat establishment operation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely filled-up application form 2. Mayor's permit (photocopy)		Provincial Veterinary Office - AH & MISD Municipal/City Mayor where the farm is located		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive the completely filled-up application form & attached documentary requirements	NA	1 minute	Ms. Ruth Carisma

2	Review and verify the completeness and validity of the documents submitted	NA	2 minutes	Ms. Ruth Carisma
3	Receive the payment and issue official receipt	Php 500.00	2 minutes	Collecting officer
5	Print and release the Certificate of Registration.	NA	10 minutes	Ms. Ruth Carisma
TOTAL:		Php 500.00	15 minutes	one (1) personnel
END OF TRANSACTION				

B.

LIVESTOCK SERVICES DIVISION

1. ANIMAL GENETIC IMPROVEMENT AND LIVELIHOOD PROGRAM

- A. Screening and Identification of qualified applicants to avail the program;
- B. Project/Site Verification and Evaluation;
- C. Preparation of Contracts, Documents and Attachments; and
- D. Release of the animal requested to the qualified applicant.

OFFICE OR DIVISION	Livestock Services Division	
Classification	Complex	
Type of Transaction	G2C; G2B; G2G (All)	
Who may avail	I. All qualified applicants under the program who may either be:	
	a) Individual	
	b) Associations/Cooperatives	
	c) Barangays/LGUs	
	d) NGOs, Pos (People's Org.), IP (Indigenous People), Religious Organization	
	e) CSOs (Civil Society Organizations)	
	***In ALL of the above cases, must be:	
	i) inhabitants of the component cities and municipalities of Negros Occidental;	
	ii) must have the will and capability to raise animal; and	
	iii) preferably a member of any livestock/poultry raiser association organized/assisted by PVO	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
DOCUMENTARY REQUIREMENTS IN THE APPLICATION FOR THE AVAILMENT OF ANIMAL GENETIC AND LIVELIHOOD PROGRAM 1) Letter of Intent (LOI)/Request addressed to the GOVERNOR, thru the PROVINCIAL VETERINARIAN (Please indicate in your Letter of Intent/Request your purpose in desiring to avail of the Program) and		

with the followiing attachments, as the case may be, to wit: a) Barangay Resolution (in case of Barangay); b) SB/SP Resolution (in the case of component city/municipality); c) Board Resolution (in the case of Association/Cooperative); d) Certificate of Accreditation/Certificate of Registration (in the case of Association/Cooperative).	a) Local Barangay Council Secretary b) Local Sanggunian Secretary c) Board Secretary d) Local Sanggunian/DOLE/SEC/LGU
--	--

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive LOI/Request with corresponding attachments	NA	5 minutes	Receiving CLerk
2	Schedule applicant for project/site evaluation	NA	1 working day	LSD Head
3	Conduct Project/Site Evaluation	NA	within 5 working days	PVO DFU Personnel
4	Submission of Evaluation Report and recommendation to the Provincial Veterinarian	NA	wihtin 3 working days	LSD Head/PVO DFU Vet/Head
5	If request is approved/granted - applicant will be informed and lined up for schedule of release (Proceed to Step 7)	NA	Dependent on the availability of stocks (animal) requested	LSD Head
6	If request is denied - letter reply will be sent to applicant stating with definiteness the reason/s for such denial. - END OF TRANSACTION	NA	3 working days	LSD Head
7	Prepare appropriate Contract of Loan/Dispersal/Redispersal with RIS	NA	10 minutes	LSD Personnel
8	Have recipient sign on each and every page of the Contract and RIS, explaining the terms and conditions to the recipient	NA	20 minutes	PVO DFU/LSD Personnel
9	Secure photocopy of any Valid Government-Issued ID of the applicant	NA	5 minutes	PVO DFU/LSD Personnel
10	Release of the animal requested to the recipient	NA	2 working days	PVO DFU/LSD Personnel
TOTAL:			14 working days & 40 minutes (Note: Schedule of Release is isubject to availability of stocks)	

INTERNAL SERVICES

A.

ADMINISTRATIVE SECTION

1. LEAVE ADMINISTRATION

Process all types of leave application request of PVO personnel

OFFICE OR DIVISION	Administrative Section			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	PVO Permanent and Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) Leave Application Slip; 2.) Leave Application Form; 3.) Medical Certificate for Sick leave application exceeding five (5) days or Affidavit executed by the applicant in case medical consultation was not availed; 4.) Clearance from money and property accountabilities for leave of absence for thirty (30) calendar days or more. 5.) For Maternity and Paternity Leave, provide medical certificate and child's Certificate of Live Birth		PVO Administrative Section PVO Administrative Section Government physician or applicant's private physician Notary Public Provincial Human Resource Management Office Government physician or applicant's private physician Civil Registrar/Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive Leave Application Slip	NA	10 seconds	Admin. Clerk/Staff
2	Check system for pending application, for PHRMO approval, before printing of new application	NA	20 seconds	Admin. Clerk/Staff
3	Encode to system details of application	NA	20 seconds	Admin. Clerk/Staff
4	Printing of leave application	NA	10 seconds	Admin. Clerk/Staff

4	Printing of leave application	NA	10 seconds	Admin. Clerk/Staff
5	Record for release to applicant for his/her signature and initial of respective supervisors	NA	10 seconds	Admin. Clerk/Staff
6	Submission of application for review, recording & initial of AO II	NA	30 seconds	Admin Ofcr. II
7	For signature & approval of Provincial Veterinarian	NA	30 seconds	Provincial Veterinarian
8	For DTS and release of application with the PHRMO	NA	1 minute	Admin. Clerk/Staff
9	Delivery of hard copy of application with the PHRMO for signature and approval	NA	1 minute	Admin. Clerk/Staff
TOTAL:			4 minutes & 10 seconds	
END OF TRANSACTION				

2. MONTHLY UNDERTIME REPORT

Records tardiness & undertime incurred by personnel every month for deduction from his/her leave credits

OFFICE OR DIVISION	Administrative Section			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	PVO Permanent and Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) Approved Daily Time Record		PVO Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Collate DTRs with tardiness/undertime of permanent and casual employees	NA	1 minute	Admin. Clerk/Staff
2	Plot and record the number of minutes, hours and times of tardiness/undertime taken by each personnel on the dates reflected on his/her DTR	NA	1 day	Admin Ofcr II
3	Compute the total number of minutes, hours and times recorded	NA	1 day	Admin Ofcr II
4	Printing of Finished Monthly Undertime Report	NA	1 minute	Admin Ofcr II
5	Encode to Personnel Information System	NA	1 hour	Admin Ofcr II

6	Printing of system generated Monthly Undertime Report	NA	1 minute	Admin Ofcr II
7	For approval and signature of the Provincial Veterinarian	NA	1 minute	Provincial Veterinarian
8	Indorsement with PHRMO	NA	1 minute	Admin Ofcr II
TOTAL:			2 days, 1 hour & 5 minutes	
END OF TRANSACTION				

3. MONTHLY FLAG ATTENDANCE REPORT

Records flag attendance of personnel every Mondays of the month

OFFICE OR DIVISION	Administrative Section			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	PVO Permanent and Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) Flag Ceremony Attendance Sheet		PVO Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Plot and record Personnel Equivalent Score of permanent and casual employees on the Flag Attendance Report Sheet	NA	3 hours	Admin Ofcr II
2	Compute Personnel Equivalent Score: total # of employees, attendees and average of attendees	NA	30 minutes	Admin Ofcr II
3	Printing of Finished Flag Ceremony Attendance Sheet in duplicate copies	NA	1 minute	Admin Ofcr II
4	For approval and signature of the Provincial Veterinarian	NA	1 minute	Provincial Veterinarian
5	Indorsement with PHRMO	NA	1 minute	Admin Ofcr II
TOTAL:			3 hours & 33 minutes	
END OF TRANSACTION				

4. PERSONNEL APPOINTMENT

Process all written documents issued to a particular person with the information of his/her appointment to a position in an office, appointment status, and the salary attached to the position. It also contains the nature of appointment, plantilla item number, date of its issuance, and other requirements necessary for its validity.

OFFICE OR DIVISION	Administrative Section	
Classification	Complex	
Type of Transaction	G2G	
Who may avail	PVO Permanent and Casual Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Original/Initial Appointment 1. CS Form 33 (Appointment) 3 copies 2. CS Form 203 (Availability of Fund) 3 copies 3. Certification (Sec. 325 of RA 7160) 2 copies 4. CS Form 212 (Personal Data Sheet)..... 3 copies with 2x2 picture, white background 2 pieces 5. CS Form 1 (Position Description Form)..... 2 copies 6. CS Form 211 (Medical Certificate) 3 copies 7. CS Form 32 (Oath of Office) 3 copies 8. Statement of Assets & Liabilities 3 copies 9. CSC Report of rating/Board Rating 2 copies 10. Scholastic Record/Transcript of Record2 copies 11. NBI Clearance or Acknowledgment Receipt2 copies 12. Police Clearance 2 copies 13. Marriage Contract (if applicable) 2 copies		PVO Administrative Section PVO Administrative Section PVO Administrative Section PVO Administrative Section PVO Administrative Section PVO Administrative Section PVO Administrative Section PVO Administrative Section Civil Service Commission From the school where you graduated National Bureau of Investigation PNP station where you reside Philippine Statistics Authority
B. Promotion Appointment 1. Accomplish 1 -8 requirements of the Original Appointment 2. Performance rating for the last two Rating Periods with at least Very Satisfactory Rating 2 copies 3. Service Record (updated) 2 copies		PVO Administrative Section PVO Administrative Section PHRMO
C. Renewal/Re-Appointment 1. Accomplish 1-7 requirements of the Original Appointment 2. Certification of Assumption of Duties 1 copy		PVO Administrative Section PVO Administrative Section

D. Re-employment/Transfer				
1. Accomplish all requirements of the Original Appointment		PVO Administrative Section		
2. Clearance from previous office2 copies		Previous office		
3. Approved request for transfer with Certificate of Leave Credits (transfer)2 copies		Previous office		
4. Service Record (updated) from previous office		Previous office		
Duly supported by approved appointments2 copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive and check documents submitted by appointee if complete	NA	10 minutes	Admin Ofcr I (Records Ofcr)
2	Facilitate printing and signing of requirements to be provided by the office	NA	35 minutes	Admin Ofcr I (Records Ofcr)
3	Facilitate Indorsement of Provincial Veterinarian to PHRMO	NA	10 minutes	Admin Ofcr I (Records Ofcr)
4	Indorsement with PHRMO	NA	5 minutes	Admin Ofcr II
TOTAL:			1 hour	
END OF TRANSACTION				

5.
LOYALTY GRANT, NOSI & NOSA

Granted to an employee who has completed at least ten (10) years of continuous and satisfactory service in the government; Step Increment given to those permanent employees who rendered 3 years to the same position

OFFICE OR DIVISION	Administrative Section			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	PVO Permanent and Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) Service Records 2.) PES/IPCR		PVO Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Prepare all requirements of qualified personnel for the grant	NA	15 minutes	Admin Ofcr III
2	Prepare Indorsement for PHRMO	NA	30 minutes	Admin Ofcr III

3	For approval and signature of the Provincial Veterinarian	NA	10 minutes	Provincial Veterinarian
4	Delivery of documents with PHRMO	NA	5 minutes	Admin Clerk/Staff
TOTAL:			1 hour	
END OF TRANSACTION				

6. PROCUREMENT

To procure supplies and services needed by the Provincial Veterinary Office in its day-to-day operation, maintenance and project implementation

OFFICE OR DIVISION	Administrative Section			
Classification	Highly Technical			
Type of Transaction	G2B & G2G			
Who may avail	All Divisions of Provincial Veterinary Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) Office Services and Essentials		Respective PVO Divisions PVO Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Preparation and processing of Purchase Requests	NA	15 working days	Supply Officers
2	Pre-Bid/Bidding Schedule and/or Quotation Schedule	NA	1 hour	Supply Officers and/or Project In-Charge
3	Abstract of Bids	NA	3 days	Admin Officer III and/or Project-In-Charge
4	Purchase Orders: Delivery of supplies and services	NA	1 day	Supply Officers
5	Acceptance and Inspection Preparation & Approval	NA	2 days	Supply Officers
6	AREP Preparation and Approval	NA	1 day	Supply Officers
7	Preparation and Settlement of Vouchers	NA	1 day	Supply Officers
TOTAL:			24 working days & 1 hour	
END OF TRANSACTION				

7. PAYROLL & OTHER PERSONNEL BENEFIT CLAIM

Processing of monthly salaries, overtime pay, hazard pay and other claims

OFFICE OR DIVISION	Administrative Section			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	PVO Permanent and Casual Employees and Job Orders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) Duly signed Daily Time Record (DTR) by the Provincial Veterinarian 2.) Accomplishment Report for Job Orders and rendered overtime services		PVO Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Payroll preparation	NA	1 day	Payroll-In-Charge
2	Collate supporting documents e.g. DTRs & Approved Leave	NA	1 day	AO II & Admin. Clerk/Staff
3	Processing of Payroll up to cash downloading	NA	1 day	Payroll-In-Charge
TOTAL:			3 days	
END OF TRANSACTION				

8. ANNUAL BUDGET PROCESS

Formulation of office annual budget for overall office operations.

OFFICE OR DIVISION	Administrative Section			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	All Divisions of Provincial Veterinary Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) Office Services and Essentials		Respective PVO Divisions PVO Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of proposed annual budget for the fiscal year.	NA	3 working days	All Division Heads
2	Formulation and finalization of office annual budget .	NA	3 working days	Admin Officer III

	Case may be.			Staff
TOTAL:			36 minutes	
END OF TRANSACTION				

C.

RESEARCH AND LABORATORY SERVICES DIVISION

1. PROVINCIAL ANIMAL DISEASE DIAGNOSTIC LABORATORY

The objective of PADDL is to cater the livestock & Poultry raisers of Negros Occidental and to ensure the health of their animals for better production and livelihood purposes.

OFFICE OR DIVISION	Research and Laboratory Services Division			
Classification	Highly Technical			
Type of Transaction	G2C G2B G2G			
Who may avail	Animals Raisers, LGU, Academic			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dog's head for rabies examination 2. Animal whole body for Necropsy 3. Whole blood for Hematological examination 4. Blood serum or whole blood for Serological examination 5. Blood serum or heparinized blood for Chemistry examination 6. Fecal sample for Parasitological examination 7. Body fluid or swab for Bacteriological examination		1. Walk in clients, Local Government Units		
		2. Walk in clients, Local Government Units, Animal Raisers (Backyard & Commercial), Multiplier farms, NFR, PLBCDF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive information slip, interview client, issue Order of Payment and advice client when results may be claimed	NA	15 minutes	Laboratory staff
2	Issue Official receipt (OR)	NA	3 minutes	Laboratory staff
	Perform laboratory procedure and prepare results			
	Rabies examination	200php	2 days	Veterinarian
	Necropsy	50php (small)	3 hours	Veterinarian
		100php (big)		
	Complete Blood Count and Platelet count	100php	2 hours	Medical Technologist
	Serological tests	200php	2 hours	Medical Technologist
	Chemistry Tests	50php per parameter	2 hours	Medical Technologist
	Fecalalysis	25php	2 hours	Medical Technologist

	<i>Culture and Sensitivity</i>	150php	7 days	Medical Technologist
3	Release results		5 minutes	Laboratory staff
TOTAL:				
END OF TRANSACTION				

D.

PLANNING, PROGRAMS AND PROJECT DEVELOPMENT DIVISION

1. REQUEST FOR LIVESTOCK DATA AND OTHER PERTINENT DOCUMENTS

To provide requested data and documents such as Reports, Project Proposals, Animal Population, etc.

