



THE PROVINCE OF COTABATO



MESSAGE OF THE GOVERNOR

"Public service must be more than doing a job efficiently and honestly. It must be a complete dedication to the people and to the nation."

Margaret Chase Smith

With the thrust of the Provincial Government of Cotabato to give you the best and prompt services that you deserve the most, I have the honor to present to you, the Citizen's Charter, a very valuable document which embodies the easy and simplified, yet effective, procedures of transacting with the different offices.



I also would like to extend my commendations to the various offices of the Provincial Government for their active participation in the crafting of this document. Let us continue to render quality and excellent service to the people of Cotabato Province because they deserve nothing but the best.

Sama-sama tayong maglingkod para sa Masaganang Cotabato, Dumaki.

Congratulations and more power.

NANCY A. CATAMCO

Governor



OUR PROVINCE

Cotabato, also known as the Province of Cotabato, was a historical province of the Philippines established in 1914 that existed until its dissolution in 1973. The province's capital from 1920–1967 was Cotabato City (of the same name) while Pagalungan became its capital from 1967–1973.

Originally a district of the former Moro Province, on September 1, 1914, the defunct Department of Mindanao and Sulu provided with autonomous government through Act No. 2408 enacted on July 23, 1914, converted the district into a province along with other former Moro Province districts: Davao, Lanao, Sulu, Zamboanga, and its former subprovince Bukidnon. Davao, Lanao and Zamboanga were then later split and partitioned into different current provinces while Sulu and Bukidnon remain what it is today.

The province was one of the largest provinces of the Philippines, with an area of 2,296,791 hectares (22,967.91 km2). It was dissolved on 1973, comprising what are now the provinces of Cotabato (North), South Cotabato, Maguindanao, Sultan Kudarat, and Sarangani.

The province became part of an autonomous government for Region XII following the Tripoli Agreement of 1976. In 1989, following a plebiscite to determine the extent of the Autonomous Region in Muslim Mindanao (ARMM), the province declined inclusion.

Our province, therefore, by virtue of the foregoing, is the mother province of the provinces originally belonging to the original Cotabato including South Cotabato, which was the first to be "sliced" there from. The province is bounded on the North by the Province of Lanao del Sur and Bukidnon, on the East by Davao del Sur, on the Southwest by Sultan Kudarat and on the West by Maguindanao province.



The opening of the National Highway from Cotabato to Davao and Cotabato to Bukidnon brought government attention to the need of immediately utilizing unopened lands for organized settlement. This was the time when settlers coming from Luzon and Visayas streamed into the province opening new vistas for agricultural lands including mountains. And as elsewhere the formed communities patterned after those in the old home. Thus, barangay today predominantly occupied by Ilongos, Cebuanos, Ilocanos and Tagalogs are named after those names that were prevailing in the old homes.

With liberation, more people poured in and new communities were opened serving as the nuclei of the present 17 municipalities and 1 city comprising the province.

In some parts of the province, 1950 was a year of depression due to rodent infestation that plagued the province. Destitute settlers, especially in the towns of Pigcawayan, Midsayap, Libungan, Mlang and Kabacan who saw their crops ravaged by rats in one night and the fruit of their labor gone to waste, gave up and returned to their old homes in Luzon and Visayas.

Most of the settlers however preserved some of their crops and timely government assistance minimized the danger posed by the infestation. In spite of those bleak years, the people of Kidapawan, mostly small landowners, enjoyed a bonanza from the high price of abaca fibers. So great was the prosperity of Kidapawan that in due time many professionals, mostly lawyers, doctors, nurses and agents of all sorts arrived in the place and settled permanently.

This period also ushered in big investments for the province by wealthy entrepreneurs from elsewhere in the country. Seeing the progress and potentials of the area, especially in rich volcanic soil of Kidapawan and Makilala, they began to acquire large tracts of land and developed them thru mechanized farming. Thus, today stands the Pamintuan Development Corporation Rubber Plantation, the Overseas Agricultural Development Corporation and other several big industries. Some investors tapped other potentials that the province possessed. Its economic development was lagging far behind the provinces in Luzon and Visayas. There were hardly any significant infrastructure projects and utilities until 1966 when then President Ferdinand E. Marcos undertook a massive infrastructure program in the areas of Mindanao.



The concreting of Digos-Cotabato Road was completed. Several farm-to-market roads, barangay roads and bridges were constructed and several municipal buildings were completed. Artesian wells were installed in the different barangays of the province. In addition, the Kabacan River Irrigation Project, the Mlang Irrigation Project and numerous communal irrigation projects capable of irrigating 50,000 hectares were constructed.

The steady pace of development was interrupted when the province became a battleground of Muslim secessionists. The Muslim Independence Movement agitated for the independence of Mindanao. As a result, several homes were razed, millions of pesos worth of properties were destroyed, towns and barrios were deserted and hundreds of innocent civilian lives were lost.

It was this time that President Ferdinand E. Marcos declared Martial Law on September 21, 1972 and the arrival of government reinforcements reversed the turn of events. Military forces under the Central Mindanao Command (CEMCOM) led by General Fortunato U. Abat gradually recovered the places captured by the rebel groups and restored peace as these lawless elements were one by one convinced to return to the folds of the law

Vision Statement

Beginning Year 2022, the Province of Cotabato would like to see a future condition as-

"... a highly competitive, peaceful, empowered, and progressive Province with productive natural resources and sustained environment, aggressive tourism, and a bountiful source of agri-fishert products in the region."

Mission Statement

Thus, the Provincial Government commits to –

- Promote Cotabato as a peaceful Province;
- Provide support services for eco-tourism and postion the Province as a leading tourist destination;
- Strengthen agri-fishery organizations and create marketing linkages;
- · Increase agri-fishery productivity; and
- Manage and develop the Province's natural resources

Mandate

Pursuant to Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", all government offices and agencies that provide services covering business-related and nonbusiness transactions are mandated to establish an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services provided by the government to the citizens.

Performance Pledge

We, the men and women of the Provincial Government of Cotabato, hereunto set our hands, declare our commitment to abide by the provisions of the COTABATO CITIZEN'S CHARTER and contribute our best skills and talents in upholding the principles of integrity, accountability, and transparency in the delivery of public service and ensure courtesy, promptness, and sufficiency in the same, as well as demonstrate efficiency and wisdom in the conduct and management of public affairs and property. So we pledge

PROVINCIAL GOVERNMENT OF COTABATO

OFFICE OF THE GOVERNOR

--- pages 1-11

(Internal Services)

- Processing of Documents for Signature
- Communications/Request Letters

(External Services)

- Preparation of Letters
- Preparation of Endorsements
- Public Affairs Assistance, Tourism and Sports Development
- Review of Proposals under Gender and Development (GAD) Fund

OFFICE OF THE PROVINCIAL ADMINISTRATOR

--- pages 12 -14

(External Services)

- Processing of Documents for Signature
- Communications/Request Letters

OFFICE OF THE VICE GOVERNOR

--- pages 15 - 16

(External Services)

Assistance extended to clients for referral to other offices



OFFICE OF THE SANGGUNIANG PANLALAWIGAN-SECRETARIAT --- pages 17 - 24

(External Services)

- Issuance of Authenticated Copy of Documents, Resolutions, Minutes and Transcripts of Records
- Issuance of Certificate of Appearance
- Receipt of Administrative Cases and Boundary Conflict Cases
- Receipt of Incoming Documents
- Review of City/Municipal Budgets, plans, programs and general Ordinances