OFFICE OR DIVISION	Planning, Programs and Project Development Division			
Classification	Simple			
Type of Transaction	ALL			
Who may avail	Residents of Negros Occidental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request addressed to the Provincial Veterinarian 2. Duly signed by the requesting party 3. Accomplished in two (2) orginal copies		1. To be provided by the requesting party with the following options: <input type="radio"/> Walk in <input type="radio"/> Through PVO District Field Office Unit <input type="radio"/> Via Email (vet_negocc@yahoo.com.ph) <input type="radio"/> Via Phone Call		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Requesting party will submit letter request to the Provincial Veterinary Main Office and secure receipt copy (stamped received and dated)	None	2 minutes	Receiving Clerk (Admin)
2	Encode letter request for the Provincial Veterinarian's approval and referral/routing to the concerned technical personnel	None	10 minutes	Receiving Clerk (Admin)
4	Prepare data or document for printing or photocopy	None	15 minutes	Clerk or Project Development Officer (PPPDD)
5	Verification of the data	None	15 minutes	Project Development Officer or Veterinarian (PPPDD)

6	Releasing of requested data or document to the requesting party	None	3 minutes	Clerk (PPPDD)
TOTAL:			45 minutes	
END OF TRANSACTION				

LEAVE APPLICATION

Application of leave for HOD-Admin Employees

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G (GOVERNMENT TO GOVERNMENT)			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD-ADMIN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the clerk assigned of the date/s and type of leave to be availed.	1. filing of leave in the system and assigning of end-user 2. For Dept. Head's signature 3. Forwarded to Human Resource Office		1. 5 mins 2. 1 min	1. Admin Aide III (Clerk I) 2. PGDH-HOD
TOTAL:			6 minutes	

PAYROLL PREPARATION

Preparation of salaries and wages of the regular and casual employees of HOD-Admin

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD-ADMIN			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. DAILY TIME RECORD AND LEAVE APPLICATION			Human Resource Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Preparation of Payroll in Payroll System. Printing of necessary documents and attach DTRs and Leave application 2. Prepare Obligation Request using the Budget Main System. 3. For recording and Department Head Signature 4. Forwarded to Provincial Budget Office.		1. 2 hours 2. 10 mins 3. 3 mins	1 and 2. Admin Aide III (Clerk I) 3. HOD-Department Head
TOTAL:			2 hours and 13	

Travel Order

Preparation of travel order three days prior to the date of travel

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD-ADMIN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare travel order 2. For recording and Department Head's Signature 3. Indorsed to Provincial Administration Office for record purposes and approval of Provincial Administrator if travel is outside Negros Occidental. If travel is outside Western Visayas, the travel order is subject for governor's approval.		1. 5 mins 2. 2 mins	1. Admin Aide III (Clerk I) 3. HOD-Department Head
TOTAL:			7 mins	

ISSUANCE OF CLEARANCE

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD-ADMIN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hospital Clearance Certificate of no pending cases2.		1. Admin office of the hospital assigned 2. Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Prepare clearance Signature of Supply officers, Administrative Officer and Department head.2.		1. 5 mins 2. 15-20 mins (depends on the availability of the signatory.)	1. Admin Clerk 2. PGDH-HOD, Administrative Officer, and Two (2) Supply Officers
TOTAL:			20-25 mins	

PREPARATION OF PURCHASE REQUEST

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD-ADMIN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Specification	1. Preparation of Purchase Request in the GPS. 2. Preparation of Obligation Request in the Budget Main System to be attached in the PR. 3. PR and OBR for Department head's signature. 4. Documents to be forwarded to Provincial Budget Office.		1. 20 mins 2. 5 mins 3. 5 mins	1.and 2 Admin Aide III (Clerk I) 3. PGDH-HOD
TOTAL:			30 mins	

PREPARATION OF PURCHASE REQUEST

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD-ADMIN			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Specification	1. Preparation of Purchase Request in the GPS. 2. Preparation of Obligation Request in the Budget Main System to be attached in the PR. 3. Preparation ASSEP and Indorsement 4. PR and OBR for Department head's signature. 5. Documents forwarded to Provincial Budget Office for Budget Officer's Signature then to be forwarded to Gov's office for Gov's signature.		1. 20 mins 2. 5 mins 3. 10 mins 4. 5 mins	1,2 and 3 Admin Aide III (Clerk I) 4. PGDH-HOD
TOTAL:			40 mins	

PREPARATION OF PURCHASE REQUEST

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD-ADMIN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Specification	1. Preparation of Purchase Request in the GPS. 2. Preparation of Obligation Request in the Budget Main System to be attached in the PR. 3. Preparation ASSEP and Indorsement if the item is an equipment 4. PR for Department head's signature. 5. Documents forwarded to Provincial Administration's Office for Gov's signature in the PR and OBR		1. 20 mins 2. 5 mins 3. 10 mins 4. 5 mins	1,2 and 3 Admin Aide III (Clerk I) 4. PGDH-HOD
TOTAL:			40 mins	

INVITATION TO CONSIGN

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2B-GOVERNMENT TO BUSINESS			
Who may avail	PROVINCE REGISTERED SUPPLIERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit: 1. Photocopy of Registration Receipt 1a. Photocopy of License to Operate from FDA 1b. Photocopy of Certificate of Registration from BIR 2. Secure Offer Form		1. Provincial Treasurer's Office 2. Consignor's Company 3. Consignor's Company 4. HOD Office - Consignment Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Photocopy of	1. Verify the OR if valid	N/A	2mins	In-Charge Clerks
2. Submit Photocopy of LTO	2. Verify the LTO if valid	N/A	1min	In-Charge Clerks
3. Submit Photocopy of COR	3. Verify the COR if valid	N/A	1min	In-Charge Clerks
4. Submit Offer Form	4. Validate Offer Form	N/A	10mins	Consignment Committee
	5. Awarding of winning Offerors	N/A	30mins	Consignment Committee
TOTAL:			44mins	

CONSIGNMENT REQUEST AND CONSIGNMENT ORDER

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2B-GOVERNMENT TO BUSINESS			
Who may avail	PROVINCE REGISTERED SUPPLIERS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Secure Consignment Request from various District Hospitals			1. District Hospitals	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Consignment Request	1. Prepare CR and CO	N/A	1day	Supply Officer/ In-Charge Clerk
	2. Signature of the Department Head		1 day	HOD-Department Head
	3. Forward to the Provincial Admin Office		15 mins	Provincial Administrator
	for Signature and Approval.			
TOTAL:			15mins.	

DELIVERY OF CONSIGNED ITEMS

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2B-GOVERNMENT TO BUSINESS			
Who may avail	PROVINCE REGISTERED SUPPLIERS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Present CR, CO and Delivery Receipt			1. Consignors	
CLIENT STEPS	AGENCY ACTION	ES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery of consigned items	1. Check as to specification the quantity	N/A	5mins	In-charge Clerk
	2. Prepare Inspection Report		10mins	In-Charge Clerk

	3. Prepare issue slip		10mins	In-Charge Clerk
	4. Scheduling of pick-up		as scheduled	In-Charge Clerk
	TOTAL:		25 mins	

UTILIZATION

OFFICE OR DIVISION	HOD-ADMIN			
Classification	Complex			
Type of Transaction	G2B-GOVERNMENT TO BUSINESS			
Who may avail	PROVINCE REGISTERED SUPPLIERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consolidate Utilization Report from District Hospitals		1. District Hospitals		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Utilization Report	1. Prepare Utilization and Vouchers for different Consignor's	N/A	30mins	Supply Officer/Storekeeper
	2. Endorse Vouchers to Consignor's	N/A	1min	In-Charge Clerk
	3. Return Vouchers to end-user for processing of payments	N/A	5 days	Consignor
	4. Process voucher for signature of department head	N/A	30 minutes	In-Charge Clerk
	5. Submit vouchers to Accounting office for process of	N/A	30 minutes	Liaison Officer
TOTAL:			5 days and 1hr ar	

PREPARATION OF PURCHASE REQUEST

SUPPLIES

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD-ADMIN			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Specification of the item 2. Approved Project Procurement Management Plant			1. Personnel concerned 2. General Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Specification and submission of approved PPM	1. Preparation of Purchase Request in the GPS. 2. Preparation of Obligation Request in the Budget Main System to be attached in the PR. 3. Attached approved PPMP 4. PR and OBR for Department head's signature. 5. Documents to be forwarded to Provincial Budget Office.	NONE	1. 20 mins 2. 5 mins 3. 3 mins 4. 5 mins 5. 10 mins	1. Admin Aide III 2. Admin Aide III 3. PGDH-HOD 4. Liaison Officer
TOTAL:			43 mins	

PREPARATION OF PURCHASE REQUEST

EQUIPMENT

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD-ADMIN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Specification of the item 2. Approved Project Procurement Management Plant		1. Personnel concerned 2. General Services Office		
CLIENT STEPS	AGENCY ACTION	ES TO BE PA	ROCESSING TIM	PERSON RESPONSIBLE
		NONE		
TOTAL:			46 mins	

PREPARATION OF PURCHASE REQUEST FOR SPECIAL PROJECTS

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Specification of the item 2. Approved Project Procurement Management Plant 3. Approved Project Proposal		1. Personnel concerned 2. General Services Office 3. HOD-Admin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Specification and submission of approved PPM and approved project proposal.	1. Preparation of Purchase Request in the GPS. 2. Preparation of Obligation Request in the Budget Main System to be attached in the PR. 3. Preparation ASSEP and Indorsement 4. Attach approved PPMP and approved Project Proposal 5. PR and OBR for Department head's signature. 6. Documents forwarded to Provincial Budget Office	NONE	1. 20 mins 2. 5 mins 3. 5 mins 4. 1 min 5. 5 mins 6. 10 mins	1. Admin Aide III (Clerk I) 2. Admin Aide III (Clerk I) 3. Admin Aide III (Clerk I) 4. Admin Aide III (Clerk I) 5. PGDH-HOD 6. Liaison Officer
TOTAL:			46 mins	

DELIVERY

Delivery of regular items (medical and office supplies, drugs and medicines and equipment)

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2B-GOVERNMENT TO BUSINESS			
Who may avail	PROVINCE REGISTERED SUPPLIERS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Purchase Order, Sales Invoice, Delivery Receipt, Obligation Request, Purchase Request, Abstract, Request of Quantites, Bill of Quantities, Notice of Award, Notice to Deliver,			Supplier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Check as to specification the quantity	N/A	30mins	In-Charge Clerk/Supply Officer
2. Prepare Issue Slip	2. Allocation of items and delivery to hospitals	N/A	20mins	In-Charge Clerk/Supply Officer
3. Prepare the item/s delivered.	3. Prepare items for delivery	N/A	30 mins	In-Charge Clerk/Supply Officer
TOTAL:			80 mins	

INSPECTION REPORT

OFFICE OR DIVISION	HOD-ADMIN
Classification	SIMPLE
Type of Transaction	G2B-GOVERNMENT TO GOVERNMENT

Who may avail	PROVINCE REGISTERED SUPPLIERS			
<u>CHECKLIST OF REQUIREMENTS</u>			WHERE TO SECURE	
1. Purchase Order, Sales Invoice, Notice to Deliver Delivery Receipt			Supplier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Prepare inspection report and requisition issuance slip	N/A	10mins	Admin Clerk
	2. Submit Inspection report to GSO and Provincial Admin for	N/A	10mins	Admin Clerk
TOTAL:			20 mins	

ACKNOWLEDGEMENT RECEIPT FOR EQUIPMENT

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2B-GOVERNMENT TO BUSINESS			
Who may avail	PROVINCE REGISTERED SUPPLIERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order, Sales Invoice, Obligation Request Inspection Report, Purchase Request		Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Prepare AREP and let the receiver sign	N/A	15mins	In-Charge Admin Clerk
2. Sign the prepared AREP.	2. Submit to GAM for signature of GSO-Department Head.	N/A	10mins	In-Charge Admin Clerk
TOTAL:			25 mins	

LEAVE APPLICATION

Application of leave for HOD-Admin Employees

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G (GOVERNMENT TO GOVERNMENT)			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD-ADMIN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Leave Application 2. Medical Certificate if leave is more than five days		1. Personnel concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Inform the clerk assigned of the date/s and type of leave to be availed.	1. filing of leave in the system and assigning of end-user	NONE	1. 5 mins	1. Admin Aide III (Clerk I)
	2. For Dept. Head's signature		2. 5 mins	2. PGDH-HOD
	3. Forwarded to Human Resource Office		3. 15 mins	3. Liaison Officer
TOTAL:			25 mins	

PAYROLL PREPARATION

Preparation of salaries and wages of the regular and casual employees of HOD-Admin

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD-ADMIN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DAILY TIME RECORD AND LEAVE APPLICATION if applicable		In-Charge Personnel in HOD-Admin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attach Daily Time Record and Leave application if applicable	1. Preparation of Payroll in Payroll System.	NONE	1. 2 hours	1 Admin Aide III (Clerk I)
			2. 1 hour	2. Admin Aide III (Clerk I)
	2. Printing of necessary documents and attach DTRs and Leave application if applicable			
	3. Prepare Obligation Request		3. 5 minutes	3. Admin Aide III (Clerk I)
	4. For review and record		4. 5 minutes	4. Admin Clerk
	5 Signature of Department Head Signature		5. 5 minutes	5. HOD-Department Head
	6. Forward to Provincial Budget Office.		6. 10 minutes	6. Liaison Officer
TOTAL:			3 hours and 25	

TRAVEL ORDER

Preparation of travel order three days prior to the date of travel

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD-ADMIN			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Travel Order Preparation		Concerned Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Assigned Clerk for Travel Preparation	1. Prepare travel order	NONE	1. 5 mins	1. Admin Aide III (Clerk I)
	2. For recording		2. 2 mins	2. Admin Aide III (Clerk I)
	3 For Department Head's Signature		3. 5 minutes	3. HOD-Department Head
	4. Indorse to Provincial Administration		4. 15minutes	4. Liaison Officer
	Office for approval of Provincial Administrator			
TOTAL:			27mins	

ISSUANCE OF CLEARANCE

Issuance of clearance

OFFICE OR DIVISION	HOD-ADMIN			
Classification	SIMPLE			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT			
Who may avail	CASUAL AND REGULAR EMPLOYEES OF HOD-ADMIN			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Hospital Clearance 2. Certificate of no pending cases			Concerned Personnel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Prepare clearance 2. Signature of Supply officers, Administrative Officer and Department Head	NONE	1. 5 mins 2. 15-20 mins	1. Admin Clerk 2. PGDH-HOD, Officer, and Two (2) Officers
TOTAL:			20-25 mins	

ELEUTERIO T. DECENA MEMORIAL HOSPITAL

HOSPITAL OPERATIONS DEPARTMENT

Contact Person: LEONARDO C. EUSEBIO MBA, CHA, Ph.D Department Head	Contact Nos.: (034)-707-4521; 458-9855 Location: 3/F Provincial Capitol Building
---	--

Vision:
PROVINCIAL GOVERNMENT HOSPITAL ARE CENTERS OF EXCELENCE IN HEALTHCARE

MISSION:
PROVIDE AN ENABLING ENVIRONMENT SO THAT PROVINCIAL GOVERNMENT HOSPITALS SHALL BE CENTER OF EXCELLENCE IN HEALTHCARE

Chief of Hospitals:	
MA. ESTRELLA R. LEDESMA, M.D. Chief of Hospital II- Teresita L. Jalandoni Provincial Hopsital Silay City, Tel. No. 714-6234; Email add: tjph_silay@yahoo.com	LALAIN L. TEORIMA, M.D. Chief of Hospital I- Ignacio L. Arroyo Memorial District Hospital Municipality of Isabela, Tel. No. 3872-691; Email add: ilasmdh@y
MA. GIRLIE H. PINONGAN, M.D Chief of Hospital II- Cadiz District Hospital iz City, Tel. No. 213-0239; Email add: cdh.eedd@gmail.com	GLICERIO A. JAVELLANA, M.D. Chief of Hospital I- Gov. Valeriano M. Gatuslao Memorial Hospita Himamaylan City, Tel. No. 3883-783; Email add: vgathospital@ya
CLAUDELLA JOSEFA S. PABILLO, M.D. Chief of Hospital II- Lorenzo D. Zayco District Hospital Kabankalan City, Tel. No. 471-3635; Email add: lzdhdcom@gmail.com	JIJI LUCIL FELICITAS D. VERZOSA, M.D. Chief of Hospital I- Eleuterio T. Decena Memorial District Hospita Municipality of Hinoba-an; Email add: drigzcubid_etdmh@yahoc

MYRE G. PARPA, M.D. Chief of Hospital- Valladolid District Hospital Valladolid, Tel. No. 461-0360; Email add: vdh_eedd2012@yahoo.com	LEONILO DEL CARMEN, M.D. Acting Chief of Hospital- Merceditas J. Montilla District Hospital Sipalay City; Email add: merceditasmontilla@gmail.com
MIGUELITO A. AQUINO, M.D. OIC-Chief of Hospital- Don Salvador Benedicto Memorial District Hospital La Carlota City, Tel. No. 4603-360; Email add: dsbh40@yahoo.com	

1. TRIAGE
Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	SIMPLE			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Triage Form		Nurse on Duty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill up Triage Form	Assess patients using Triage Checklist		30 minutes	Nurse 1/ Nursing Attendant
2 Proceed to Emergency Room	Receive patient for admission		1 hour	Emergency Room Nurse/ Nursing Attendant

Schedule of Availability of Service:
 Monday-Sunday (24 hours)

1. ADMISSION OF PATIENTS

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	SIMPLE			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Doctor's Order			Medical Doctors	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present required documents	Prepare Chart for admission and carry out doctor's order		1 hour	Nurse 1/ Nursing Attendant
2 Proceed to Nurse Station	Receive patient for admission		15 minutes	Station Nurse/ Nursing Attendant

Schedule of Availability of Service:

Monday-Sunday (24 hours)

2. DISCHARGE OF PATIENTS

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	SIMPLE			
Who may avail	Admitted Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	

Doctor's Order		NURSE'S STATION		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Receive order for discharge from the Doctor	Forward client chart to billing section or list of patients for discharge to cost centers	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Nurse/ Nursing Attendant
	Issue Statement of Account (SA) and inform Ward staff to pick up SA		20 minutes	Cost Centers/ Billing Section Staff
	Distribute SA and advise watcher to settle account or refer to Social Welfare Officer for reclassification, if necessary		20 minutes	Ward Nurse/ Nursing Attendant
2. Pay amount due and secure clearance from cost centers	Issue Official Receipt (OR) and sign clearance		10 minutes	Cashier
3. Present OR and clearance	Check OR/clearance and issue going-home		10 minutes	Station Nurse
4. Submit clearance	Check and receive clearance		2 minutes	Security Guard
	TOTAL		67 minutes	

Schedule of Availability of Service:
Monday-Sunday (24 hours)

3. DIAGNOSTIC SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department -ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	SIMPLE			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Diagnostic Request Form		Medical Doctors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE

1. Proceed to diagnostic room and submit request form	Verify request and issue Charge Slip	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Radiologic Technician/Medical Equipment Technician (RT/MET)
2.Present Charge Slip and pay amount due	Issue Official Receipt		3 minutes	Cashier
3. Present OR and prepare for the procedure	Get OR details, perform procedure and issue Claim Slip		Variable	RT/MET
4. Waiting for released	Process Film		1 hour	RT/MET
5. Waiting for released	Interpret radiographs and prepare results		1 hour	Radiologist
6. Present Claim Slip	Release result		10 minutes	RT/MET
	TOTAL		1 hour and 18 minutes	

- **X-ray (Monday-Sunday) 24 hours**
 - o Teresita L. Jalandoni Provincial Hospital
 - o Lorenzo D. Zayco District Hospital
 - o Cadiz District Hospital
 - o Valladolid District Hospital
 - o Ignacio L. Arroyo Sr. Memorial District Hospital
 - o Don Salvador Benedicto Memorial Hospital
 - o Eleuterio T. Decena Memorial Hospital
 - o Merceditas J. Montilla District Hospital

- Ultrasound**
 - o Lorenzo D. Zayco District Hospital (OB Ultrasound) Sunday, Monday, Tuesday, Wednesday- 8am to 5pm
 - o Teresita L. Jalandoni Provincial Hospital (per Schedule)

- **CT-Scan**

o Teresita L. Jalandoni Provincial Hospital (Per Schedule)

3. LABORATORY SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	SIMPLE			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Form		Medical Doctors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to laboratory room and submit request form	Verify request and issue Charge Slip	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Medical Technologist
2.Present Charge Slip and pay amount due	Issue Official Receipt		3 minutes	Cashier
3. Present OR and prepare for the procedure	Get OR details, perform procedure and issue Claim Slip		Variable	Medical Technologist
4. Waiting for released	Processing data		30 minutes	Medical Technologist
5. Waiting for released	Interpret and prepare results		30 minutes	Medical Technologist
6. Present Claim Slip	Release result		10 minutes	Medical Technologist
	TOTAL		78 minutes	

Schedule of Availability of Service:

Monday-Sunday (24 hours)

PHARMACY SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	SIMPLE			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription Form duly signed by the physician		Medical Doctors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to pharmacy unit and submit prescription form	Verify prescription form	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Pharmacist
2.Present Charge Slip and pay amount due	Issue Official Receipt		3 minutes	Cashier
3. Present OR and prepare for the dispensing	Get OR details, dispense drugs and medicines		Variable	Pharmacist
4. Received drugs and medicines	Encode in the pharmacy logbook		10 minutes	Pharmacist
	TOTAL		18 minutes	

Schedule of Availability of Service:

Monday-Sunday; 8:00 AM- 4:00 PM

4. OPD ROUTINE, NON-EMERGENCY LABORATORY SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL
Classification	G2C
Type of Transaction	SIMPLE

Who may avail		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Medical Doctor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present Requirement	Advise client on the procedure to be undertaken and Issue Charge Slip	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Medical Technologist/ Lab Aide/ Lab. Tech.
2. Present Charge Slip and pay amount due	Issue Official Receipt (OR)		5 minutes	Cashier
3. Present OR and submit self for the procedure	Conduct the procedure (extract, process and examine specimen)		25 minutes per procedure	Medical Technologist
	Prepare and review results		20 minutes	Medical Technologist
4. Receive the results	Release the results		5 minutes	Medical Technologist/ Lab Aide/ Lab. Tech.
	TOTAL		60 minutes	

Schedule of Availability of Service:
Monday-Friday; 8:00 AM- 4:00 PM

5. OPD CONSULTATION AND TREATMENT

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip if available, OPD card		Medical Doctors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE

1.Get priority number	Call priority number	Pls. Refer to Provincial Tax Ordinance No. 07- 001	10 seconds	Nursing Attendant
2. Old Client: Present Yellow Card New Client: Provide information			20 minutes	
				Nursing Attendant
	Interview client, fill out form and take vital signs		15 minutes	Nursing Attendant
3. Undergo consultation/treatment at designated department	Conduct consultation, issue prescription, apply appropriate treatment and order lab exam, if necessary, and give going-home instructions		Consultation- 30 minutes; Treatment Variable	Physician
4. Issue charge slip	Received charged slip		5 minutes	OPD Staff
5. Pay amount due	Issue Official Receipt		10 minutes	Cashier
	TOTAL		90 minutes	

Schedule of Availability of Service:
24 hours a day, 7 days a week (in patients)
Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM (out patients)

6. NEWBORN
Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL
Classification	G2C
Type of Transaction	SIMPLE
Who may avail	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip (for out patients)		Medical Doctors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present Referral Slip and provide necessary information	Interview client, register newborn in the Logbook, fill out Newborn Screening (NBS) Filter Card and issue Charge Slip for OPD	Pls. Refer to Provincial Tax Ordinance No. 07-001	35 minutes	Midwife
2. Present Charge Slip and pay amount due	Issue Official Receipt		10 minutes	Cashier
3	Inform client of the schedule of collection of blood sample		5 minutes	Midwife
4. Bring infant to the laboratory and present OR	Collect blood sample from teh infant and Issue Claim Slip		10 minutes	Medical Technologist
	Prepare blood specimen for transmittal to NBS Center in Iloilo City			Nurse/Midwife
	TOTAL		60 minutes	

Schedule of Availability of Service:
 24 hours a day, 7 days a week (in patients)
 Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM (out patients)

7. UNDER-FIVE CLINIC AND PEDIATRIC OPD CONSULTATION

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL		
Classification	G2C		
Type of Transaction	SIMPLE		
Who may avail	5 years old and below- all services under the program,		
	Over 5 years old up to 15 years old- consultation		
	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Referral Slip, if necessary		MMDH RECORD or OPD SECTION	
Hospital ID Card (OPD Card) for old patients			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
7.1 CONSULTATION				
Register patient	Fill out hospital forms, interview client and get vital signs	Pls. Refer to Provincial Tax Ordinance No. 07-	20 minutes	Nurse/Midwife/Nursing Attendant
Submit patient for consultation/examination	Conduct consultation and issue		20 minutes	Physician
7.2 IMMUNIZATION				
Register patient	Fill out hospital forms, interview client and get vital signs		5 minutes	Nurse/Midwife/Nursing Attendant
Submit patient for consultation/examination	Administer immunization and give going-home instruction		10 minutes	Nurse/Midwife/Nursing Attendant
7.3 RELEASE OF NEWBORN SCREENING RESULTS				
Present Claim Slip	Retrieve Newborn Screening Result		15 minutes	Nurse/Midwife/Nursing
Receive result	Release result and give going-home instructions		30 minutes	Nurse/Midwife/Nursing Attendant
	TOTAL		100 minutes	

Schedule of Availability of Service:
24 hours a day, 7 days a week (in patients)
Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM (out patients)

8. ACCESS TO FAMILY PLANNING PROGRAM

Description of the Service:

OFFICE or DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL		
Classification	G2C		
Type of Transaction	SIMPLE		
Who may avail	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> Referral Slip Hospital ID/OPD Card PHIC Card (when necessary) 		Medical Doctors MMDH OPD or Records Section PHIC	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Register at OB Gyne, get priority number and wait for number to be called (New patients must fill out information Sheet)	Call priority number	Pls. Refer to Provincial Tax Ordinance No. 07-001	1 minute	Nursing Attendant
2. Old Client:	Retrieve client record on file, interview client and take vital signs			
Present Hospital ID/OPD Card			10 minutes	Midwife
New Client:				
Submit Accomplished Information Sheet	Interview client, fill out form and take vital		15 minutes	Midwife
3. Undergo examination	Examine client, perform necessary procedures and issue going home		20 minutes	Physician
4. Listen to instructions/Receive supplies	Carry out Doctor's Order/Issue Family Planning Method supplies		15 minutes	Midwife/Nursing Attendant
	TOTAL		61 minutes	

Schedule of Availability of Service:
Thursday-Friday; 8:00- 12NN; 1:00-5:00 PM

9. PREPARATION OF CERTIFICATE OF LIVE BIRTH (For Registration with the Local Civil Registrar)

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department-ELEUTERIO T. DECENA MEMORIAL HOSPITAL		
Classification	G2C		
Type of Transaction	SIMPLE		
Who may avail	Parent/s or nearest relative, in the absence of both parents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> Valid Identification of the requesting party Authenticated Marriage Contract-for married couples Community Tax Certificate- single mothers and unwed couples 		Government issued ID Register of Deeds Treasurers Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out Request Slip (RS) and present requirements	Validate information and notify client of additional requirements, if necessary; appraise client on the status of request	Pls. Refer to Provincial Tax	30 minutes	Clerk II
	Prepare certificate of live birth	Ordinance No. 07-001	30 minutes	Clerk II
	Sign certificate of live birth		10 minutes	Physician / Record
	Transmit certificate of live birth to LCR for registration		Within 15 days	Clerk II

Schedule of Availability of Service
Monday-Friday 8;00 AM-12NN; 1:00-5;00 PM

10. PREPARATION OF CERTIFICATE OF DEATH (For Registration with the Local Civil Registrar)

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department-ELEUTERIO T. DECENA MEMORIAL HOSPITALAL			
Classification	G2C			
Type of Transaction	SIMPLE			
Who may avail	Parent/s or nearest relative, in the absence of both parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Valid Identification of the requesting party Authenticated Marriage Contract-for married couples Community Tax Certificate- single mothers and unwed couples 		Government issued ID Register of Deeds Treasurers Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out Request Slip (RS) and present requirements	Validate information and give Statement of Account	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 minutes	Clerk II
2. Pay amount due	Issue OR		10 minutes	Cashier
3. Submit draft of death certificate	Prepare death certificate		45 minutes	Records Officer/Clerk II
4. Review data on the certificate	Sign death certificate		10 minutes	Physician
5.Present OR	Release death certificate and instruct client to submit the same to the Local Civil		5 minutes	Clerk II

Schedule of Availability of Service

Monday-Friday 8;00 AM-12NN; 1:00-5;00 PM

POINT OF SERVICE

Description of the Service				
OFFICE OR DIVISION	Hopsital Operations Department -ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	Simple			
Who may avail	Admitted Patients and NOCHP cardholder			
CHECKLIST OF REQUIREMENTS				
Point of Service	Point of Service			
Child: Birth Certificate	For required documents needed by PhilHealth			
Baptismal				
Parents: Birth Certificate/Marriage Contract				
Any valid ID's				
NOCHP: Nochp Card	NOCHP			
	For the validation of the assessment of the member			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Point of Service				
-Present required documents	-Prepare forms for Point of Service assessment to the patient		20 minutes	Social Welfare Officer
NOCHP				
"-Present NOCHP Card or temporary card	-Prepare the charge slip to be fill up and sign by the NOCHP member with help of NOCHP		5 minutes	Social Welfare Officer
TOTAL			25 minutes	

Schedule of Availability of Service

Monday-Sunday 8;00 AM-12NN; 1:00-5;00 PM

APPLICATION FOR LEAVE

Description of the Service

OFFICE OR DIVISION	Hopsital Operations Department -ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	Simple			
Who may avail	HOSPITAL PERSONNEL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application For Leave Form and Medical Certificate Clearance if 5 days or more		Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present required documents	Fill up logbook, compute leave credits and leave cards, copy leave credit balance from leave cards to leave application, fill up all the		8 minutes	Clerk or Administrative Officer
Submit accomplished leave application to Chief of Hospital	Approve or disapprove leave application		3 minutes	Chief of Hospital
TOTAL			11 minutes	

VOUCHERS

Description of the Service				
OFFICE OR DIVISION	Hopsital Operations Department -ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2B (Government to Businesses), G2C (Government to Citizens), G2G (Government interacts with Businesses and Citizens)			
Type of Transaction	Simple			
Who may avail	GOVERNMENT ENTITY, PRIVATE ENTITY, HOSPITAL PERSONNEL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing and Statement of Account		Concern Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit required documents	Compute payment, generate or print voucher, attach required documents, generate and print obligation request, provide end user control number, data tracking system and send to Hospitals Operation Department.		30 minutes	Clerk, Administrative Officer, Chief of Hospital
TOTAL			30 minutes	

TRAVEL ORDER

Description of the Service				
OFFICE OR DIVISION	Hopsital Operations Department -ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	Simple			
Who may avail	HOSPITAL PERSONNEL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter		Hospital Operations Department Head or Chief of Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit required documents	Print travel order, fill up date, place of travel and purpose, provide travel order control		10 minutes	Clerk, Administrative Officer
Approval	Submit to Chief of Hospital for review and		3 minutes	Chief of Hospital
TOTAL			13 minutes	

SALARY PAYROLL

Description of the Service				
OFFICE OR DIVISION	Hopsital Operations Department -ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	Simple			
Who may avail	HOSPITAL PERSONNEL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTR, Leave application (approved)		Concerned Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit approved DTR and leave	Generate and print payroll collection list, obligation request, attatch approved DTR and leave for the previous month, provide end user number DTS and release to HOD for		3 Hours	Payroll Officer, Administrative Officer, Chief of Hospital, Department Head
TOTAL			13 minutes	

Ignacio L. Arroyo Memorial District Hospital
HOSPITAL OPERATIONS DEPARTMENT

Contact Person: LEONARDO C. EUSEBIO MBA, CHA, Ph.D Department Head	Contact Nos.: (034)-707-4521; 458-9855 Location: 3/F Provincial
---	---

Chief of Hospitals:

MA. ESTRELLA R. LEDESMA, M.D.
Chief of Hospital II- Teresita L. Jalandoni Provincial Hopsital
Silay City, Tel. No. 714-6234; Email add: tjph_silay@yahoo.com

MA. GIRLIE H. PINONGAN, M.D
Chief of Hospital II- Cadiz District Hospital
Cadiz City, Tel. No. 213-0239; Email add: cdh.eedd@gmail.com

CLAUDELLA JOSEFA S. PABILLO, M.D.
Chief of Hospital II- Lorenzo D. Zayco District Hospital
Kabankalan City, Tel. No. 471-3635; Email add: lzdhcom@gmail.com

MYRE G. PARPA, M.D.
Chief of Hospital- Valladolid District Hospital
Municipality of Valladolid, Tel. No. 461-0360;
Email add: vdh_eedd2012@yahoo.com

MIGUELITO A. AQUINO, M.D.
OIC-Chief of Hospital- Don Salvador Benedicto Memorial District Hospital
La Carlota City, Tel. No. 4603-360; Email add: dsbh40@yahoo.com

LALAIN L. TEORIMA, M.D.
Chief of Hospital I- Ignacio L. Arroyo Memorial District Hospital
Municipality of Isabela, Tel. No. 3872-691; Email add:

GLICERIO A. JAVELLANA, M.D.
Chief of Hospital I- Gov. Valeriano M. Gatuslao Memorial Hospital
Himamaylan City, Tel. No. 3883-783; Email add: vgathospital@yahoo.com

JIJI LUCIL FELICITAS D. VERZOSA, M.D.
Chief of Hospital I- Eleuterio T. Decena Memorial District Hospital
Municipality of Hinoba-an; Email add: drigzcubid_etdmh@yahoo.com