OFFICE OF THE HUMAN RESOURCE MANAGEMENT

--- pages 25 - 49

(Internal Services)

- Application for Leave of Absence and Monetization
- Checking of Payrolls
- Employment/Promotion Application Processing
- Employees Complaints and Grievances
- Facilitation of Inquiries on Personnel Matters
- Issuance of ID Numbers for Newly Hired Employees
- Issuance of Service Record and Certifications
- Pendency Case, Certificate of Latest Salary Received, etc.)
- Processing of Terminal Leave Benefits
- Request for Letter of Introduction

(External Services)

- Application for Employment
- Jobs for Economic Enhancement Program (JEEP) Loan Assistance
- Facilitation of Tulong Pangkabuhayan para sa Ating Disadvantage/Displaced Workers (TUPAD) Program
- Overseas Filipino Workers Welfare Assistance
- Special Program for Employment of Students (SPES)

OFFICE OF THE PROVINCIAL BUDGET OFFICER

--- pages 50 - 52

(External Services)

Processing of Financial Documents



OFFICE OF THE PROVINCIAL PLANNING AND DEVELOPMENT

--- pages 53 - 58

(Internal Services)

Preparation of Supplemental Investment Program (SIP)

(External Services)

- Online Review of Gender and Development (GAD) of the 18 City/Municipal Government Units
- Provision of Integrated Provincial Annual Report (IPAR) Ecological Profile (EP) and Provincial Development Physical Framework Plan (PDPFP)
- Review of LGU's Comprehensive Development Plans/ Comprehensive Land Use Plans

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OFFICE OF THE PROVINCIAL TREASURER

--- pages 59 - 75

(Internal Services)

Issuance of Certificate of Appearance

- Check Claims
- Computation and Collection of Amusement Tax
- Computation and Collection of Annual Fixed Tax for every delivery Trucks/Vans and or any motorized vehicle
- Computation and Collection of Tax on Guano with Issuance of Certificate
- Collection of Professional Tax
- Computation and Collection of Tax on Printing and Publication
- Computation and Collection of Transfer Tax
- Issuance of Certificate of Appearance
- Payment of Approved Payrolls and Vouchers
- Reconciliation to ESRE Report and Consolidation of Quarterly
- Business Taxes, Fees and Charges and Economic Enterprise Report of the
 17 Municipalities of the Province
- Submission of Quarterly Electronic Statement of Receipts and Expenditures of 17 Municipalities of the Province thru BLGF System



OFFICE OF THE PROVINCIAL ACCOUNTANT

--- pages 76 - 87

(Internal Services)

- Issuance of Certification
- Issuance of Tax Certificate
- Processing of Government Transaction

(External Services)

Issuance of Accountant's Advice of Local Check Disbursement.

PROVINCIAL COOPERATIVE DEVELOPMENT OFFICE

--- pages 88 - 90

(External Services)

- Extend consultancy services to Walk-In Clients
- Availment of the Serbisyong Totoo Entrepreneurial Program (STEP)

OFFICE OF THE PROVINCIAL VETERINARIAN

--- pages 91 - 103

(External Services)

- ANIMAL HEALTH SERVICES
- Veterinary Health Mission Rabbies Vaccination
- Operation Askal
- Barangay Health Providers Training
- Veterinary Quarantine Services
- PROVINCIAL ANIMAL HEALTH CLINIC
- Walk-in Clients (Livestock and Poultry)
- Walk-in Clients (Pet Animals)
- LIVESTOCK AND POULTRY PRODUCTION AND UPGRADING
- SERVICES
- Livestock Dispersal Program
- Artificial Insemination in Swine and Large Animals

OFFICE OF THE PROVINCIAL AGRICULTURIST

--- pages 104 - 105

(External Services)

Provision of Agri-Fishery/Environmental Protection Inputs, Trainings, Technical Support, Equipment, Facilities, Machineries and assistance to rural-based organizations.



(External Services)

- Real Property Appraisal and Assessment (New, Revised, Transfer, Physical Change)
- Issuance of Certifications (Total Landholding and Non-Landholding)
- Issuance of Certification on Assessment History
- Annotation of Real Property Mortgages, Bail bonds, Liens and Encumbrances
- Extraction of Maps
- Issuance of Certification on Exact Location
- Conduct of Ocular Inspection and Appraisal of Real Property Tax Issuance of Certificate of Appearance

OFFICE OF THE PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT --- pages 123 - 138

(Internal Services)

- Provision of Documents and Information on DRRM and CCA
- Conduct of DRRM Trainings, Workshops, Drills and Simulation
- Response Operation Services

(External Services)

- Provision of Documents and Information on DRRM and CCA
- Conduct DRRM Trainings, Workshops, Drills and Simulation Exercise
- Provision of Technical Assistance as Instructor/Facilitator
- Response Operation Services
- NON-EMERGENCY
- EMERGENCY SERVICES
- Feedback Complaints and Mechanisms

OFFICE OF THE PROVINCIAL ENGINEER

--- pages 139 - 151

(Internal Services)

- Equipment/Service Vehicle Assistance
- Issuance of Documents
- Material Assistance
- Repair and Maintenance Building and other Structures
- Technical Assistance

(External Services)

- Equipment Assistance
- Equipment Rental
- Issuance of Documents
- Quality Control Services
- Material Assistance

PROVINCIAL LEGAL OFFICE

--- pages 152 - 182

(Internal Services)

- Certifying the No Pendency, Pendency or the ongoing investigation (no formal charge yet) of Administrative Case/s of an official or employee of the Provincial Government for purposes of Transfer, Retirement, Resignation, Leave, or Other Mode of Separation
- Conduct of Administrative Investigation to Provincial Government officials and employees
- Issuance of Certificate of Appearance
- Notarization of official documents of the Provincial Government
- Preparation/Drafting of Ordinances, contracts, bonds, leases and other instruments involving the Provincial Government and rendering comments or recommendations thereon
- Rendition of review and opinion on contracts, programs, Executive Orders and all other undertakings of the Provincial Government of Cotabato
- Rendition of review and recommendations on Ordinances enacted and Executive Orders issued by component city and municipalities
- Representation of cases involving the Provincial Government of Cotabato and its officials or employees before the courts and quasi-judicial bodies

- Assistance to OFWs in crisis situation
- Legal Counselling to walk-in clients
- Preparation/Drafting and/or Notarization of documents of walk-in clients
- Rendering opinion on any legal question affecting the component municipalities and barangays;
- Representation of cases of component municipalities, barangays and their officials and employees before the courts and quasi-judicial bodies



PROVINCIAL SOCIAL WELFARE & DEVELOPMENT OFFICE

--- pages 183 - 190

(External Services)

- Assistance to Individuals in Crisis Situation (AICS)
- Provision of Psychosocial Support/Temporary Shelter for Violence Against Women and Children (VAWC

PROVINCIAL GENERAL & SERVICES OFFICE

--- pages 191 - 202

(External Services)

- Procurement Services
- Storekeeping Services
- Property Management Service
- Building and Other Structure Maintenance Services
- Labor Services
- Janitorial Ground Maintenance Services
- Reproduction Services
- Transportation Services
- Printing Services
- Administrative Service

INTEGRATED PROVINCIAL HEALTH OFFICE

--- pages 203 - 211

- Receives written request for the desired services
- Processing of Memorandum of Agreement/Contract of Affiliation and other similar documents
- Receives written request for the desired services.
- Processing of Memorandum of Agreement/Contract of Affiliation and other similar documents
- Provision of Technical Assistance to Municipal Program Coordinators
- Provision of Medicines, Supplies and Logistics to 18 LGU's through the Health Centers & eight (8) Government Hospitals
- Testing of COVID-19 Suspect
- External Quality Assurance of Tuberculosis and Malaria Microscopy Laboratories



COTABATO PROVINCIAL HOSPITAL

--- pages 212 - 259

(External Services)

- Hospital Transport Services (Ambulance Crew Unit) Section
- Delivery Room Section
- In Patient Services/Admission Section
- Hospital Epidemiology Surveillance Unit (Hesu) Section
- Nursing Services Section
- Operating Room Section
- Out Patient Department Services
- Ward Services Section
- Chief of Clinic Section
- Nutrition and Dietetics Services Section
- Hospital Vaccination Hub
- Dental Services Section
- Medical Social Services and Malasakit Center
- Pharmacy Section
- Radiology Services Section
- Billing Section
- Cashier Section
- Hospital Information Management Unit Section (Window 1)
- Hospital Information Management Unit Section (Window 2)
- Security Section

ALAMADA PROVINCIAL COMMUNITY HOSPITAL

--- pages 260 - 275

- Emergency Room Registration Process
- Admission Process
- Statement of Account Process
- · Philhealth Processing
- Payment Process
- Laboratory Examination Process
- Release of Hospital Documents Process
- Retrieval of Patient's Old Chart Process
- Retrieval of Patient's Old Chart Process (Without Hospital Card)
- Purchasing Medicines Process



ALEOSAN DISTRICT HOSPITAL

--- pages 276 - 293

(External Services)

- Issuance of Admission Slip
- · Issuance of Doctor's Order
- Filling Up of Triage Forms
- Issuance of Clearance Slip-For Operation
- Issuance of Doctor's Order- For Delivery
- Issuance of Doctor's Order- For Laboratory Services
- Issuance of Prescription Form
- Issuance of Physician Request X-Ray Services
- Issuance of Physician Request X-Ray Services (Out-Patient)
- Issuance of Physician Request Laboratory Services
- Issuance of Health Declaration Form-Face Masks
- Issuance of Trip Tickets and Clearance
- Issuance of Diet Checklist
- · Issuance of Referral Slip
- Issuance of Medical Records
- Issuance of Referral Slip

ARAKAN VALLEY DISTRICT HOSPITAL

--- pages 294 - 309

- Administrative Services (Issuance of Medical Records/Information Medical Certificate/ Medico-Legal Certificate)
- Administrative Services (Issuance of Birth Certificate and Death Certificate)
- Dietary Services (Provision of Diet Counseling)
- Laboratory Services (Laboratory Examinations of Blood and Other Body Fluids)
- Pharmacy Services
- Radiology Services
- Internal Availment of MSWD Services
- Nursing Services
- Nursing Services (Trans-in Patients from Other Unit/Ward)
- Nursing Services (Trans-Out Patients from Other Service/Ward)
- Nursing Services (Admission Procedures)
- Nursing Services (Ward Procedures)



FR. TULIO FAVALI MUNICIPAL HOSPITAL

--- pages 310 - 316

- Patient's Post- triage disposition at the Emergency Room
- Patient's Triage at the Emergency Room
- Availment of Out-Patient Department Consultation
- Availment of Nutritional and Dietetics Service
- · Verification of PHIC Eligibility Status

MLANG DISTRICT HOSPITAL

--- pages 317 - 335

(External Services)

- Operating Room
- Delivery Room
- Isolation Facility
- Out-Patient Department
- Administrative Support Services
- Nursing Services
- Administrative Support Services
- X-Ray, Ultrasound and ECG

PRESIDENT ROXAS PROVINCIAL COMMUNITY HOSPITAL

--- pages 336 - 343

(External Services)

- · Outpatient Consultation and Treatment
- Dispensing of Medicine And/or Medical Supplies
- LABORATORY SERVICES
- DIETARY SERVICES
- Nursing Services (Trans-Out Patients from Other Unit/Ward)
- Nursing Services (Admission)
- RADIOLOGY SERVICES

FEEDBACK AND COMPLAINTS MECHANISM

--- pages 344

SERVICE INFORMATION PER GOVERNMENT SERVICE

--- pages 345 - 364

- Animal Health Services (Veterinary Mission and Rabies Vaccination)
- Operation Askal
- Barangay Animal Health Providers Training
- Artificial Insemination in Swine and Large Animals
- Provincial Animal Health Clinic (Livestock and Poultry)
- Veterinary Quarantine Services (Checkpoint)
- Issuance of Veterinary Health Certificate



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

--- pages 365 - 367

• Issuance of Certified Copy of Documents (Resolutions/Ordinances/Minutes/Transcript of Records





OFFICE OF THE PROVINCIAL GOVERNOR

(Internal Services)

1. Processing of Documents for Signature
This service includes documents to be signed and approved for processing and payments

Office o	r Division	Office of the Governor
Classific	ation:	Simple
Type of	Transaction:	G2G
Who ma	av avail·	Government Employees

7,000	<u></u>			
Who may avail: Government Employees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents to be processed, approved and signed		Concerned person, Client, Office of Agency		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook				
	2.1. Receives and records the documents.		1 minute	Frontline Staff
Approach the frontline desk staff and forward the documents for signature	2.2. Check/sort the documents.	None	3 minutes	Frontline staff
	2.3. Forward to the Provincial Administrator for review and initial.		10 minutes	Provincial Administrator
	2.4. Forward reviewed documents with initial for approval and signature of the Governor	None	10 minutes	Provincial Governor
	2.5. Check/ sort signed documents and forward to concerned offices		5 minutes	PGO Staff
	Total processing time	None	29 minutes	

1. Communication/Request Letters

Receive Incoming documents/communications for action & compliance.

Office or Division	Office of the Governor
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Communi	Government Office/Agency Concerned				
CLIENTS STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Sign in the logbook					
Submit	Receive and record documents.		1 minute	Front desk Staff	
communication letter/ Request Letter to the frontline desk staff and	Attach routing slip for referral.		3 minutes	Front desk staff	
forward the documents for action	Forward to concerned person or office for action.	None	10 minutes		
	Prepare response letter/endorsement as instructed for signature of the governor			Secretary/Staff in-charge in communication	
	Log/record the signed letter/endorsement and forward to concerned person/office	None	3 minutes	Front desk Staff	
	Total Processing Time	None	20 minutes		



OFFICE OF THE PROVINCIAL GOVERNOR

1. PREPARATION OF LETTERS

Receive incoming letters/communications for actions and compliance

Office or Division	Office of the Governor
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basic letter/communic	ation/request	Client concern		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook				
2. Forward letter request or communications	2.1. Receive, acknowledge and record the submitted letter/request.		1 minute	Frontline desk staff
	2.2. Refer the client's concern to the Governor or Provincial Administrator	None	5 minutes	Secretary/staff
3. Approach the Governor or Provincial Administrator (PA) for the desired services	3.1. Refer back to the Secretary/staff for the drafting/making of recommendations		10 minutes	Governor/Administrator
	3.2. Make recommendations as per instructions of the PA or the Governor.	None	10 minutes	Administrator/Staff
	3.3. Hand in the recommendation letter to the client with instruction to proceed to concerned office.		5 minutes	Secretary/Staff
	Total processing time	None	31 minutes	