LEONILO DEL CARMEN, M.D.
Acting Chief of Hospital- Merceditas J. Montilla District Hospital
Sipalay City; Email add: mmdh121613.hospital@yahoo.com

1. ADMISSION OF PATIENTS

Description of the Service: The department of a hospital responsible for the provision of medical & surgical care to patients arriving at the

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Admission			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Order		Emergency room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present required documents	Present chart for admission, carry out doctor’s order and inform station of incoming patient		1 hour	Nurse 1/ Nursing Attendant
2	Receive patient for admission		15 minutes	Station Nurse/ Nursing Attendant

2. DISCHARGE OF PATIENTS

Description of the Service: Prepare patient's bills and inform client regarding payment

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Discharge of patients			
Who may avail	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Order		Billing section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Receive order for discharge from the Doctor	Forward client chart to billing section or list of patients for discharge to cost centers	Pls. Refer to Provincial Tax Ordinance No. 07-001	30 minutes	Nurse/ Nursing Attendant
	Issue Statement of Account (SA) and inform Ward staff to pick up SA		20 minutes	Cost Centers/ Billing Section Staff
	Distribute SA and advise watcher to settle account or refer to Social Welfare Officer for reclassification, if necessary		20 minutes	Ward Nurse/ Nursing Attendant
Pay amount due and secure clearance from cost centers	Issue Official Receipt and sign clearance		10 minutes	Cashier
Present OR and clearance	Check OR/clearance and issue going-home instructions		10 minutes	Station Nurse
Submit clearance	Check and receive clearance		2 minutes	Security Guard
	TOTAL		I Hour and 32 minutes	

3. DIAGNOSTIC SERVICES

Description of the Service: Examination where you can see the bones, muscle and more without having to make an incision

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Radiographic classification			
Type of Transaction	Referred OPD			
Who may avail	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from attending physician		X-RAY Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to diagnostic room and submit requirement	Verify request andn issue Charge Slip	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Radiologic Technician/Medical Equipment Technician (RT/MET)
2.Present Charge Slip and pay amount due	Issue Official Receipt		3 minutes	Cashier
3. Present OR and prepare for the procedure	Get OR details, perform procedure and issue Claim Slip		Variable	RT/MET
4	Process Film		30 minutes	RT/MET
5	Interpret radiographs and prepare results		30 minutes	Radiologist
6. Present Claim Slip	Release result		10 minutes	RT/MET
	TOTAL			

• X-ray (Monday-Sunday) 24 hours

- o Teresita L. Jalandoni Provincial Hospital
- o Lorenzo D. Zayco District Hospital
- o Cadiz District Hospital
- o Valladolid District Hospital
- o Ignacio L. Arroyo Sr. Memorial District

•Ultrasound

- o Lorenzo D. Zayco District Hospital (OB Ultrasound) Sunday, Monday, Tuesday, Wednesday- 8am to 5pm
- o Teresita L. Jalandoni Provincial Hospital (per Schedule)

• CT-Scan

- o Don Salvador Benedicto Memorial Hospital
- o Eleuterio T. Decena Memorial Hospital
- o Merceditas J. Montilla District Hospital
- o Gov. Valeriano M. Gatuslao Memorial

o Teresita L. Jalandoni Provincial Hospital (Per Schedule)

4. OPD ROUTINE, NON-EMERGENCY LABORATORY SERVICES

Description of the Service:

A room containing scientific equipment where analysis are carried out such us chemistry, hematology, microbiology are perform either in Emergency Room, outpatient Department or Admitted.

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Laboratory Examination			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Laboratory Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present Requirement	Advise client on the procedure to be undertaken and Issue Charge Slip	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Medical Technologist/ Lab Aide/ Lab. Tech.
2. Present Charge Slip and pay amount due	Issue Official Receipt (OR)		5 minutes	Cashier
3. Present OR and submit self for the procedure	Conduct the procedure (extract, process and examine specimen)		25 minutes per procedure	Medical Technologist
	Prepare and review results		20 minutes	Medical Technologist
4. Receive the results	Release the results		5 minutes	Medical Technologist/ Lab Aide/ Lab. Tech.

Schedule of Availability of Service:

Monday-Friday; 8:00 AM- 4:00 PM

Saturday; 8:00 AM- 12:00 NN

5. OPD CONSULTATION AND TREATMENT

Description of the Service:

A part of Hospital of allotted physical facilities which provide care to patient who are not registered as inpatient.
Patient receives diagnosis and do not stay overnight.

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Consultation			
Who may avail	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip if availale, yellow card		Out Patient Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1.Get priority number	Call priority number	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 seconds	Nursing Attendant
2. Old Client: Present Yellow Card New Client:			20 minutes	
				Nursing Attendant
	Interview client, fill out form and take vital signs		15 minutes	Nursing Attendant
3. Undergo consultation/treatment at designated department	Conduct consultation, issue prescription, apply appropriate treatment and order lab exam, if necessary, and give going-home instructions		Consultation- 30 minutes; Treatment Variable	Physician
4. Issue charge slip			5 minutes	OPD Staff
5. Pay amount due	Issue Official Receipt		10 minutes	Cashier
	TOTAL			

Schedule of Availability of Service:

24 hours a day, 7 days a week (in patients)
Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM
(out patients)

6.NEWBORN SCREENING

Description of the Service:

The practice of testing all babies in their first day of life for certain disorder and conditions that can hinder their normal development

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Newborn Screening Test			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip (for out patients)		From primary care physician of the LGU, RHU, and Private clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present Referral Slip and provide necessary information	Interview client, register newborn in the Logbook, fill out Newborn Screening (NBS) Filter Card and issue Charge Slip for OPD	Pls. Refer to Provincial Tax Ordinance No. 07-001	35 minutes	Midwife
2. Present Charge Slip and pay amount due	Issue Official Receipt		10 minutes	
3	Inform client of the schedule of collection of blood sample		5 minutes	Midwife
4. Bring infant to the laboratory and present OR	Collect blood sample from teh infant and Issue Claim Slip		10 minutes	Medical Technologist
	Prepare blood specimen for transmittal to NBS Center in Iloilo City			Nurse/Midwife

	TOTAL		1 Hour	
--	-------	--	--------	--

Schedule of Availability of Service:

24 hours a day, 7 days a week (in patients)
Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM
(out patients)

7. UNDER-FIVE CLINIC AND PEDIATRIC OPD CONSULTATION

Description of the Service: NOT APPLICABLE

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	5 years old and below- all services under the program,			
	Over 5 years old up to 15 years old- consultation			
	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip, if necessary				
Hospital ID Card (Yellow Card) for old patients				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
7.1 CONSULTATION				
Register patient	Fill out hospital forms, interview client and get vital signs	Pls. Refer to Provincial Tariff	20 minutes	Nurse/Midwife/Nursing Attendant
Submit patient for consultation/examination	Conduct consultation and issue prescription/instruction		20 minutes	Physician
7.2 IMMUNIZATION				
Register patient	Fill out hospital forms, interview client and get vital signs		5 minutes	Nurse/Midwife/Nursing Attendant

Submit patient for consultation/examination	Administer immunization and give going-home instruction	PIS. Refer to Provincial Tax Ordinance No. 07-001	10 minutes	Nurse/Midwife/Nursing Attendant
7.3 RELEASE OF NEWBORN SCREENING RESULTS				
Present Claim Slip	Retrieve Newborn Screening Result		15 minutes	Nurse/Midwife/Nursing Attendant
Receive result	Release result and give going-home instructions		30 minutes	Nurse/Midwife/Nursing Attendant
	TOTAL			

Schedule of Availability of Service:
24 hours a day, 7 days a week (in patients)
Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM (out patients)

8. ACCESS TO FAMILY PLANNING PROGRAM

Description of the Service:

Program which allows access to family planning methods and practices in addition to contraception.

OFFICE or DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Family planning			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Referral SlipHospital ID/Yellow CardPHIC Card (when necessary)		Out Patient Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Register at OB Gyne, get priority number and wait for number to be called (<i>New patients must fill out information Sheet</i>)	Call priority number	Pls. Refer to Provincial Tax Ordinance No. 07-001	1 minute	Nursing Attendant
2. Old Client: Present Hospital ID/Yellow Card	Retrieve client record on file, interview client and take vital signs		10 minutes	Midwife
New Client: Submit Accomplished Information Sheet	Interview client, fill out form and take vital signs		15 minutes	Midwife
3. Undergo examination	Examine client, perform necessary procedures and issue going home instructions/prescriptions		20 minutes	Physician

4. Listen to instructions/Receive supplies	Carry out Doctor's Order/Issue Family Planning Method supplies		15 minutes	Midwife/Nursing Attendant
	TOTAL			

Schedule of Availability of Service:
Monday-Friday; 8:00- 12NN; 1:00-5:00 PM

9. ISSUANCE OF MEDICAL AND MEDICO-LEGAL CERTIFICATES

Description of the Service:

Releasing of a medical certificate or written statement from a physician which attest to the result of a medical examination of a patient or seek note or evidence of a health condition.

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Medical certificate			
Who may avail	Patients or their relatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request from PNP/Legal counsel of concerned parties-for medico-legal certificate		Medical Records		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out and present Request Slip	Issuance Order of Payment (OP) and Claim Slip for medico-legal certificate	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 minutes	Clerk
2. Present OP and pay amount due	Issue Official Receipt (OR)		10 minutes	Cashier
3	Retrieve records and prepare the document		30 minutes	Clerk
4. Sign the document	Sign the document		5 minutes	Physician
5. Present OR and receive the document	Log and release the document		5 minutes	Clerk

Schedule of Availability of Service:
Monday-Friday; 8:00 AM-12:00NN; 1:00-5:00 PM

10. PREPARATION OF CERTIFICATE OF LIVE BIRTH (For Registration with the Local Civil Registrar)

Description of the Service:		Issuance & releasing of live birth for registration at the Local Civil Registrar		
OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Realeasing of live birth			
Who may avail	Parent/s or nearest relative, in the absence of both parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Valid Identification of the requesting partyAuthenticated Marriage Contract-for married couplesCommunity Tax Certificate- single mothers and unwed couples		Medical Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out Request Slip (RS) and present requirements	Validate information and notify client of additional requirements, if necessary; appraise client on the status of request	Pls. Refer to Provincial Tax Ordinance No. 07-001	30 minutes	Clerk II
	Prepare certificate of live birth		30 minutes	Clerk II
	Sign certificate of live birth		10 minutes	Physician / Record
	Transmit certificate of live birth to LCR for registration		Within 15 days	Clerk II

Schedule of Availability of Service
Monday-Friday 8;00 AM-12NN; 1:00-5;00 PM

11. PREPARATION OF CERTIFICATE OF DEATH CERTIFICATE (For Registration with the Local Civil Registrar)

Description of the Service:		Issuance & releasing of death certificate for registration at the Local Civil Registrar		
OFFICE OF DIVISION	Hospital Operations Department			

Classification	simple			
Type of Transaction	releasing of death certificate			
Who may avail	Parent/s or nearest relative, in the absence of both parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Valid Identification of the requesting party Authenticated Marriage Contract-for married couples Community Tax Certificate- single mothers and unwed couples 		Medical Records		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out Request Slip (RS) and present requirements	Validate information and give Statement of Account	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 minutes	Clerk II
2. Pay amount due	Issue OR		10 minutes	Cashier
3	Prepare death certificate		45 minutes	Records Officer/Clerk II
4	Sign death certificate		10 minutes	Physician
5.Present OR	Release death certificate and instruct client to submit the same to the Local Civil Registrar for registration		5 minutes	Clerk II

Schedule of Availability of Service
Monday-Friday 8;00 AM-12NN; 1:00-5;00 PM

12. TRIAGE AREA (EMERGENCY ROOM)

Description of the Service: DETERMINING THE PRIORITY OF PATIENTS TREATMENTS BY THE SEVERITY OF THEIR CONDITION OR LIKELIHOOD OF RECOVERING WITH OR WITH OUT TREATMENT

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	TRIAGING			
Who may avail	GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TRIAGE CHECKLIST HOSPITAL ID REFERRAL SLIP		EMERGENCY ROOM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Triage of patient to be done by the nurse using Hospital checklist.	fill out checklist forms, interview clients & get vital signs.		2 minutes	Nurse / Nursing Attendant
	Separate Covid-19 suspect from non-covid to isolation holding area.		2 minutes	Nurse / Nursing Attendant
2. register patient	fill out hospital forms.		2 minutes	Clerk/ Nurse/ Nursing Attendant
3. Submit patient for consultation/examination	Conduct consultation and issue prescription or instruction		5 minutes	Physician
4. Doctors Disposition	Manage and treat non-covid patients.		1 hour	Physician/ Nurse
	Coordinate/call with LGU/PESU for transport of Covid-19 suspect,Probable, and confirmed cases.		30 minutes	Physician/ Nurse

Schedule of Availability of Service
24 hours, 7 days a week

How to avail of the Service:

STEP	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON
			(Under Normal Circumstances)	
1	Fill out Request Slip (RS) and present requirements	Validate information and give Statement of Account	10 minutes	Clerk II
2	Pay amount due	Issue OR	10 minutes	Cashier
3		Prepare death certificate	45 minutes	Records Officer/Clerk II
4		Sign death certificate	10 minutes	Physician
5	Present OR	Release death certificate and instruct client to submit the same to the Local Civil Registrar for registration	5 minutes	Clerk II

VISSION
PROVINCIAL GOVERNMENT HOSPITAL ARE CENTERS OF EXCELENCE IN HEALTHCARE

MISSION
PROVIDE AN ENABLING ENVIRONMENT SO THAT PROVINCIAL GOVERNMENT HOSPITALS SHALL BE CENTER OF EXCELLENCE IN HEALTHCARE

Lorenzo D. Zayco District Hospital
HOSPITAL OPERATIONS DEPARTMENT

Contact Person:	Contact Nos.:
LEONARDO C. EUSEBIO MBA, CHA, Ph.D	(034)-707-4521; 458-9855
Department Head	Location: 3/F Provincial Capitol Building

Chief of Hospitals:

MA. ESTRELLA R. LEDESMA, M.D.
Chief of Hospital II- Teresita L. Jalandoni Provincial Hopsital
Silay City, Tel. No. 714-6234; Email add: tjph_silay@yahoo.com

MA. GIRLIE H. PINONGAN, M.D
Chief of Hospital II- Cadiz District Hospital
Cadiz City, Tel. No. 213-0239; Email add: cdh.eedd@gmail.com

CLAUDELLA JOSEFA S. PABILLO, M.D.
Chief of Hospital II- Lorenzo D. Zayco District Hospital
Kabankalan City, Tel. No. 471-3635; Email add: lzdhcom@gmail.com

MYRE G. PARPA, M.D.
Chief of Hospital- Valladolid District Hospital
Municipality of Valladolid, Tel. No. 461-0360;
Email add: vdh_eedd2012@yahoo.com

MIGUELITO A. AQUINO, M.D.
OIC-Chief of Hospital- Don Salvador Benedicto Memorial District Hospital
La Carlota City, Tel. No. 4603-360; Email add: dsbh40@yahoo.com

1. ADMISSION OF PATIENTS
Description of the Service:

LALAIN E. TEORIMA, M.D.
Chief of Hospital I- Ignacio L. Arroyo Memorial District Hospital
Municipality of Isabela, Tel. No. 3872-691; Email add: ilasmdh@yahoo.com

GLICERIO A. JAVELLANA, M.D.
Chief of Hospital I- Gov. Valeriano M. Gatuslao Memorial Hospital
Himamaylan City, Tel. No. 3883-783; Email add: vgathospital@yahoo.com

JJI LUCIL FELICITAS D. VERZOSA, M.D.
Chief of Hospital I- Eleuterio T. Decena Memorial District Hospital
Municipality of Hinoba-an; Email add: drigzcubid_etdmh@yahoo.com

LEONILO DEL CARMEN, M.D.
Acting Chief of Hospital- Merceditas J. Montilla District Hospital
Sipalay City; Email add: mmdh121613.hospital@yahoo.com

OFFICE OF DIVISION	Lorenzo D. Zayco District Hospital			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Order				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceeds toTriage Area	Interview & issue clearance		3 minutes	Nurse
2.Present clearance to ER	Interview & evaluate patient and adviced go to admitting		15 minutes	Nurse/ Nursing Attendant
3.Proceeds to Admitting Section for recording.	Interview for patient data		3 minutes	Clerk
4.Back to ER and infrom ER staff admission records done.	Prepare patient for ward indorsement		30 minutes	Nurse/ Nursing Attendant

2. DISCHARGE OF PATIENTS

Description of the Service:

OFFICE OF DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. With order may go home or for discharged.			5 minutes	doctor on duty
2. carry out doctor order			5 minutes	nurse on duty
3. return excess meds/supplies (if any)			10 minutes	medication nurse

4. do tagging on biz box			3 minutes	nurse on duty
5. complete may go home documents.				
* discharged summary			5 minutes	nurse on duty
* going home instruction			5 minutes	nurse on duty
* client survey form			10 minutes	patient /folks
6. Process bill and clearance			30 minutes	patient/folks
7. Give clearance to staff on duty			5 minutes	patient/folks
8. Give going home instruction			10 minutes	nurse on duty
9. Sign discharged slip			2 minutes	patient /folks
10. Complete charting/documentation			10 minutes	nurse on duty
11. Discharged patient on biz box			5 minutes	nurse on duty
	TOTAL			

3. DIAGNOSTIC SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from attending physician				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to diagnostic room and submit requirement	Verify request andn issue Charge Slip	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Radiologic Technician/Medical Equipment Technician (RT/MET)
2.Present Charge Slip and pay amount due	Issue Official Receipt		3 minutes	Cashier
3. Present OR and prepare for the procedure	Get OR details, perform procedure and issue Claim Slip		Variable	RT/MET
4	Process Film		30 minutes	RT/MET
5	Interpret radiographs and prepare resu		30 minutes	Radiologist
6. Present Claim Slip	Release result		10 minutes	RT/MET
	Total			

- **X-ray (Monday-Sunday) 24 hours**

o Teresita L. Jalandoni Provincial Hospital

o Lorenzo D. Zayco District Hospital

o Cadiz District Hospital

o Valladolid District Hospital

o Ignacio L. Arroyo Sr. Memorial District Hospital

o Don Salvador Benedicto Memorial Hospital

o Eleuterio T. Decena Memorial Hospital

o Merceditas J. Montilla District Hospital

• **CT-Scan**

o Teresita L. Jalandoni Provincial Hospital (Per Schedule)
- Ultrasound**

o Lorenzo D. Zayco District Hospital (OB Ultrasound) Sunday, Monday, Tuesday, Wednesday- 8am to 5pm

o Teresita L. Jalandoni Provincial Hospital (per Schedule)

5. OPD CONSULTATION AND TREATMENT

Description of the Service:

OFFICE OF DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Secure Clearance to triage area	Call priority number		5 MINUTES	PATIENTS
2.Get Record for admitting section			5 MINUTES	PATIENT/ADMITTING CLERK
3. Proceed to OPD for vital signs taking			3 MINUTES	NURSING STAFF
4. Clarify patient according to case			5 MINUTES	STAFF ON DUTY
a. Medical	Interview client, fill out form and take vital signs			Nursing Attendant

1. do consultation	Conduct consultation, issue prescription, apply appropriate treatment and order lab exam, if necessary, and give going-home instructions
2. give prescription and instruction	
3. proceed to laboratory/x-ray with order for examination.	Issue Official Receipt
4. refer back result	
b. Surgery	
1. do consultation	
2. give perscription and instructions	
3. if for dressing/ injection. Proceed to treatment room.	
4. if with lab/ x-ray	
5. refer result	
6. if for minor operation schedule patient.	
c. Pediatrics	
1. do consultation	
2. give prscription and intruction	
3. proceed to laboratory/x-ray/ultrasound (if w/ order)	
4. refer back result	
d. OB-Gyne	
1. interview patient with OB/Gyne data	
2. Do examination	
3. Conduct pre-natal	
4. proceed to laboratory/x-ray/ultrasound (if w/ order)	
5. Dental check up-C/o dental Clinic	
6. refer back result	
7. schedule next visit	
5. Do charity and documentation	

10 MINUTES	OPD IN DOCTOR ON DUTY
5 MINUTES	OPD DOCTOR ON DUTY
5 MINUTES	PATIENTS
10 MINUTES	STAFF ON DUTY/ DOCTOR ON DUTY
10 MINUTES	OPD SURGEON ON DUTY
5 MINUTES	SURGEON ON DUTY
5 MINUTES	SURGEON ON DUTY
5 MINUTES	PATIENTS
10 MINUTES	STAFF ON DUTY
3 MINUTES	DOCTOR AND STAFF ON DUTY
10 MINUTES	STAFF ON DUTY
5 MINUTES	STAFF ON DUTY
5 MINUTES	PATIENT
10 MINUTES	STAFF ON DUTY/DOCTOR ON DUTY
5 MINUTES	STAFF ON DUTY
5 MINUTES	STAFF ON DUTY
10 MINUTES	OBSTRETICIAN ON DUTY
5 MINUTES	PATIENT
5 MINUTES	PATIENT AND DENTIST
10 MINUTES	STAFF ON DUTY
3 MINUTES	OB DOCTOR
5 MINUTES	STAFF ON DUTY

6. Encode patient data on biz box			15 MINUTES	OPD CLERK
7. Endorse chart to Admitting section for filing.			10 MINUTES	SATFF ON DUTY

Schedule of Availability of Service:
 24 hours a day, 7 days a week (in patients)
 Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM (out patients)

5. OPD CONSULTATION AND TREATMENT
Description of the Service:

OFFICE OF DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Check if baby is already admitted for 24 hours			5 minutes	STAFF ON DUTY
2. Make line list of 24 hours baby due for newborn screening.			10 minutes	STAFF ON DUTY
3. double check with admitting chart			10 minutes	NBS COORDINATORS
4. fill up NBS filter cards correctly			15 minutes	NBS COORDINATORS
5. Prepare necessary logistic needed			10 minutes	NBS COORDINATORS
6. Do actual newborn screening			15 minutes	NBS COORDINATORS
7. Air dry filter cards			5 minutes	NBS COORDINATORS
8. Collection if dry filter cards the following day.			3 minutes	NBS COORDINATORS
9. Fill up necessary documents			10 minutes	NBS COORDINATORS
10. endorsed to administrative office for waiting to NBS result			15 minutes	NBS COORDINATORS
	Total			

Schedule of Availability of Service:
24 hours a day, 7 days a week (in patients)
Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM (out patients)

7. UNDER-FIVE CLINIC AND PEDIATRIC OPD CONSULTATION

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	5 years old and below- all services under the program,			
	Over 5 years old up to 15 years old- consultation			
	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip, if necessary Hospital ID Card (Yellow Card) for old patients				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
7.1 CONSULTATION				
Register patient	Fill out hospital forms, interview client and get vital signs	Pls. Refer to Provincial Tax Ordinance No. 07-001	20 minutes	Nurse/Midwife/Nursing Attendant
Submit patient for consultation/examination	Conduct consultation and issue prescription/instruction		20 minutes	Physician
7.2 IMMUNIZATION				
Register patient	Fill out hospital forms, interview client and get vital signs		5 minutes	Nurse/Midwife/Nursing Attendant
Submit patient for consultation/examination	Administer immunization and give going-home instruction		10 minutes	Nurse/Midwife/Nursing Attendant
7.3 RELEASE OF NEWBORN SCREENING RESULTS				
Present Claim Slip	Retrieve Newborn Screening Result		15 minutes	Nurse/Midwife/Nursing Attendant

Receive result	Release result and give going-home instructions		30 minutes	Nurse/Midwife/Nursing Attendant
	TOTAL			

Schedule of Availability of Service:
 24 hours a day, 7 days a week (in patients)
 Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM (out patients)

8. ACCESS TO FAMILY PLANNING PROGRAM

Description of the Service:

OFFICE or DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Referral Slip • Hospital ID/Yellow Card • PHIC Card (when necessary) 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
New Client				
1. Secure Clearance for triage area			5 MINUTES	PATIENTS
2. Get record at admitting section			5 MINUTES	PATIENTS/ADMITTING
3. Proceed to OPD/ Family Planning Clinic			3 MINUTES	PATIENT
4. Interview and vital signs taking			5 MINUTES	OPD STAFF
5. Counseling			30 MINUTES	FP COORDINATOR
6. For assesment of physician			10 MINUTES	DOCTOR ON DUTY
7. Filling up of FP form			10 MINUTES	PATIENT WITH FP COORDINATOR
8. Provisson of FP commodities			15 MINUTES	FP COORDINATOR
9. Schedule for next visit			2 MINUTES	FP COORDINATOR
10. Documentation			10 MINUTES	FP COORDINATOR
Old Client				
1. Secure Clearance for triage area			5 MINUTES	PATIENT
2. Get record at admitting section			5 MINUTES	PATIENT/ADMITTING CLERK

3. Proceed to OPD/ Family Planning Clinic			3 MINUTES	PATIENT
4. Interview and vital signs taking			5 MINUTES	OPD STAFF
5. Counseling (Problem Concerns)			30 MINUTES	FP COORDINATOR
6. Provisson of FP commodities			15 MINUTES	FP COORDINATOR
7. Schedule for next visit			2 MINUTES	FP COORDINATOR
9. Documentation			10 MINUTES	FP COORDINATOR
	TOTAL			

Schedule of Availability of Service:
Monday-Friday; 8:00- 12NN; 1:00-5:00 PM

9. ISSUANCE OF MEDICAL AND MEDICO-LEGAL CERTIFICATES

Description of the Service:

OFFICE OF DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	Patients or their relatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request from PNP/Legal counsel of concerned parties-for medico-legal certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill up request form	Interview & issue Order of Payment	Refer to Tax ordinance	2 minutes	Clerk
2. proceed to cashier & payment amount due	Issue Official Receipt (OR)		2 minutes	Cashier
3.Back to Records Section	Retrieve records and prepare the document		10 minutes	Clerk
4. Sign the document	Sign the document		5 minutes	Physician
5. Present OR and receive the document	Log and release the document		2 minutes	Clerk

Schedule of Availability of Service:
Monday-Friday; 8:00 AM-12:00NN; 1:00-5:00 PM

10. PREPARATION OF CERTIFICATE OF LIVE BIRTH (For Registration with the Local Civil Registrar)

Description of the Service:

OFFICE OF DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	Parent/s or nearest relative, in the absence of both parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Valid Identification of the requesting party Authenticated Marriage Contract-for married couples Community Tax Certificate- single mothers and unwed couples 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill up request form	Validate information and notify client of additional requirements, if necessary; appraise client on the status of request	Pls. Refer to Provincial Tax Ordinance No. 07-001	5minutes	Clerk
	Prepare certificate of live birth		5minutes	Clerk
	Sign certificate of live birth		10 minutes	Physician / Record
			Weekly	Clerk
				Clerk
2.Proceed to Cashier & pay amount due	Issue OR			Clerk
3.Back To records section& present OR	Present document to client for signing		3 minutes	clerk
Transmit Document to LCR			Weekly	Clerk

Schedule of Availability of Service
Monday-Friday 8;00 AM-12NN; 1:00-5;00 PM

10. PREPARATION OF CERTIFICATE OF LIVE BIRTH (For Registration with the Local Civil Registrar)

Description of the Service:

OFFICE OF DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	Parent/s or nearest relative, in the absence of both parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Valid Identification of the requesting party Authenticated Marriage Contract-for married couples Community Tax Certificate- single mothers and unwed couples 				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out Request Slip (RS) and present requirements	Validate information and give Statement of Account	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Clerk II
2. Pay amount due	Issue OR		5 minutes	Cashier
3.Present Oficialial Receipt	Prepare death certificate		10 minutes	Records Officer/Clerk II
	Sign death certificate		10 minutes	Physician
	Release death certificate and instruct client to submit the same to the Local Civil Registrar for registration		5 minutes	Clerk II

Schedule of Availability of Service
Monday-Friday 8;00 AM-12NN; 1:00-5;00 PM

How to avail of the Service:

STEP	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON
			(Under Normal	
1	Fill out Request Slip (RS) and present requirements	Validate information and give Statement of Account	10 minutes	Clerk II
2	Pay amount due	Issue OR	10 minutes	Cashier
3		Prepare death certificate	45 minutes	Records Officer/Clerk II
4		Sign death certificate	10 minutes	Physician

5	Present OR	Release death certificate and instruct client to submit the same to the Local Civil Registrar for registration	5 minutes	Clerk II
---	------------	--	-----------	----------

VISION

PROVINCIAL GOVERNMENT HOSPITAL ARE CENTERS OF EXCELENCE IN HEALTHCARE

MISSION:

PROVIDE AN ENABLING ENVIRONMENT SO THAT PROVINCIAL GOVERNMENT HOSPITALS SHALL BE CENTER OF EXCELLENCE IN HEALTHCARE

Teresita L. Jalandoni Provincial Hopsital
HOSPITAL OPERATIONS DEPARTMENT

Contact Person:	Contact Nos.:
LEONARDO C. EUSEBIO MBA, CHA, Ph.D	(034)-707-4521; 458-9855
Department Head	Location: 3/F Provincial Capitol Building

Chief of Hospitals:

MA. ESTRELLA R. LEDESMA, M.D.
Chief of Hospital II- Teresita L. Jalandoni Provincial Hopsital
Silay City, Tel. No. 714-6234; Email add: tjph_silay@yahoo.com

MA. GIRLIE H. PINONGAN, M.D
Chief of Hospital II- Cadiz District Hospital
Cadiz City, Tel. No. 213-0239; Email add: cdh.eedd@gmail.com

CLAUDELLA JOSEFA S. PABILLO, M.D.
Chief of Hospital II- Lorenzo D. Zayco District Hospital
Kabankalan City, Tel. No. 471-3635; Email add: lzdhcom@gmail.com

MYRE G. PARPA, M.D.
Chief of Hospital- Valladolid District Hospital
Municipality of Valladolid, Tel. No. 461-0360; Email add: vdh_eedd2012@yahoo.com

MIGUELITO A. AQUINO, M.D.
OIC-Chief of Hospital- Don Salvador Benedicto Memorial District Hospital
La Carlota City, Tel. No. 4603-360; Email add: dsbh40@yahoo.com

LALAIN E. TEORIMA, M.D.
Chief of Hospital I- Ignacio L. Arroyo Memorial District Hospital
Municipality of Isabela, Tel. No. 3872-691; Email add: ilasmdh@yahoo.com

GLICERIO A. JAVELLANA, M.D.
Chief of Hospital I- Gov. Valeriano M. Gatuslao Memorial Hospital
Himamaylan City, Tel. No. 3883-783; Email add: vgathospital@yahoo.com

JIJI LUCIL FELICITAS D. VERZOSA, M.D.
Chief of Hospital I- Eleuterio T. Decena Memorial District Hospital
Municipality of Hinoba-an; Email add: drigzcubid_etdmh@yahoo.com

LEONILO DEL CARMEN, M.D.
Acting Chief of Hospital- Merceditas J. Montilla District Hospital
Sipalay City; Email add: mmdh121613.hospital@yahoo.com

1. ADMISSION OF PATIENTS

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Order				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. PRESENT E.R / OPD RECORDS 1.a PRESENT HOSPITAL CARD	New Patient: Provide New Hospital Number >>>Transcribe the initial patient information to Hospital informaion System (HIS)	N/A	3 - 5 MINUTES	ADMITTING CLERK/S ON DUTY
	Old Patient: Retrieve old ER/OPD TREATMENT / TRIAGE RECORD		5 - 8 MINUTES	ADMITTING CLERK/S ON DUTY
2. For ADMISSION PRESENT FACESHEET, IN - PATIENT SLIP, and NOTICE OF ADMISSION together with HOSPITAL CARD	Prepare chart for admission: * Fill in all necessary information (name, address, age, sex, etc.,) * Instruct patient/companion to see the Medical Social Worker for classification * Provide watcher's pass, name tag	N/A	10 MINUTES	ADMITTING CLERK/S ON DUTY

2. DISCHARGE OF PATIENTS

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	All Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Order				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Receive written order for discharge from the Physician	Return all remaining medicines at patient bedside to the pharmacy for final billing	Pls. Refer to Provincial Tax Ordinance No. 07-001	15 minutes	Nurse/ Nursing Attendant
	Tag the patient as May go Home and indicate the complete diagnosis in the system (Hospital Information System) for billing.		2 minutes	Nursing Attendant
	Issue Statement of Account (SA) and clearance to the watcher/fcompanion and advice to settle account or refer to Social Welfare Officer for reclassification.		30 minutes	Billing Section
Pay amount due	Issue Official Receipt and sign clearance		10 minutes	Cashier
Present OR and clearance	Check OR/clearance and issue going-home instructions		10 minutes	Nurse/ Nursing Attendant
Submit clearance	Check and receive clearance		2 minutes	Security Guard
	TOTAL			