Office or Division		Office of th	e Governor	
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Clients s assistance	seeking medical a	nd other form of
CHECKLIS	F OF REQUIREMENTS		WHERE TO S	ECURE
1. MEDICAL/HOSPITAL A	SSISTANCE			
 Letter for the Go (Hand written-co English) Social Case Study 	uld be written in Bisaya, Tagalog,	> Concerr	n individual to pro	cess the document
	erson to process the document	> PSWDO	/MSWDO	
Certificate of Res	ount/Final Updated Hospital Bills	> Hospita	ay where the clier I where confined	nt lives
confinement	te/Abstract or Certificate of		> Attending Physician	
Note: All documents mu and 1 photo copy.	ocessor (2 copies) st be presented with 1 original copy All PHOTOCOPIED documents must D signed by respective agency	·		
2. BURIAL ASSISTANCE				
English)	uld be written in Bisaya, Tagalog,	Concern individual to process the document		
 Social Case Study Note: Name of person to process the document should be stated 			/MSWDO	
 Certificate of Residency Funeral Contract Registered Death Certificate Official Receipts/Promissory Note Valid ID of the processor (2 copies) 		 Barangay where the client lives Funeral Parlor where the dead body was placed Municipal/City Hall Funeral Parlor where the dead body was placed 		dead body was
Note: All documents must be presented with 1 original copy and 1 photo copy. All PHOTOCOPIED documents must be AUTHENTICATED signed by respective agency		Client/Proc	essor	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients proceed to Emergency Assistance Desk	1.1. Conduct of initial interview regarding the guidelines and requirements needed in	None	15 minutes	PGO Frontliners/ Staff

preparing the necessary

supporting papers for requested assistance.	their
1.2. Endorse and assist the to the Provincial Social W and Development (PSWDO) for reassessmer evaluation of the documer approved amount.	Telfare Office 1 day 1 day PSWDO
2. Request for Reimbursement of Hospital Bills (REF	UND)
2.1. Preparation of Voucher other necessary papers for submission to PGO-Internal Control Division (ICD) for barcoding and appropriatio funds.	None 5 minutes PGO Frontliners/
2.2. Submit documents to to Office of the Provincial Administrator/Office of the Governor for their approval/signature.	ne
2.3. Releasing of document PGO to other concern Offic (Budget, Accounting and PT their review and approval.	es
3. Hospital Bills for immediate payment with promis	sory note
3.1. Endorse the client's roto concern Hospital for approved amount Note:	
Approved amount sha deducted immediately receipt; however, regular p of the documents shall stil off in the provincial level.	upon rocess
EDUCATIONAL ASSISTANCE (FOR MASTERAL)	
 Letter for the Governor Personal Data Sheet (PDS) Recommendation Letter Certification of Good Moral and no pending ca Service Record Transcript of Record Note: All documents must be presented with 1 original and 1 photo copy. All PHOTOCOPIED documents must be AUTHENTICATED signed by respective agency	➤ School District➤ School graduated

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients proceed to Investment Office and look for scholarship incharge.	1.1. Conduct of initial interview regarding the guidelines and requirements in applying the scholarship.	None	15 minutes	DMO III / DMO II
	1.2. Evaluate the documents submitted for selection process.	None	10 minutes	DMO III / DMO II
	1.3. Inform the applicant on the result of the selection process.	None	Two weeks	DMO III
2. Report to Cotabato Province Investment and Promotion Center (CPIPC)	2.1. Facilitate MOA Signing of Qualified Scholars			

EDUCATIONAL ASSISTANCE (FOR COLLEGE)

- Letter for the Governor (Computerized or Hand written - could be written in Bisaya, Tagalog, English)
- Latest Grades Photocopy (2nd Grading for incoming freshman)
- Good Moral Certificate (Original)
- Income Tax Return of Parents Photocopy (not more than PHP 40,000.00) or Certificate of Indigency
- Barangay Clearance
- Birth Certificate (Photocopy)

Note: All documents must be presented with 1 original copy and 1 photo copy. All PHOTOCOPIED documents must be AUTHENTICATED signed by respective agency

- > Concern individual to process the document
- Concern individual to process the document
- School Graduated
- > ITR: Bureau of Internal Revenue | Indigency: Barangay
- Barangay
- > Concern individual to process the document

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients proceed to Investment Office and look for scholarship incharge.	1.1. Conduct of initial interview regarding the guidelines and requirements in applying the scholarship.	None	15 minutes	DMO III / DMO II
	1.2. Evaluate the documents submitted.	None	10 minutes	DMO III / DMO II
	1.3. Inform the applicant on the schedule of the qualifying examination.	None	To be announced	
	1.4. Conduct of final screening and evaluation of applicants.			

	1.5. Posting of results of qualified applicants.			
	1.6. Conduct orientation of qualified scholars.			
2. Report to Cotabato Province Investment and Promotion Center (CPIPC)	2.1. Facilitate MOA Signing of Qualified Scholars			
	Total processing time	None	31 minutes	

3. PUBLIC AFFAIRS ASSISTANCE, TOURISM AND SPORTS DEVELOPMENT DIVISION Office or Division **Public Affairs Assistance, Tourism And Sports Development Division** Classification: Complex Type of Transaction: G2B Who may avail: **Tourism Enterprise and Tourism Frontliners CHECKLIST OF REQUIREMENTS** WHERE TO SECURE Documents to be processed, approved and signed Concerned person, Client, Office of Agency **FEES PROCESSING** TO BE **CLIENTS STEPS AGENCY ACTIONS** PERSON RESPONSIBLE TIME **PAID** Sign in the client logbook in the Give the logbook to the assistance desk client 1 min PAATSDD Staff Submit the letter request addressed to the Governor Receive the request letter 2mins PAATSDD Staff **Create Disposition Form** and Endorse to the Governor along with the Request letter Tourism Officer II 1 day Wait for the reply of the 1 day Governor if approved: a. Inform the requesting Tourism Officer I **Receive Reply** party about the approval 10 min b. Send communication letter to concerned stakeholders for the Tourism Officer I 10 min conduct of training d. prepares Financial Documents (training commence when Notice to Proceed is ready) 10 days **PAATSDD Staff Total processing time** None 12 days and

23 mins

4. Review of Proposals under Gender and Development (GAD) Fund

The GFPS is tasked to ensure and sustain the LGU's critical consciousness in supporting gender and development, women's empowerment and responding to gender issues. The proposed project should conform with these guidelines set by the national laws on GAD and should be reflected in the approved GAD Plan and Budget and the Annual Investment Program of the Provincial Government of Cotabato.

Office or Division	Population-Gender Development (POP-GAD) Division
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Provincial Local Government Unit with existing GAD Funded Projects

who may avail.					
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
For Non-Infra Projects:	Prepared by requesting party and Submitted to GFPS				
A. Client-Focused and Organization Focused PPAs:	Secretariat (Project Brief and HGDG format can be				
1. Project Brief	provided by the office)				
B. Attributed PPAs					
1. Project Brief					
2. HGDG Prepared by requesting party and hand					
carried to PPDO (Project Brief					
Additional requirements for infra related projects:					
1. POW					
2. DED	Prepared by the requesting party and GFPS Secretariat				
3. Detailed Estimate	rrepared by the requesting party and Gres Secretariat				
4. Time Schedule Chart					

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the mandatory requirements to the administrative section	Record document received and forward to the Special Projects Division	None	2 minutes	
	a. Check and review the documents as to its completeness and compliance b.Initialed by the reviewing officer, properly recorded and forwarded to OIC-PPDO for signature	None	1 day	
	Secretariat review and sign proposal	None	2 minutes	
	Record document and transmit back to the requesting office	None	2 minutes	
	Total processing time	None	1 Day & 9 Minutes	

5. Technical Specifications



OFFICE OF THE PROVINCIAL ADMINISTRATOR

1. PREPARATION OF LETTERS (RECOMMENDATIONS/ENDORSEMENTS)

Assistance extended to clients for employment/promotion.

Office or Division	Provincial Administrator's Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Sign in the Logbook					
1. Approach the staff/secretary for the needed assistance/legal advice	1.1. Inform the clients to wait for the availability of the Administrator.	None	10 Minutes	Staff/Secretary	
	1.2. Refer the clients to the Provincial Administrator	None	5 Minutes	Staff/Secretary	
2. Approach the Provincial Administrator for the desired services	2.1. Ask the client the kind of recommendation/request.	None	10 Minutes	Secretary/ Administrator	
	2.2. Refer back to the Secretary/staff for drafting/making recommendations.	None	10 Minutes	Administrator	
	2.3. Make recommendations per instruction of the governor	None	5 Minute	Staff/Secretary Secretary/	
	2.4. If request is on legal matters, refer the	None		Administrator	
	Total processing time	None	40 minutes		

2. PREPARATION OF ENDORSEMENTS FOR VARIOUS REQUESTS

Assistance extended to clients for referral to other offices

Office or Division	Provincial Administrator's Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sign in the Logbook					
2. Approach the staff/secretary to request for various assistance	2.1. Inform the clients regarding the guidelines in preparing the necessary supporting papers for their requested service.	None	10 Minutes	Staff/Secretary	
	2.2. Refer the clients to the Provincial Administrator	None	5 Minutes	Staff/Secretary	
3. Approach the Provincial Administrator for the desired services.	3.1. Ask the client what kind of legal assistance for problems they are requesting.	None	10 Minutes	Staff/Secretary	
	3.2. Refer back to the staff/secretary for referral to concerned offices.	None	5 Minute	Administrator	
	Total processing time	None	30 minutes		



OFFICE OF THE VICE GOVERNOR

1. PREPARATION OF ENDORSEMENT AND REFERRAL

Assistance extended to clients for referral to other offices

Office or Division	Office of the Provincial Vice Governor
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Clients

who may avail:	All Clients				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Referrals/endorsement/letter request		Barangay concerned Client/Patient			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID PROCESSING TIME PERSON RESPONSE		PERSON RESPONSIBLE	
Submit request for assistance/referrals/endorsement	1.1. Receive, acknowledge and records the submitted request	None	5 minutes	Private Secretary II Private Secretary I Security Officer II	
	1.2. Forward the request to the Vice Governor for approval		5 minutes	Executive Assistant II Private Secretary I	
	1.3. Prepare and encode for signature of the Vice Governor	None	10 minutes		
	1.4. Prepare and encode for signature of the Vice Governor		10 minutes	Executive Assistant II	
2. Acknowledge/ receive the endorsement/ referral letter	2.1. Hand in the endorsement/referral letter for agency concerned to the client	None	10 minutes	Private Secretary II Private Secretary I Security Officer II	
	Total processing time	None	40 minutes		



OFFICE OF THE SANGGUNIANG PANLALAWIGAN - SECRETARIAT

1. ISSUANCE OF AUTHENTICATED COPY OF DOCUMENTS, RESOLUTIONS, ORDINANCES, MINUTES AND TRANSCRIPT OF RECORDS

The Sangguniang Panlalawigan Secretary as the custodian of the Sanggunian documents and records of proceedings including committee hearings and meetings and other legislative information materials, issues authenticated copy of Resolutions, Ordinances, Minutes and Transcripts of Records.

Office or Division	Office of the Provincial Vice Governor and the Sangguniang Panlalawigan
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Client

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Written Request		Client's Concern			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit a written request for specific documents/ records	1.1. Examines and encodes letter-request to the Legislative Tracking System (LTS) and generate routing slip				
	1.2. Endorses the request to the Vice Governor for approval thru the SP Secretary	None	2 minutes	Administrative Assistant I/ Administrative Aide IV	
	1.3. Upon approval of the Vice Governor, reproduce the requested documents.		5 minutes	Administrative Assistant II	
2. Acknowledges/ receives the information	2.1. Informs client on the status of requested document		2 minutes	Supervising Administrative Officer	
3. Acknowledges/ receives Order of payment	3.1. Issues order of payment and secure official receipt from the Provincial Treasurer's Office		5 minutes	Supervising Administrative Officer	
4. Pay at the Provincial Treasurer's Office and present as proof of payment	4.1. Receives proof of payment and authenticates the requested records		2 minutes	Supervising Administrative Officer	
5. Receives the requested documents	5.1. Releases the authenticated requested records		5 minutes	Administrative Assistant II	
	Total processing time	None	24 minutes		

2. ISSUANCE OF CERTIFICATE OF APPEARANCE

The Sangguniang Panlalawigan Secretary, as the custodian of the Sanggunian records, issues certificate of appearance to municipal government units, national government agencies, non-government agencies, government officials and individuals.

Office or Division	Office of the Provincial Vice Governor and the Sangguniang Panlalawigan
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Client

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written/Verbal Request		Client's Concern		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PROCESSING PERSON RESPONDED		PERSON RESPONSIBLE
1. For Certificate of Appearance				
2. Fill up the Visitor's Logbook	2.1. Receives and acknowledges the request		2 minutes	Administrative Aide II
	2.2. Prepares the requested Certificate of Appearance for signature of the SP Secretary/Supervising Administrative Officer of Records Division	None	1 minute	SP Secretary/Supervising Administrative Officer
3. Receive the requested certificate	3.1. Issues the requested certification		1minute	Administrative Aide II
	Total processing time	None	5 minutes	

3. RECEIPT OF ADMINISTRATIVE CASES AND BOUNDARY CONFLICT CASES

The Sangguniang Panlalawigan-Secretariat provide technical support during hearing of administrative cases to the Sangguniang Panlalawigan as a body in dispensing their quasi-judicial functions.