Schedule of Availability of Service: 24 hours a day, 7 days a week

3. DIAGNOSTIC SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction	X-Ray			
Who may avail	In and Out Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
X-Ray equest Form		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to Radiology Department and submit requirement/s	Verify request and render in the Hospital Information System for charges	Pls. Refer to Provincial Tax Ordinance No. 07-001	3 minutes	Radiologic Technologist/X-ray technologist
2.Present X-ray request and pay amount due for our patient	Issue Official Receipt		3 minutes	Cashier
3. Present x-ray request if NOCHP member for out patient	Verify x-ray request		5 minutes	NOCHP In-charge
4. Present official receipt for out patient	Get OR details		3 minutes	Radiologic Technologist/X-ray technologist
5. Prepare for the Procedure	Perform procedure and issue claim slip		10 minutes	Radiologic Technologist/X-ray technologist
6	Interpret radiographs and prepare results		10 minutes/patient	Radiologist
7	Endorse results to ward for in patients		20 minutes	Radiologic Technologist/X-ray technologist
6. Present Claim Slip	Release result		3 minutes	Radiologic Technologist/X-ray technologist
	Total			

Schedule of Availability of Service

In Patients - 24/7

Out Patients - 8am-12nn ; 1pm-5pm

3. DIAGNOSTIC SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction	Ultrasound			
Who may avail	In and Out Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Ultrasound request Form		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to Radiology Department and submit requirement	Verify request and render in the Hospital Information System for charges	Pls. Refer to Provincial Tax Ordinance No. 07-001	3 minutes	Radiologic Technologist/X-ray technologist
2.Present Ultrasound request and pay amount due for our patient	Issue Official Receipt		3 minutes	Cashier
3. Present Ultrasound request if NOCHP member for out patient	Verify Ultrasound request		5 minutes	NOCHP
4. Present official receipt for out patient	Get OR details		3 minutes	Radiologic Technologist/X-ray technologist
5. Prepare for the Procedure	Perform procedure and issue claim slip		10 minutes	Radiologic Technologist/X-ray technologist
6	Prepare results		5 minutes/patient	Radiologist / Sonologist
7	Endorse results to ward for in patients		20 minutes	Radiologic Technologist/X-ray technologist
6. Present Claim Slip	Release result		3 minutes	Radiologic Technologist/X-ray technologist

Schedule of Availability of Service

Monday, Thursday, Friday and Saturday 8am - 12nn

Tuesday, Wednesday 1PM - 5PM

3. DIAGNOSTIC SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction	CT-Scan			
Who may avail	In and Out Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CT-Scan request Form		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to Radiology Department and submit requirement	Verify request and render in the Hospital Information System for charges	Pls. Refer to Provincial Tax Ordinance No. 07-001	3 minutes	Radiologic Technologist/X-ray technologist
2.Present CT-Scan request and pay amount due for our patient	Issue Official Receipt		3 minutes	Cashier
3. Present CT-Scan request if NOCHP member for out patient	Verify CT Scan request		5 minutes	NOCHP
4. Present official receipt for out patient	Get OR details		3 minutes	Radiologic Technologist/X-ray technologist
5. Prepare for the Procedure	Perform procedure and issue claim slip		10 minutes	Radiologic Technologist/X-ray technologist
6	Interpret image and prepare results		50 minutes/patient	Radiologist / Sonologist
7	Endorse results to ward for in patients		20 minutes	Radiologic Technologist/X-ray technologist
6. Present Claim Slip	Release result		3 minutes	Radiologic Technologist/X-ray technologist

Schedule of Availability of Service

In Patients - 24/7

Out Patients - 8am-12nn ; 1pm-5pm

3. DIAGNOSTIC SERVICES - LABORATORY

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	In and Out Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from attending physician		Tagged from the Hospital Information System at Admitting Section / OPD		
CLIENT STEPS	AGENCY ACTION LABORATORY CLINICAL	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to Clinical Laboratory	Verify and render request in the Hospital Information System	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 minutes	Medical Technologist / Lab Aide
2.	Direct to Cashier/ Medical Social Worker		10 minutes	Cashier/Medical Social Worker
3. Present Official Receipt and prepare for the procedure	Get Official Receipt details and perform procedure		Variable	Medical Technologist
4.	Process and Examine		1 hour	Medical Technologist
5. Present Claim Slip	Release result after Turn-Around-Time		10 minutes	Medical Technologist
TOTAL				

3. DIAGNOSTIC SERVICES - MOLECULAR LABORATORY

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	In and Out Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from attending physician		Tagged from Hospital Information System at Admitting Section / OPD		
CLIENT STEPS	AGENCY ACTION MOLECULAR LABORATORY	FEEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit specimen	Receive and disinfect specimen	Pls. Refer to Provincial Tax Ordinance No. 07- 001	30 minutes	Medical Technologist / Lab Aide
2.	Log Case Investigation Form		variable	Medical Technologist
	Process specimen		3 hour	Medical Technologist
3.	Examine at PCR machine		2 hours	Medical Technologist
4.	Validate and Release Results		30 minutes	Medical Technologist
	TOTAL			

3. DIAGNOSTIC SERVICES - HEMODIALYSIS

Description of the Service:

The service is performed on patients whose kidneys have ceased to function. Hemodialysis is a technique of removing waste materials from the patient’s blood using the principle of Dialysis. The process takes place in an artificial kidney also known as a dialyzer where in the patient’s blood taken from his/her artery, is circulated through the dialyzer on one side of a

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	Admitted and OPD Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from attending Nephrologist 2. Medical Abstract 3. Latest Treatment Sheet Records (At least 3 updated sessions) 4. Blood Serology not later than 6 months (Anti-HBS, Anti-HBSAg, Anti-HCV) 5. Diagnostic Results not later than 6 months (CBC, Creatinine, Sodium, Potassium, SGPT,				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to Dialysis Unit and submit requirement	Verify requirements	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Nurse
2. Advice to Admitting section for Admission.	Input of patient's information through hospital information System		3 minutes	Admitting Personnel
3. Present documents to PhilHealth personnel	Verify documents and releasing of PhilHealth Slip		5 minutes	PhilHealth Personnel
4. Return PhilHealth slip at Dialysis unit	Input of Charges		3 minutes	Nurse
5. Proceed to Social Services office	Verification of assistance and Application of Discounts		5 minutes	Social worker in-charge
6. Present PhilHEalth slip to Billing section	Bill print out		5 minutes	Billing personnel in-charge
7. Bring printout to Cashier's office	For payment of excess charges		5 minutes	Casgier
8. Present OR and prepare for the procedure	Get OR details and perform procedure		5 minutes	Nurse
	TOTAL		36 minutes	

4. OPD ROUTINE, NON-EMERGENCY LABORATORY SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Out Patient Department			
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present Requirement	Advise client on the procedure to be undertaken and Issue Charge Slip	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Medical Technologist/ Lab Aide/ Lab. Tech.
2. Present Charge Slip and pay amount due	Issue Official Receipt (OR)		5 minutes	Cashier
3. Present OR and submit self for the procedure	Conduct the procedure (extract, process and examine specimen)		25 minutes per procedure	Medical Technologist
	Prepare and review results		20 minutes	Medical Technologist
4. Receive the results	Release the results		5 minutes	Medical Technologist/ Lab Aide/ Lab. Tech.

Schedule of Availability of Service:

Monday-Friday; 8:00 AM- 4:00 PM

Saturday; 8:00 AM- 12:00 NN

5. OPD CONSULTATION AND TREATMENT

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip (for out-patients)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
For Old Patient/Client: Triage and fill in health declaration form and get priority number and present hospital card	Interview client/folks thoroughly; patient with signs and symptoms related to COVID-19 is instructed to proceed to the Tent examination area for further evaluation, have patient/folks fill out health declaration form	Please refer to Provincial Tax Ordinance No. 07-001	1 minute	Nurse
Present hospital card/referral slip/may go home instruction	Conduct interview and take vital signs		3 minutes	Nurse/Midwife/Nursing Attendant
New Patient/Client: Provide complete and correctd information	Conduct interview, fill out OPD form, encode patient details in Hospital Information System, provide hospital card and take vital signs		5 minutes	Nurse/Midwife/Nursing Attendant
Undergo consultation / treatment / procedures at designated department room	Conduct consultation, issue prescription and laboratory request, apply appropriate treatment/procedure/ order and discuss/ issue/ give going-home instructions		10 minutes	Physician/Nurse
	Issue charge slip for payment of treatment room rate		5 minutes	Nurse/Midwife/Nursing Attendant
Pay amount due	Issue Official Receipt		10 minutes	Cashier

Schedule of Availability of Services:	
Medicine/Surgery Consultation/Treatment Room (Injection/Catheterization/Minor Surgeries)	Monday to Friday 8AM-12PM and 1PM-5PM
Animal Bite Treatment Center	Tuesday and Friday 8AM-12PM and 1PM-5PM
Urology Consultation	Tuesday to Friday
ENT Consultation	Every Wednesday
Diabetic Clinic	Every Wednesday
Ophthalmology Consultation	Every Thursday

5. OPD CONSULTATION AND TREATMENT

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip (for out patients)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present Referral Slip and provide necessary information	Interview client, register newborn in the Logbook, fill out Newborn Screening (NBS) Filter Card and issue Charge Slip for OPD	Pls. Refer to Provincial Tax Ordinance No. 07-001	25 minutes	NBS Nurse/Midwife
2. Present Charge Slip and pay amount due	Issue Official Receipt		10 minutes	Cashier
3 Proceed to Newborn Screening Office	Inform client of the schedule of collection of blood sample		5 minutes	NBS Nurse/Midwife
4. Bring infant to the laboratory and present OR	Collect blood sample from the infant and Issue Claim Slip		5 minutes	Medical Technologists
	Prepare blood specimen for transmittal to NBS Center in Iloilo City		5 minutes	NBS Nurse/Nursing Attendant
	TOTAL		50 minutes	

7. UNDER-FIVE CLINIC AND PEDIATRIC OPD CONSULTATION

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Out Patient Department			
Type of Transaction	Under Five Clinic and Pediatric Consultation			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter/Slip, if referred May go home instruction for post discharged Hospital ID Card (Yellow Card) for old patients		Referring Clinic/RHU/MHO Station or Ward Admitting Section/OPD Registration Area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Triage and fill out health declaration form	Interview client/folks thoroughly; patient with signs and symptoms related to COVID 19 is instructed to proceed to the Tent examination area for further evaluation, have patient/folks fill out health declaration form and instructed to proceed to Room Number 5	Please refer to Provincial Tax Ordinance No. 07-001	1 minute	Nurse
Old Client: Present hospital card/referral slip/may go home instruction	Conduct interview and take vital signs		3 minutes	Nurse/Midwife/Nursing Attendant
New Client: Provide correct and complete information	Conduct interview, fill out OPD form, encode patient details to Hospital Information System, provide hospital card and take vital signs		5 minutes	Nurse/Midwife/Nursing Attendant
Undergo Consultation	Conduct consultation, issue prescription and laboratory request and discuss/issue going home instruction		10 m inutes	Physician/Nurse
	Immunize newborn baby at OB Ward		60 minutes	Nurse/Midwife/Nursing Attendant

Schedule of Availability of Service:

Pediatric Consulatation

Monday-Friday 8:00 AM- 12 NN; 1:00-5:00 PM

Immunization

Monday - Friday every Monday

8. ACCESS TO FAMILY PLANNING PROGRAM

Description of the Service:

OFFICE or DIVISION	Hospital Operations Department			
Classification	Out Patient Department			
Type of Transaction	Access to Family Planning Program			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Referral Letter/Slip if referred• May go home instruction for post discharged• Hospital card for old patient		Referring Clinic/RHU/MHO Station or Ward Admitting Section/OPD Registration Area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Triage, fill in health declarattion from and enlist for consultation	Interview client/folks thoroughly; patient with signs and symptoms related to COVID-19 is instructed to proceed to the Tent examination area for further evaluation, have patient/folks fill out health declaration form	Please refer to Provincial Tax Ordinance No. 07-001	1 minute	Nurse
Old Client: Present hospital card/referral slip/may go home instruction	Conduct interview and take vital signs		3 minutes	Nurse/Midwife/Nursing Attendant
New Client: Provide correct and complete information	Conduct interview, fill out OPD form, encode patient details to Hospital Information System, provide hospital card and take vital signs		5 minutes	Nurse/Midwife/Nursing Attendant

Undergo Consultation	Conduct consultation, issue prescription and laboratory request and discuss/issue going home instructions		15 minutes	Physician/Nurse
	Total		24 minutes	

Schedule of Availability of Service:
Monday-Friday; 8:00- 12NN; 1:00-5:00 PM

9. ISSUANCE OF MEDICAL AND MEDICO-LEGAL CERTIFICATES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	Patients or their relatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request from PNP/Legal counsel of concerned parties-for medico-legal certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out and present Request Slip	Issuance Order of Payment (OP) and Claim Slip for medico-legal certificate	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 minutes	Clerk
2. Present OP and pay amount due	Issue Official Receipt (OR)		10 minutes	Cashier
3	Refer to Hospital Information System for retrieval of records and prepare the document		30 minutes	Clerk
4. Sign the request	Sign the document		5 minutes	Physician
5. Present OR and receive the document	Log and release the document		5 minutes	Clerk

Schedule of Availability of Service:
Monday-Friday; 8:00 AM-12:00NN; 1:00-5:00 PM

10. PREPARATION OF CERTIFICATE OF LIVE BIRTH (For Registration with the Local Civil Registrar)

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	Parent/s or nearest relative, in the absence of both parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Valid Identification of the requesting partyAuthenticated Marriage Contract-for married couplesCommunity Tax Certificate- single mothers and unwed couples				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out Request Slip (RS) and present requirements	Validate information and notify client of additional requirements, if necessary; appraise client on the status of request	Pls. Refer to Provincial Tax Ordinance No. 07-001	30 minutes	Clerk II
	Prepare certificate of live birth		30 minutes	Clerk II
	Sign certificate of live birth		10 minutes	Physician / Record
	Transmit certificate of live birth to Local Civil Registrar for registration		Within 15 days	Clerk II

Schedule of Availability of Service

Monday-Friday 8;00 AM-12NN; 1:00-5;00 PM

10. PREPARATION OF CERTIFICATE OF LIVE BIRTH (For Registration with the Local Civil Registrar)

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	Parent/s or nearest relative, in the absence of both parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Valid Identification of the requesting partyValid Identification of the deceased (e.g. SSS, GSIS or PHIC Card)Authenticated Marriage Contract-for married couples				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Fill out Request Slip (RS) and present requirements	Validate information and give Statement of Account	Please refer to Provincial Tax Ordinance No. 07-001	10 minutes	Clerk II
Pay amount due	Issue OR		10 minutes	Cashier
	Prepare death certificate		45 minutes	Records Officer/Clerk II
	Sign death certificate		10 minutes	Physician
Present OR	Release death certificate and instruct client to submit the same to the Local Civil Registrar for registration		5 minutes	Clerk II

Schedule of Availability of Service

Monday-Friday 8;00 AM-12NN; 1:00-5;00 PM

5. MEDICAL SOCIAL SERVICE

Description of the Service:

Medical Social Work in hospitals is a specialized area of social worker that resolves around the development of patients and their families.

The medical social services adopts policies and procedures contained in the 1994 Manual for Medical Social Workers of the Department of Health, which is applicable to its present operations.