Office or Division	Office of the Provincial Vice Governor and the Sangguniang Panlalawigan
Classification:	Highly Technical
Type of Transaction:	G2G, G2C
Who may avail:	All Client

willo iliay avail.	All Client				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Written/Verbal Request		Client's Concern			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 . Request for the hearing of cases	1.1. Examines the documents			Administrative Assistant I	
	1.2. Receives and encodes all documents to the Legislative Tracking System (LTS) and	None	20 minutes		
	1.3. Generate routing slip and forward to SP Secretary.			Supervising Administrative Officer	
	1.4. For First Reading (Agenda)	None		SP Secretary	
	1.5. Scan and/or reproduced for agenda/ endorsement/file	None			
	1.6. Indorse to concerned committee	None			
	1.7. Received the document from the Legislative Services Division.	None		C/Administrative Assistant I (Board Member Staff)	
	1.8. Prepares the Committee Report for Second Reading	None		C/Administrative Assistant I (Board Member Staff)	

	1.9. Receives outgoing documents from Legislative Services Division. Check completeness of attachments and segregate for release.	None		
Release documents thru:				
2. Acknowledge receipt of delivered documents by affixing signature to the receiving copy.	2.1. Delivery			
3. Acknowledge receipt of documents by affixing signature over printed name on the receiving copy and indicate the date of receipt.	3.1. Pick up - Verify ID and authorization			
	Total processing time	None	20 minutes	

4. RECEIPT OF INCOMING DOCUMENTS

This covers the receipt of incoming documents from external clients for consideration of Sangguniang Panlalawigan.

Office or Division	Office of the Provincial Vice Governor and the Sangguniang Panlalawigan
Classification:	Simple
Type of Transaction:	G2G, G2C
Who may avail:	All Client

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document fo	r legislative action	Fre	om concerned clie	ent, office or agency
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents via hand carry, mail/courier or email.	1.1. Examines and verify pertinent details such as the addressee, the sender and signature;	None	5 minutes	Administrative Assistant I
	1.2. Receives the documents and acknowledge receipt of documents	None	3 minutes	Administrative Assistant I /Planning Officer II
	1.3. Encodes the title/content to the Legislative Tracking System (LTS) and generate routing slip	None	5 minutes	Administrative Assistant I
	1.4. Check and initial the routing slip and forward to SP Secretary.		5 minutes	Supervising Administrative Officer
	1.5. Determine the necessary action on the received documents:	None	10 minutes	SP Secretary/ Board Secretary IV
	1.6. Forward to the Vice Governor all documents that does not need legislative		5 minutes	Administrative Aide IV
	1.7. return to Records Division all documents for		5 minutes	
1.8 La	filing/archive, reply/posting 1.8. forward to Committee on Laws all documents requiring legislative action		30 minutes	Administrative Aide IV Board Secretary I
	1.9. Determine the document for inclusion in the Calendar of Business		5 minutes	Committee on Laws, Rules & Privileges SP Secretary Board Secretary I/ Senior Administrative Assistant
		None		Auministrative Assistant

1.10. for 1st reading - endorse to concerned committee for review/appropriate action		5 minutes	Board Secretary I
prepares the Committee Report and proposed resolution and facilitate committee members signature		1 hour	C/Administrative Assistant I (Board Member Staff)
1.11. forward to Records Division the Committee Report and proposed resolution for calendaring under 2nd reading		5 minutes	C/Administrative Assistant I (Board Member Staff)
1.12. forward to Records Division the Committee Report and proposed resolution for tracking	None	5 minutes	C/Administrative Assistant I (Board Member Staff)
1.13. forward to Legislative Services Division the Committee Report and proposed resolution for calendaring under 2nd reading	None	10 minutes	Administrative Assistant I
1.14. drafts and encodes resolution upon approval of the Sangguniang Panlalawigan	None	1 hour	Planning Officer II Board Secretary II
1.15. edits the drafted approved resolutions	None	30 minutes	SP Secretary/ Board Secretary IV
1.16. facilitates the signature of SP Secretary and the Presiding Officer	None	1 hour	Senior Administrative Assistant I Administrative Aide IV Board Secretary IV
1.17. affixes the signature of SP Secretary and presiding officer	None	10 minutes	SP Secretary Vice Governor
1.18. forwards the approved resolution and other documents to Records Division	None	5 minutes	Administrative Aide IV Board Secretary I
1.19. receives approved resolution from Legislative Services Division with complete attachment	None	3 minutes	Administrative Aide VI Administrative Aide II
1.20. Receive Approved Resolution/Ordinance from Legislative Services Division with complete attachment	None	2 minutes	Administrative Aide VI
1.21. Endorsed the Approved Provincial Ordinance to the Provincial Governor for approval/veto of the governor	None	3 minutes	Administrative Aide II

	1.22. Prepare transmittal of the approved resolution/ordinances for release	None	5 minutes	Administrative Aide II
Release documents thru:				
2. Affix signature over printed name on the SP file and indicate the date of receipt	Delivery: 2.1. within capitol building 2.2. within capitol compound 2.3. Within Kidapawan city 2.4. Outside Kidapawan City 2.5. Pick Up	None	5 minutes 15 minutes 2 hours 6 hours 5 minutes	Administrative Aide II
	Total processing time	None	12 hours & 1 minute	



OFFICE OF THE PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICER

(Internal Services)

1. Application for Leave of Absence and Monetization

Leave of absence is a right granted to officials and employees, not to report for work with or without pay. This leave of absence includes vacation and sick leave, paternity and maternity leave, special leave privileges, relocation leave and solo parent leave. Moreover, monetization is payment in advance under prescribed limits and subject to specified terms and condition of the money value of leave credits of an employee upon his/her request without actually going on leave.

Office or Division	Provincial Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Plantilla Personnel, Casual Employees

Plantina Personner, Casual Employees				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
1. Application for Leave Form				
2. Sick Leave Application excertificate	cceeding 5 days, attach medical			
3. Solo Parent Leave Application needs ID from PSWD/DSWD (Authenticated photocopy) and Birth Certificate of the child.		Department or Office concerned		
 4. Application for leave 30 days or more shall be accompanied by a request and approved by the Honorable Governor and approved clearance. 5. Application for monetization shall be accompanied by request approved by the Honorable Governor and a Certification of money value from the office of the Provincial Accountant 		Department of Office confectived		

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit leave application to the Provincial Human Resource Management Office.	1.1 Record the leave application/monetization		10 minutes	Administrative Assistant Administrative Officer
	1.2 The personnel in-charge cards the application for leave		10 minutes	Personnel In- charge
	1.3 The Division Chief initials the application for leave/monetization for approval of the Provincial Human Resource Management Officer	None	5 minutes	Supervising Administrative Officer
	1.4 The Provincial Human Resource Management Officer and/or the Provincial Governor approves the application for leave		5 minutes	Provincial Human Resource Management Officer Provincial Governor
2. The concerned Office/Liaison Officer receives approved application for leave.	Releasing Officer releases the approved application for leave	None	10 minutes	Administrative Assistant
	Total processing time	None	30 minutes	

2. Checking of Payrolls

All payrolls are checked by the concerned personnel of the Provincial Human Resource Management Office as to the status of employment of personnel (permanent, coterminous, casual, contract of service, or job order) to ensure the correct position title, affectivity of employment, adjustment of salaries, step increment, wages, and accuracy of data.

Office or Division	Provincial Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Client
Who may avail?	Permanent, Co-terminus, Casual, Contract of Service, and Job Order

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
1. Voucher			
2. OBR			
3. Payroll	Department or Office concerned		
4. Daily Time Record			
5. Supporting Documents - Memorandum - Travel Order - Approved Leave			

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payroll in-charge submits the payroll for checking Resource Management Office.	1.1. Receiving Clerk records the payroll 1.2a Check, review, and initial forwarded payroll (for COS and Job Order)	None	20 minutes	Administrative Assistant II Administrative Officer V Supervising Admin Officer Provincial Human
	1.2b Check, review, and initial forwarded payroll (for permanent and casual)			Resource Management Officer
2. Wait for the release	2. Receiving Clerk releases the payroll.		5 minutes	Administrative Assistant II
	Total processing time	None	25 minutes	

3. Employment/Promotion Application Processing

All payrolls are checked by the concerned personnel of the Provincial Human Resource Management Office as to the status of employment of personnel (permanent, coterminous, casual, contract of service, or job order) to ensure the correct position title, affectivity of employment, adjustment of salaries, step increment, wages, and accuracy of data.

Office or Division	Provincial Human Resource Management Office
Classification:	Simple / Complex / Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail?	All interested applicants

-	• •	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
a. Application Letter		
b. Personal Data Sheet		
c. Work Experience Sheet		
d. Certified True Copy of Transcr	ipt of Records	
e. Authenticated Copy of Certific	cate of Eligibility	From Applicants
f. Certificate of Trainings		
g. Certificate of Employment		

CLIENTS STEPS	AGENCY ACTIONS	FEES TO PROCESSING TIME		PERSON RESPONSIBLE	
Submit application letter with complete requirements.	1.1 Receive and record application letter	None	5 n	5 minutes	Administrative
	1.2 Record application letter in the roster of applicants		5 minutes	Assistant II Administrative	
	1.3 Evaluate applicant if qualified for the vacant position		1 day	Officer II	
2. If qualified, applicant receives notice of screening	2.1. Facilitate the conduct of HRMPSB screening	None	2 days	Administrative Officer II Administrative Officer V Supervising Administrative Officer	
3. Wait for the result of screening	3.1. Applicants are duly informed of the results of the screening.	None	5 days		

4. If selected for appointment, the applicant is required to comply the requirements	4.1. In- charge briefs the applicant on the needed requests.	None	30 minutes	
5. Submit requirements	5.1. In-charge checks the documents submitted as to its completeness and authenticity			Administrative Officer II Administrative Officer V
5.a Original / Reemployment	authenticity			Supervising
a. Three (3) copies of duly accomplished Personal Data Sheet (CS Form No. 212, revised 2017) with recent passport size ID pictures;				Administrative Officer
b. Three (3) copies of Work Experience Sheet				
c. Two (2) copies of original copy of the authenticated certificate of any of the following:- Certified photocopy of Certificate of Eligibility issued by the CSC-Valid Professional License issued by the PRC-Certificate of Registration or Report of Rating issued by the PRC		Nana	20 minutes	Administrative Officer II Administrative Officer V Supervising Administrative Officer
d. Two (2) copies of the certified true copy of the Certification from LTO for Drivers/ Heavy Equipment Operator Positions		None	30 minutes	
e. Two (2) copies of certified true copy of Security Guard License from Supervisory Office for Security and Investigation Agencies (SOSIA)				
f. Police Clearance				
g. Court Clearance				
h. NBI Clearance				
i. Medical Certificate for Employment				
 One (1) copy of PSA Certificate of Live Birth of the employee and spouse 				

 k. One (1) copy of PSA Certificate of Live Birth of child/children 		
I. One (1) copy of PSA Certificate of Marriage		
m. Two (2) copies of Statement of Assets Liabilities and Net Worth (SALN)		
n. One (1) copy of school records, certified true copy by the school registrar or incharge		
o. Two (2) pieces 1x1 ID picture		
5.b Promotion:		
a.Three (3) sets Personal Data Sheet (PDS) revised 2017		
b.Three (3) copies Work Experience Sheet		
c. Two (2) photocopies of original copy of the following: - Certificate of Eligibility issued by the CSC - Valid Professional License issued by the PRC - Certificate of Registration or Report of Rating issued by the PRC		
d.Two (2) photocopies of Certification from LTO for Drivers/Heavy Equipment Operator Positions		
e.One (1) certified true copy of school records by the school registrar - Bachelor's degree - Master's degree		
5.c Contract of Service (COS) and Job Order (JO)		

 a. Three (3) sets Personal Data Sheet (PDS) revised 2017 b. Approved Disposition Form c. License for practice of profession for COS 				
	5.2. Prepare appointment for initial of Provincial Human Resource Management Officer and endorse to LCE for signature	None	2 days	Administrative Officer II Administrative Officer V Supervising Administrative Officer
	5.3. Approval of appointment	None	20 minutes	Governor
6. Appointee signs his/her appointment	6.1. In - charge submits approve appointment to the Civil Service Commission for attestation	None	1 hour	Administrative Officer V Supervising Administrative Officer
	Total processing time	None	18 days 1 hour & 30 minutes	

4. Employees' Complaints and Grievance Assistance

It is a formal way of requesting information on personnel matters concerning CSC guidelines and issuances.

Office or Division	Provincial Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G- Government to Client
Who may avail:	Employees of the Provincial Government of Cotabato

CHECKLIST OF REQUIREMENTS			WHERE TO SEC	CURE
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Record the complaint		10 minutes	Administrative Assistant II
Aggrieved employee submits a written complaint.	1.2 Prepare endorsement letter to the employee's immediate supervisor for an internal dispute resolution/mediation	None	20 minutes	
	1.3. Follow-up action on the complaint		10 minutes	Supervising Administrative
2. Concern employee receives copy of the result of his/her complaint.	2.1. Personnel in-charge informs the employee of the result of the complaint made by his/her immediate supervisor			Officer
	Total processing time	None	1 hour & 10 minutes	

5. Facilitation of Inquiries on Personnel Matters

Employees can raise a complaint, discrimination, and other problems at work through a grievance procedure.

Office or Division	Provincial Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Employees of the Provincial Government of Cotabato

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEPS AGENCY ACTIONS				PERSON RESPONSIBLE
	1.1. Submit Written Inquiry		5 minutes	Administrative Aide IV
	1.2. Refer to personnel incharge		5 minutes	Administrative Officer II
	1.3. Refer to SAO if query cannot be answered by concerned staff		10 minutes	Supervising Administrative Officer
1. Submit Written Inquiry	1.4. Prepare written opinion as per CSC guidelines and other issuances	None	4 hours	Supervising Administrative Officer
	1.5. Refer to personnel incharge		5 minutes 5 minutes	Provincial Human Resource Management Officer Administrative Aide IV
Receive opinion/ response to inquiry	2.1. Release opinion		5 minutes	Administrative Aide IV
	Total processing time	None	4 hours & 40 minutes	

6. Issuance of ID Numbers For Newly Hired Employees.

Issuance of ID Number for newly hired Permanent, Casual, Job Order and Contract of Service employees.

	Provincial Human Resource Management Office - Personnel Statistics		
Office or Division	Evaluation Division		
Classification	Simple		
Type of Transaction	G2G - Government to Client		
Who may Avail	Newly hired Permanent, Job Order and Contract of Service employees.		

Checklist of Requirements	Where to Secure
1. CSC 212 Form (PDS)	
Copy of Appointment, Contract of Service, or Job Order	Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the requirements to the PHRMO	1.1. Responsible personnel receive and evaluates the documents		5 minutes		
	1.2. Responsible personnel encode employee name to the ID System	None	15 minutes	Administrative Officer V	
2. Concerned employee receives the ID number	2.1. Responsible personnel release the ID number		5 minutes		
	Total processing time	None	25 minutes		

7. Issuance of Service Record and Certifications (Certificate of employment, Certificate of No Pendency Case, Certificate of Latest Salary Received, etc.)