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	Admitted patients/outpatients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PLEASE SEE BELOW				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A.1. IN PATIENT (admission/confinement period)		Please refer to		
present patients chart/provide information	1. Assessment/classification		5 minutes	Medical Social Worker
	2. checklist/instructions given			
Secure/submit requirements for possible assistance	1. Check/validate submitted requirements		5-10 minutes	Medical Social Worker
Submit duly accomplished PMRF	1. Conduct interview/assessment enrolment to Point Of Service (POS)		10-20 minutes	Medical Social Worker
A.2. DISCHARGE				
A. Settle hospital bill/clearance	Non NBB patients:			
	Discounting of Hospital Bill/Application of possible assistance		10 minutes	Medical Social Worker
	NBB patients:			
	Settled hospital bill		2 minutes	Medical Social Worker
B. OUTPATIENT/EMERGENCY ROOM				
Present charge slip	Patient classification/discounting of bill		5 minutes	Medical Social Worker

Secure/submit requirements for possible assistance	Checklist for possible assistance given to patient c/o watcher Check/validate documents submitted Application of possible assistance to hospital bill		20 minutes	Medical Social Worker
Settle hospital bill/clearance			N/A	
Schedule of Availability of Service	16 hours a day, 7days a week (in and out patients)	Sunday-Saturda; 8AM-10PM		

MAIP ASSISTANCE	PCSO ASSISTANCE	POINT OF SERVICE ENROLMENT
Original Copies 1. Certificate of indigency (Bgry. Captain) 2. Certificate of confinement (records section)/Medical Abstract (Attending Physician)/Medical Certificate (Records Section) 3. Hospital Bill	1. Medical Abstract (Original/certified true copy) 2. Original copy of Hospital Bill (with signature of billing head) 3. Valid ID of patient and patients representative (photocopy) 4. Original copy e.g. vehicular accident, gunshot/stab wound)	1. PMRF May need any of the following for validation of data a. Birth Certificate b. Baptismal c. Marriage Contract 2. MDR (if patient has inactive PHIC)

EMERGENCY SERVICES
Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card		Admitting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
SCREENING				
1. Triage Area	Triage personnel instruct to perform handwashing, interview with necessary questions and fill up the health declaration form.		3 minutes	Triage Officer
REGISTRATION				
1. Departmental counters	Accomplish ER Record and check vital signs		5 minutes	ER Nurse
2. Admitting Section	Admitting personnel encodes patient's data and activates in the Health Information System (Bizbox)		1 minute	Admitting personnel
3.Records Section	Records section personnel locates old chart for referencing and filing of documents in the ER.		5 minutes	Record section personnel
ASSESSMENT				
1.Patient wait comfortably in bed or wheelchair	ER Nurse refer patient to physician on duty. Physician sees and examines patient and writes order to patient's chart.		10 minutes	ER Nurse/Physician
TREATMENT AND MANAGEMENT				

1.Proceed to the pharmacy and central supply room and present hospital card	Nurse carries out doctor's order and encodes in the Hospital Information System : medications, hospital supplies, laboratory and radiologic tests ordered by the physician.	Refer to Provincial Tax Ordinance	10 minutes	ER Nurse
2.Present requested medications and spplies to the nurse on duty	Nurse on duty prepares and administers needed medications.		5 minutes	ER Nurse
3.Laboratory section	Performs blood extraction if ordered		10 minutes	Medical technologists
4.Radiology section	Performs imaging if ordered		10 minutes	Radiology technician
EVALUATION				
1.Secure complete laboratory results and available radiologic image	Physician evaluates patient based on his/her laboratory result, xray result and current clinical presentation.		2 hours	ER nurse Medical Technologist Radiology technician
2.Listens and recognizes the disposition explained by the physician	Physician explains to the patient whether there is a need for observation, to be admitted, to be transferred or to be discharged.		10 minutes	Physician
DISCHARGE				
1.Watchers go to Medical Social Services for interview, patient classification and possible discount	Nurse on duty tags patient in Hospital Information System as May Go Home(MGH) Provide clearance slip to folks to be presented to Security Guard upon discharge		3 minutes	ER Nurse
2. Folks pay the bill and ask for receipt	Issuance of Official Receipt		3 minutes	Cashier
Folks present Official Receipt and clearance slip to nurse on duty. Patient/companion/s listen to comprehensive discharge instruction given by Nurse.	Nurse removes all contraptions from the patient prior to discharge and provides comprehensive discharge instruction to the patient and/or folks.	None	10 minutes	ER Nurse

Availability of Service: 24/7

PHIC/ BILLING SECTION

Description of the Service: Preparation ofPatients Statement of Account

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TAGS PATIENT AS GOING HOME AS PER DOCTOR'S ORDER IN THE HOSPITAL INFORMATION S				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (Under Normal Circumstances)	PERSON RESPONSIBLE
1. WAIT FOR BILLING SECTION TO RELEASE BILL ACCORDING TO THE SCHEDULE OF RELEASING	* PREPARE STATEMENT OF ACCOUNT (SOA) OF TAGGED PATIENTS WITH GOING HOME ORDER		3 - 5 MINUTES	BILLING CLERK
	* FORWARD SOA TO RELEASING WINDOW		1-2 MINUTES	BILLING CLERK
	*ENCODE NAME OF PATIENTS IN THE RELEASING FORM AND ATTACH CLEARANCE TO THEIR SOA		5-10 MINUTES	BILLING CLERK
- PRESENT HOSPITAL CARD TO BILLING WINDOW	A.) SOA WILL BE RELEASED TO PATIENTS WITH: A1) PHIC STICKER/OK SLIP A2) NON-PHIC/ NOT QUALIFIED TO FILE PHIC/TRANSFER B.) SOA WILL NOT BE RELEASED TO PATIENTS WITHOUT PHIC OK SLIP		5-10 MINUTES	BILLING CLERK
2. FILING/ RECEIVING OF PHIC DOCUMENTS	CLERK IN WINDOW 3 SENDS PAPERS TO PHILHEALTH VIA EMAIL	N/A	3-5 MINUTES	PHILHEALTH CLERK
*GET THE PMRF FORM FROM SECURITY GUARD ON DUTY (OBW PATIENTS NEED TO GET BIRTH CERTIFICATE OF BABY)				
*CLERK RELEASES MDR SENT BY PHILHEALTH BACOLOD				
	SECURITY GUARD GIVES MDR TO WATCHER	N/A	3-5 MINUTES	SECURITY GUARD-ON-DUTY

*WATCHER GETS PRIORITY NUMBER FROM SECURITY GUARD-ON-DUTY	RELEASES PRIORITY NUMBER	N/A	30 SECONDS-1MINUTE	SECURITY GUARD-ON-DUTY
*SUBMIT THEIR PHIC PAPERS TO PHIC RECEIVING CLERK TOGETHER WITH THEIR HOSPITAL CARD (WINDOWS 1 AND 3)	CHECK PHIC STATUS OF MEMBER THROUGH ONLINE PORTAL	N/A	3-5 MINUTES	PHIC RECEIVING CLERK
* LISTEN TO INSTRUCTIONS GIVEN BY CLERK-IN-CHARGE, SIGN NECESSARY DOCUMENTS	A.) OMPLETE PHIC PAPERS: - PRINT PBEF AND CSF AND ISSUE A PHIC "OK SLIP"	N/A	3-5 MINUTES	PHIC RECEIVING CLERK
	B.) INCOMPLETE PHIC PAPERS: - INSTRUCT THE MEMBER WHAT TO COMPLY	N/A		PHIC RECEIVING CLERK
	- PHIC "OK SLIP" WILL BE ISSUED TO PHIC MEMBERS WHO SUBMITTED COMPLETE SET OF DOCUMENTS	N/A	1-2 MINUTES	PHIC RECEIVING CLERK

Schedule of Availblity of Service:
Monday to Sunday : 8AM - 5PM

VISSION

PROVINCIAL GOVERNMENT HOSPITAL ARE CENTERS OF EXCELENCE IN HEALTHCARE

MISSION

PROVIDE AN ENABLING ENVIRONMENT SO THAT PROVINCIAL GOVERNMENT HOSPITALS SHALL BE CENTER OF EXCELLENCE IN HEALTHCARE

VALLADOLID DISTRICT HOSPITAL

HOSPITAL OPERATIONS DEPARTMENT

Contact Person:	Contact Nos.:
LEONARDO C. EUSEBIO MBA, CHA, Ph.D	(034)-707-4521; 458-9855
Department Head	Location: 3/F Provincial Capitol Building

Chief of Hospitals:

MA. ESTRELLA R. LEDESMA, M.D.

Chief of Hospital II- Teresita L. Jalandoni Provincial Hopsital
Silay City, Tel. No. 714-6234; Email add: tjph_silay@yahoo.com

MA. GIRLIE H. PINONGAN, M.D

Chief of Hospital II- Cadiz District Hospital
Cadiz City, Tel. No. 213-0239; Email add: cdh.eedd@gmail.com

CLAUDELLA JOSEFA S. PABILLO, M.D.

Chief of Hospital II- Lorenzo D. Zayco District Hospital
Kabankalan City, Tel. No. 471-3635; Email add: lzdhcom@gmail.com

MYRE G. PARPA, M.D.

Chief of Hospital- Valladolid District Hospital
Municipality of Valladolid, Tel. No. 461-0360; Email add: vdh_eedd2012@yahoo.com

MIGUELITO A. AQUINO, M.D.

OIC-Chief of Hospital- Don Salvador Benedicto Memorial District Hospital
La Carlota City, Tel. No. 4603-360; Email add: dsbh40@yahoo.com

LALAIN E. TEORIMA, M.D.

Chief of Hospital I- Ignacio L. Arroyo Memorial District Hospital
Municipality of Isabela, Tel. No. 3872-691; Email add: ilasmdh@yahoo.com

GLICERIO A. JAVELLANA, M.D.

Chief of Hospital I- Gov. Valeriano M. Gatuslao Memorial Hospital
Himamaylan City, Tel. No. 3883-783; Email add: vgathospital@yahoo.com

JIJI LUCIL FELICITAS D. VERZOSA, M.D.

Chief of Hospital I- Eleuterio T. Decena Memorial District Hospital
Municipality of Hinoba-an; Email add: drigzcubid_etdmh@yahoo.com

LEONILO DEL CARMEN, M.D.

Acting Chief of Hospital- Merceditas J. Montilla District Hospital
Sipalay City; Email add: mmdh121613.hospital@yahoo.com

OPD CONSULTATION AND TREATMENT SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* REFERRAL SLIP, if necessary * HOSPITAL ID (YELLOW CARD) for Old patients * PHIC CARD (whom necessary)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1) Register at OB Gyne, get priority number and wait for number to be called (new patient must fill and informtion sheet)	1) Call priority number		1 minutes	1) NURSING ATTENDANT
2) Old client Present Hospital ID / Yellow card. New client , submit accomplished information sheet	1) Retrive client record on file, interview client and take vital signs 2) interview client, fill out form and take vital sign		10 minutes 15 minutes	2) MIDWIFE
3) Undergo examination	3) Examine client, perform necessary procedure and issue going have instructions / prescriptions		20 minutes	3) PHYSICIAN
4) Listen to instructions receive supplies	4) Carry out Doctors Order / issue Family Planning method supplies		15 minutes	2) MIDWIFE /NURSING ATTENDANT

Schedule of Availability of Service:
Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM
Saturday 8-12 nn

OPD CONSULTATION AND TREATMENT SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction	RELEASE OF NEWBORN SCREENING RESULTS			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* REFERRAL SLIP, if necessary * HOSPITAL ID (YELLOW CARD) for Old patients				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	1) Fill out hospital forms, interview client	Pls. Refer to Provincial Tax	15 minutes	1) MIDWIFE / MED. TECH. LAB. TECH. / LAB AIDE
2) Receive Result	2) Release result and give going-home instructions	Ordinance No. 07-001	10 minutes	2) MIDWIFE / MED. TECH. LAB. TECH. / LAB AIDE

Schedule of Availability of Service:
Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM
Saturday 8-12 nn

OPD CONSULTATION AND TREATMENT SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction	IMMUNIZATION			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* REFERRAL SLIP, if necessary * HOSPITAL ID (YELLOW CARD) for Old patients				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1) Register patient	1) Fill out hospital forms, interview client and get vital signs.	Pls. Refer to Provincial Tax	5 minutes	1) NURSE / MIDWIFE / NURSING ATTENDANT
2) Submit Patient for Immunization	2) Administer immunization and give going-home instruction	Ordinance No. 07-001	10 minutes	1) NURSE / MIDWIFE / NURSING ATTENDANT

Schedule of Availability of Service:
Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM
Saturday 8-12 nn

OPD CONSULTATION AND TREATMENT SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction	CONSULTATION			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* REFERRAL SLIP, if necessary * HOSPITAL ID (YELLOW CARD) for Old patients				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1) Register patient	1) Fill out hospital forms, interview client and get vital signs.	Pls. Refer to Provincial Tax	1) 15 minutes	1) NURSE / MIDWIFE / NURSING ATTENDANT
2) Submit Patient for consultation / examination	2) Conduct consultation and issue prescription / instruction	Ordinance No. 07-001	2) 20 minutes	2) PHYSICIAN
	TOTAL		35 minutes	

Schedule of Availability of Service:
Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM
Saturday 8-12 nn

PHILHEALTH SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction	Philhealth			
Who may avail	OPD, Admitted , Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* PHILHEALTH MEMBER - MDR , Valid I.D. * NON-PHILHEALTH MEMBER - Valid I.D., Birth Certificate/ Marriage Contract				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
* For Philhealth Member 1. Upon Admission, Folks/ Patient should go to Philhealth section for status verification	* Validate / check Philhealth status of member refer to medical social worker. If eligible to avail, PPHILHEALTH BENEFITS; - Generate Data, - Prepared documents to be signed by member, If not eligible to avail of Philhealth benefits	Depending upon the result of the validation verification	10 minutes / 15 minutes	Administrative Aide III (Clerk I)
* For Non Philhealth Member	Refer to Medical Social Worker			

Schedule of Availability of Service:

MEDICAL RECORDS SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction	Death Certificate			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Prepares the draft copy of the Death Certificate. * Coordinates with the family to identify the authorize next-to-kin to give data for the preparation and to sign the death cert.	Interview the authorized next-of-kin for needed demographic data for the Death cert. * Forwards the prepared draft of the Death Certificate to the Attending Physician.			Nurse-on- duty
2. Accomplishes the part of the Death Cert. pre-form to be completed by him/her. * Affixs his/her signature on the pre-form as well as on the four copies of Official death certificates Forms.	Return the accomplished documents to the Nurse-on-duty.			Attending Physician
3. Recieves the accomplished documents from the attending Physician.	Re-check documents for completeness of data entry. * Forwards the documents to the Medical Record Section.			Nurse-on- duty
Acknowledges receipt of the Death Cert. pre-form and the signed official form.	Checks accuracy of the transcribed document. * Accomplish the Waiver for the release of the four copies of the death certificate to next-of-kin.			Medical Records Section

* Transcribes the data from the Death Cert. pre-form into the Official Form.	* Remind the next-of-kin to register the death certificate within 48 hours upon receipt to the Local Civil Registrar's Office-Valladolid.			
--	---	--	--	--

Schedule of Availability of Service:

MEDICAL RECORDS SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction	Birth Certificate			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fills up the Birth Certificate preform given by the nurse/midwife	Submit accomplishment B.C. preform (blanksheet) to the nurse/midwife			Parent (Father / Mother)
1.Receives accomplishment BC preform patient. * Checks completeness and accuracy by interviewing the patient.	Forwards the accomplished preform with four copies of the blank official form of Birth Certificate to the Attending Physician			Nurse/ Midwife
1. Acknowledges receipt of the accomplished Birth Certificate preform. * Checks and complete to be completed by him/her.	Affix his/her signature on th eblank official forms. Send back the completed form to Nurse/Midwife.			Attending Physician
1. Acknowledges receipt of the Birth Cert. pre-form from the Nursing Department. * Re-checks the preform for accuracy and completeness of data entry.	Transcribe datafrom Birth Cert. for completeness, correct spelling of names, dates and other details. Prepares transmittal letter and forward with the attached Birth Cert. to Local Civil Registrar's Office-Valladolid.			Medical Records section

Schedule of Availability of Service:

MEDICAL RECORDS SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction	Issuance of Medical Certificate - Medico Legal Certificate (OPD)			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. OPD Record should be forwarded to the Medical Records Section for issuance of Medical Certificate..				
2. Inform attending physician of the request to release information				
3. Patient and/ or authorized representative should secure police request addressed to the Chief of Hospital to get medico-legal certificate.				
4. Requesting party will go to the Cashier's Office to pay for medical certificate fee of P20.				
5.Requesting party should fill up medical certificate log book.				
6.Issuance of medical certificate for signature of attending physician.				
7. A copy should be retained by the medical reocrds section with specified signature of the person receiving for file.				

Schedule of Availability of Service:

MEDICAL RECORDS SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction	Issuance of Medical Certificate - Out Patient Department			
Who may avail				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. OPD Record should be forwarded to the Medical Records Section for issuance of Medical Certificate..				
2. Inform attending physician of the request				
3. Requesting party will go to the Cashier's Office to pay for medical certificate fee of P20.				
4. Requesting party should fill up the request form and record in the logbook.				
5.Issuance of medical certificate for signature of attending physician.				
6.OPD record will be returned to Out Patient Department for safekeeping.				

Schedule of Availability of Service:

MEDICAL RECORDS SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction	Issuance of Medical Certificate - Admitted Patients			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Inform nurse on duty about the request for issuance of medical certificate.				
2. Ask consent from the attending Physician				
3. Nurse on duty should bring the chart with final diagnosis to the record section for the preparation of medical certificate.				
4. Requesting party will go to the Cashier's Office to pay for medical certificate Fee. Of P20.00.				
5.Requesting party should fill up the request form for a copy of medical certificate and record in the logbook.				
6.Issuance of medical certificate for signature of attending physician.				

Schedule of Availability of Service:

EMERGENCY ROOM SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification	Emergency Case's			
Type of Transaction	Consultation			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* Emergency Room is Open 24hours a day, 7 days a week * Emergency Room will Cater to patients. Which requires immidiate / urgent medical		Emergency Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Upon Arrival of Patient at the emergency room, ER Nurse on duty will get patients general imformation & complaints	Staff will assess the patients vital sign and record it on patients chart. He /she will give appropfrate nursing care when necessary. Patient will be referred to Resident on duty for evaluation and appropfrate treatment The physician/ health can provide shall inform the patient of the possible management or procedure to be done and possible consequences of his/her decission.	* Emergency Room Fee -P200 * EGC Fee - P200 Oxygen Fee - (depends of oxygen use)	3-5 minutes	Billing
2.Transfer to other Hospital * If the patienti unconscious, incapable of giving consent and or unaccompanied.	The Physician can transfer patient even without his consent, provided that such The Physician will decide whether the patient will be admitted, observed further, referred to higher levels, Facility, or dischagre without the Physician order	OBS Fee- P300		

3. Observation	Patient in the observation unit maybe given short term treatment, assessment and reassessment before decission can be made regarding whether patient will require further treatment on in-patient discharged from the hospital			
4. For Suturing	Patient are assess by Nurse on duty if in need of suture and referred to ROD for the procedure needed. Doctor on duty is responsible of the procedure.			

Schedule of Availability of Service:

NEWBORN SCREENING SERIVCES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Prepare the necessary materials.				
2. Warm the baby's heel				
3. Clean the puncture site.				
4. Dry the puncture site.				
5. Prick the heel.				
6.Wipe the first drop of blood with a clean cotton swab.				
7. Apply intermittent pressure to the area surrounding the puncture site.				
8. Place blood drops onto the filter card				

9. Dry the samples.				
10. Pack the samples and send out to the NSCV Laboratory				

Schedule of Availability of Service:

OPERATING ROOM SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction	Operation (Major, Minor)			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* Out Patient Record (OPD) * In-patient Adm. Record (admitted) Consent.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
OPD * OPD Record * Patients signed consent * V / S * Bring patient to Minor / OR Room prepare sit-up.	Verify Doctor's order proper information , requesting operation after procedure issue charge slip	PHIC / NOCHP / SWA	5 minutes taking V/S consult Operation - Depends on what kind of Operation preaption - 3minutes	NURSING ATTENDANT / NURSE OPERATION - SURGION PREPARTION - NURSE

Schedule of Availability of Service:

LABORATORY SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present Requirement	Advice client on the procedure to be undertaken & issue charge slip or if with	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Med.tech/Lab. Aide/Lab.tech.
2. Present charge slip and pay amount due, * if with NOCHP, have it stamped @ the NOCHP	Issue official receipt (OR) present request w/ stamp from NOCHP		5-10 minutes	Cashier/NOCHP office
3. Present ODP/ NOCHP stamped request & submit self for the procedure	Conduct the procedure (extract,process & examine specimen)		2 hrs.	Medtech.
	Prepare & review results		30 minutes	Medtech.
5. Receive the results	Release the results		5 minutes	Medtech/Lab. Aide/Labtech.

Schedule of Availability of Service:

DENTAL SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* Referral Slip (if necessary) photocopy of Senior Citizen ID for Senior Citizen				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Register Patient	Interview patient, Fill out dental form and get vital signs (BP and Temp)	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 minutes	Dental Aide and OPD Nurse
2. Submit patient for consultation / Examination	Conduct consultation / Examination and issue prescription or change slip if procedure is necessary		10 minutes	Dentist
3. Present charge slip and pay amount due	Issue Official Receipt		5 minutes	Cashier
4. Present Receipt and submit for Treatment	Perform Procedure		20 minutes	Dentist
5. Listen to post treatment instructions	Issue prescription and give going home instruction		5 minutes	Cashier

Schedule of Availability of Service:
Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM

X-RAY SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* X-ray Request from Attending Physician				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to X-ray Room and Submit request.	Verify Request and Issue Charge slip		3 minutes	Rad. Tech.
2. Present charge slip and pay amount	Issue Official Recial Receipt		5 minutes	Cashier
3. Present receipt, and ready for procedure	Get Receipt details, procedure, process films, Issue claim slip		30 minutes	Rad. Tech.
4. Present claim slip	Interpret Radiograph and prepare result, Release Result		3 Days	Radiologist Rad. Tech.

Schedule of Availability of Service:

DILIVERY ROOM SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL				
Classification					
Type of Transaction					
Who may avail	General Public				
CHECKLIST OF REQUIREMENTS * Out Patient Record * Admitting Record * Lab result * Prenatal Booklet			WHERE TO SECURE * OPD / Labor Room * Labor Room * Laboratory, RHU, OPD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE	
1. OPD Record	Verify Patient Identify	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	NURSE / N.A / Midwife	
2. Notify ROD	Inform ROD That a Patient is waiting		2 minutes	NURSE / N.A / Midwife	
3. Request Lab. If Necessary	Request Lab. and Result Laboratory		2 minutes	NURSE / N.A / Midwife	
4. Admission / Consultation	According to ROD Situation		5 minutes	ROD	

Schedule of Availability of Service:

DIETARY SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL				
Classification					
Type of Transaction					
Who may avail	Inpatient & Outpatient				
CHECKLIST OF REQUIREMENTS * Inpatient > Diet List * Out Patient > Request from the Doctor			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE	
Service Offered for the patient A. Meals				> Dietary Staff	

B. Diet Counseling				> Nutritionist - Dietitian
C. Oral Tube Feeding Prepartion				> Nutritionist - Dietitian
for Out patient				
A. Diet Counseling				> Nutritionist - Dietitian
B. Nutrition Education				> Nutritionist - Dietitian

Schedule of Availability of Service:

PHARMACY

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* PRESCRIPTION * RIS * CO / CR				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Present Prescription	Dispensing	PHIC, PAY, NOCHP,	5 minutes	Pharmacist
Deliveries of Drugs & Medicines	Check Expiry date check Quantity	SWA	30 minutes	Pharmacist / Pharmacy Aide / Clerk

Schedule of Availability of Service:

MEDICAL SOCIAL WORK DEPARTMENT SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	Admitted patients classified according to administrative order no. 51-A s 2001 per erollment and non-admitted			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* Valid Identification Card or any valid documents (Birth certificate, Baptismal and marriage				
* Certifcate of Indigency				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Interview / assess patients or clients	Validate information from other family member of patient		20 minutes	Medical Social Worker
2. Classification of patients	Enrollment of patient to the program (point of service) and other medical		15 minutes	Medical Social Worker
	Preparation, of Registration slip		10 minutes	Medical Social Worker
	Releasing of certifcate of eligibility and medical assistance.		5 minutes	Medical Social Worker

Schedule of Availability of Service:

AMBULANCE SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification	Ambulance Services Provider			
Type of Transaction	Ambulance Services			
Who may avail	Patients Confined @ Valladolid District Hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* REFERRAL (to other Hospital)		Nurse on Duty		
* DOCTORS REQUEST (citi scan, Ultra Sound)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1.Present Referral Slip to Guard on Duty at ER	1.Advice Client on the procedure how to avail of the Ambulance service		5 minutes	Ambulance Driver on Duty
2. ER Guard will inform the Ambulance Driver	2. Driver will take hold on the referral slip.			Ambulance Driver % Nurse on Board
3. Driver will transport the patient to their Hospital choice	3.Driver will now transport the patient		30 minutes CLMMH	Driver

Schedule of Availability of Service:

CASHIER SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lab. Request, X-ray Request, Patient Bill, Drs. Prescription		Lab. Dept. , X-ray Dept. , Billing Clerk, Pharmacy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Pay amount due	Issue Official Reciept, Remit to PTO	Lab. X-ray, Patient bll medicines	3 minutes twice a wk	Cashier I

Schedule of Availability of Service:

NOCHP SERVICES

Description of the Service:

OFFICE OF DIVISION	NOCHP			
Classification	Health Insurance			
Type of Transaction	Consultation / OBS / Inpatient			
Who may avail	NOCHP member (Indegent Family) Senior			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NOCHP MEMBER-NOCHP ID - not yet member (for enrolment) a) Indegent PHIC -government sponsored PHIC undate MDR b) Senior citizen ID if senior		- Member or NOCHP office or coordinators - Philhealth office - Senior citizen association/ LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
after or during		NONE	1- 2 minutes	NOCHP Coordinator
* OPD - Any Laboratory request from VDH doctors	NOCHP office for verification stamping of request			
* Inpatient - Drug prescription for THM - meds.	NOCHP office for verification stamping of available drugs.		1-2 minutes	NOCHP Coordinator

Schedule of Availability of Service:

7. UNDER-FIVE CLINIC AND PEDIATRIC OPD CONSULTATION

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	5 years old and below- all services under the program, Over 5 years old up to 15 years old- consultation			
	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip, if necessary Hospital ID Card (Yellow Card) for old patients				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE

7.1 CONSULTATION		Pls. Refer to Provincial Tax Ordinance No. 07- 001		
Register patient	Fill out hospital forms, interview client and get vital signs		20 minutes	Nurse/Midwife/Nursing Attendant
Submit patient for consultation/examination	Conduct consultation and issue prescription/instruction		20 minutes	Physician
7.2 IMMUNIZATION				
Register patient	Fill out hospital forms, interview client and get vital signs		5 minutes	Nurse/Midwife/Nursing Attendant
Submit patient for consultation/examination	Administer immunization and give going-home instruction		10 minutes	Nurse/Midwife/Nursing Attendant
7.3 RELEASE OF NEWBORN SCREENING RESULTS				
Present Claim Slip	Retrieve Newborn Screening Result		15 minutes	Nurse/Midwife/Nursing Attendant
Receive result	Release result and give going-home instructions		30 minutes	Nurse/Midwife/Nursing Attendant

Schedule of Availability of Service:
 24 hours a day, 7 days a week (in patients)
 Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM (out patients)

8. ACCESS TO FAMILY PLANNING PROGRAM

Description of the Service:

OFFICE or DIVISION	Hospital Operations Department
Classification	
Type of Transaction	
Who may avail	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Referral Slip• Hospital ID/Yellow Card• PHIC Card (when necessary)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Register at OB Gyne, get priority number and wait for number to be called (<i>New patients must fill out information Sheet</i>)	Call priority number	Pls. Refer to Provincial Tax Ordinance No. 07-001	1 minute	Nursing Attendant
2. Old Client: Present Hospital ID/Yellow Card	Retrieve client record on file, interview client and take vital signs		10 minutes	Midwife
New Client: Submit Accomplished Information Sheet	Interview client, fill out form and take vital signs		15 minutes	Midwife
3. Undergo examination	Examine client, perform necessary procedures and issue going home instructions/prescriptions		20 minutes	Physician
4. Listen to instructions/Receive supplies	Carry out Doctor's Order/Issue Family Planning Method supplies		15 minutes	Midwife/Nursing Attendant

Schedule of Availability of Service:

Monday-Friday; 8:00- 12NN; 1:00-5:00 PM

9. ISSUANCE OF MEDICAL AND MEDICO-LEGAL CERTIFICATES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	Patients or their relatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request from PNP/Legal counsel of concerned parties-for medico-legal certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out and present Request Slip	Issuance Order of Payment (OP) and Claim Slip for medico-legal certificate	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 minutes	Clerk
2. Present OP and pay amount due	Issue Official Receipt (OR)		10 minutes	Cashier
3	Retrieve records and prepare the document		30 minutes	Clerk
4. Sign the document	Sign the document		5 minutes	Physician
5. Present OR and receive the document	Log and release the document		5 minutes	Clerk

Schedule of Availability of Service:
Monday-Friday; 8:00 AM-12:00NN; 1:00-5:00 PM

10. PREPARATION OF CERTIFICATE OF LIVE BIRTH (For Registration with the Local Civil Registrar)

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	Parent/s or nearest relative, in the absence of both parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Valid Identification of the requesting partyAuthenticated Marriage Contract-for married couplesCommunity Tax Certificate- single mothers and unwed couples				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out Request Slip (RS) and present requirements	Validate information and notify client of additional requirements, if necessary; appraise client on the status of request Prepare certificate of live birth Sign certificate of live birth Transmit certificate of live birth to LCR for registration	Pls. Refer to Provincial Tax Ordinance No. 07-001	30 minutes 30 minutes 10 minutes Within 15 days	Clerk II Clerk II Physician / Record Clerk II

Schedule of Availability of Service

Monday-Friday 8;00 AM-12NN; 1:00-5;00 PM

10. PREPARATION OF CERTIFICATE OF LIVE BIRTH (For Registration with the Local Civil Registrar)

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	Parent/s or nearest relative, in the absence of both parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none">Valid Identification of the requesting partyAuthenticated Marriage Contract-for married couplesCommunity Tax Certificate- single mothers and unwed couples				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out Request Slip (RS) and present requirements	Validate information and give Statement of Account	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 minutes	Clerk II
2. Pay amount due	Issue OR		10 minutes	Cashier
3	Prepare death certificate		45 minutes	Records Officer/Clerk II
4	Sign death certificate		10 minutes	Physician
5.Present OR	Release death certificate and instruct client to submit the same to the Local Civil Registrar for registration		5 minutes	Clerk II

Schedule of Availability of Service

Monday-Friday 8;00 AM-12NN; 1:00-5;00 PM

How to avail of the Service:

STEP	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON
			(Under Normal Circumstances)	
1	Fill out Request Slip (RS) and present requirements	- Validate information and give Statement of Account	10 minutes	Clerk II
2	Pay amount due	- Issue OR	10 minutes	Cashier

3		- Prepare death certificate	45 minutes	Records Officer/Clerk II
4		- Sign death certificate	10 minutes	Physician
5	Present OR	- Release death certificate and instruct client to submit the same to the Local Civil Registrar for registration	5 minutes	Clerk II

VISSION

PROVINCIAL GOVERNMENT HOSPITAL ARE CENTERS OF EXCELENCE IN HEALTHCARE

MISSION

PROVIDE AN ENABLING ENVIRONMENT SO THAT PROVINCIAL GOVERNMENT HOSPITALS SHALL BE CENTER OF EXCELLENCE IN HEALTHCARE



Office of the Governor
Province of Negros Occidental
Philippines

Provincial Capitol
North Capitol Road, Bacolod City
Tel. No. (034)4341152; (034)4242201
Telefax (034)4346442

CERTIFICATE OF COMPLIANCE

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

I, **EUGENIO JOSE V. LACSON**, Filipino, of legal age, **GOVERNOR** of the **PROVINCIAL GOVERNMENT OF NEGROS OCCIDENTAL (PGNO)**, the person responsible and accountable in ensuring compliance with Section 6 at the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1.) The Provincial Government of Negros Occidental (PGNO) including its 19 Service Offices and 11 Hospitals, has established its services standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - I. Comprehensive and uniform checklist of requirements for each type of application or request;
 - II. Step-by-step procedure to obtain a particular service;
 - III. Person responsible for each step;
 - IV. Maximum time needed to conclude the process;
 - V. Documents to be presented by the applicant or requesting party, if necessary;
 - VI. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2.) The Citizen's Charter is posted as an Information billboard through Interactive information kiosks, electronic billboards, posters, tarpaulin standees, or any other readable materials that could be easily understood by the public.
- 3.) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4.) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5.) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6.) The posted Citizen's Charter has been updated within the calendar year of 2018 to 2019.
- 7.) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this JUL 22 2020 in Bacolod City, Negros Occidental, Philippines.

EUGENIO JOSE V. LACSON
GOVERNOR
PROVINCIAL GOVERNMENT OF NEGROS OCCIDENTAL

SUBSCRIBED AND SWORN to before me this JUL 22 2020 in Bacolod City, Negros Occidental, Philippines, with affiant exhibiting to me his/her PGNO ID with ID No. 070108680

Doc. No. 414
Page No. 83
Book No. XIII
Series of 2020

ANABEL S. PALIC
NOTARY PUBLIC
BACOLOD CITY, TALISAY CITY, MURCIA,
DAVAO CITY, CAGAYAN DE ORO - ALL IN THE
PHILIPPINES
EXPIRATION DATE: APRIL 30, 2021
REG. NO. 127610
BACOLOD CITY
ID/LIFE TIME NO. 974253
PERM. TO EXERCISE: JUN. 02, 2019
TIN: 12-0000000-00000000
MCS: 12-0000000-00000000
VALID UNTIL: APRIL 30, 2021