Checklist of Requirements

Current, retired, separated and/or resigned personnel can request a service record and certifications for legal purpose/s.

Office or Division	Provincial Human Resource Management Office		
Classification	Simple		
Type of Transaction	G2C - Government to Client		
Who may Avail	All Current and former elective officials, co-terminus, permanent, casual, contract		
	of service, and job order personnel.		

Where to Secure

1. Official Receipt Office of the Provincial Treasurer CUENT STERS ACTION FEES PROCESSING PER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting party presents the official receipt.	1.1. Check and verify the data entered in the receipt name and office	Certification - ₱25.00	15 minutes	Administrative Assistant II
	1.2 Prepare requested Service Record/Certification	Documentary Stamp - ₱15.00	20 minutes	Assigned PHRMO Personnel
	1.3. Provincial Human Resource Management Officer signs the requested Service Record/Certification		10 minutes	Supervising Administrative Officer Provincial Human Resource Management Officer
 Requesting party receives the Service Record/Certification. 	2.1. Releasing Staff seals and releases the Service Record/Certification		5 minutes	Administrative Assistant II
	Total processing time	₱40.00	50 minutes	

8. Processing of Terminal Leave Benefits

Any official or employee of the Provincial Government of Cotabato who retires, voluntary resigns, or is separated from the service shall be entitled to the commutation of his/her leave credits.

Office or Division	Provincial Human Resource Management Office		
Classification	Complex		
Type of Transaction	G2G, G2C		
Who may Avail	All Elective Officials, Permanent, Casual, Contract of Service and Job Order		

who may Avail				
Checklist of Requirements	Where to Secure			
Approved Application for Terminal Leave				
2. Approved Clearance Form	Concerned Office			
3. Voucher	Concerned office			
4. Approved resignation letter/Request to Transfer of Personnel				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Liaison Officer submits the Terminal Leave Claim	1.1. Receiving officer records terminal leave claims application		10 minutes	Administrative Assistant II
application	1.2. Check and review the completeness of submitted documents	Clearance - ₱65.00	5 minutes	Administrative Officer V Supervising Administrative Officer
	1.3. Provincial Human Resource Management Officer initials the voucher		5 minutes	Provincial Human Resource Management Officer
2. Liaisons Officer receives the Terminal Leave Claim Application	2.1. Releasing officer releases the document		5 minutes	Administrative Assistant II
	Total processing time	₱65.00	20 minutes	

9. Request for Letter of Introduction

Issuance of Letter of Introduction to the newly-hired employees for submission to the Land Bank of the Philippines for the opening of their account number.

Office or Division	Provincial Human Resource Management Office		
Classification	Simple		
Type of Transaction	Government to Client		
Who may Avail	Newly hired Permanent, Job Order and Contract of Service employees		

Checklist of Requirements	Where to Secure
1. Approved appointment	Provincial Human Resource Management Office

Where to Secure

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee requests for a Letter of Introduction	1.1 Responsible personnel will check the requirements and verifies in the database if the applicant has an existing appointment		5 minutes	Administrative Officer II Administrative Officer V
	1.2 Responsible personnel encode and prints out the Letter of Introduction containing the employee's information.	None	5 minutes	Administrative Assistant II Administrative Officer II
	1.3 Provincial Human Resource Management Officer signs the Letter of Introduction		5 minutes	Provincial Human Resource Management Officer
2. Applicant receives the Letter of Introduction	2. Releasing officer releases the Letter of Introduction		5 minutes	Administrative Assistant II
	Total processing time	None	20 minutes	

10. Preparation of Notice of Salary Adjustment (NOSA), Notice of Step Increment (NOSI), and Notice of Position Allocation and Salary Adjustment (NOPASA)

Notices of Salary Adjustments (for salary increase), Step Increment (for 3 years' service in incremental), and Position Allocation and Salary Adjustment (for position as maybe provided by law) are being prepared of the office for the proper adjustment of their salaries.

Office or Division	Provincial Human Resource Management Office - Personnel Research and Development
Classification	Simple, Complex, Highly Technical
Type of	G2G - Government to Government
Transaction	
Who may Avail	All plantilla personnel
01 11: 1	Where to Course

Who may Avail	All plantilla personnel					
Checklist	of Requirements	Where to Secure				
		Provinci	al Human Resou	rce Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	1. Prepares the master list of personnel for the issuance of NOSA, NOSI, and NOPASA		7 days	PATRICIA MONIQUE T. BELLOSILL Administrative Officer II JEANA D. SOLIMAN Supervising Administrative Office		
	2. Prepares NOSA, NOSI, and NOPASA		3 days	JEFFERSON B. CAMINOS Administrative Assistant II PATRICIA MONIQUE T. BELLOSILLI Administrative Officer II		
	3. Reviews and initials NOSA, NOSI, and NOPASA		3 days	JEANA D. SOLIMAN Supervising Administrative Office ERLINDA B. CATALAN, MPA Provincial Human Resource Management Officer		
	4. All NOSA, NOSI, and NOPASA shall be signed by the Honorable Governor.		3 days	NANCY A. CATAMCO Governor		
5. Receive NOSA, NOSI, and NOPASA	5.1. Release of NOSA, NOSI, and NOPASA shall be released to different offices for adjustment of their salaries		1 day	JEFFERSON B. CAMINOS Administrative Assistant II PATRICIA MONIQUE T. BELLOSILLO Administrative Officer II		
	Total processing time	None	17 days			



OFFICE OF THE PROVINCIAL HUMAN RESOURCE MANAGEMENT OFFICER

(External Services)

1. Application For Employment

All applicants are assisted on their application for employment (Permanent, Casual, Contract of Service or Job Order).

Office or Division	Provincial Human Resource Management Office
Classification:	Simple / Complex / Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail?	All interested applicants

,		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
a. Application Letter		
b. Personal Data Sheet		
c. Work Experience Sheet		
d. Certified True Copy of Trar	script of Records	From Applicants
		. Trom/applicants
e. Authenticated Copy of Cer	ificate of Eligibility	
f. Certificate of Trainings		
g. Certificate of Employment		

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	1.1 Receive and record application letter		5 minutes	Administrative Assistant II	
Submit application letter with complete requirements.	1.2 Record application letter in the roster of applicants	None	None	5 minutes	Administrative Officer II
	1.3 Evaluate applicant if qualified for the vacant position		1 day		
2. If qualified, applicant receives notice of screening	2.1. Facilitate the conduct of HRMPSB screening	None	2 days	Administrative Officer II Administrative Officer V Supervising Administrative Officer	
3. Wait for the result of screening	3.1. Applicants are duly informed of the results of the screening.	None	5 days		
4. If selected for appointment, the applicant is required to comply the requirements	4.1. In- charge briefs the applicant on the needed requests.	None	30 minutes	Administrative Officer II Administrative Officer V	

	5. Submit requirements	5.1.1 In-charge checks the documents submitted as to its completeness and authenticity			Supervising Administrative Officer
	5.1 Original / Reemployment				
р	. Three (3) copies of duly accomplished Personal Data Sheet (CS Form No. 212, revised 2017) with recent passport size ID pictures;				Administrative Officer II Administrative Officer V Supervising
q	. Three (3) copies of Work Experience Sheet				Administrative Officer
r.	Two (2) copies of original copy of the authenticated certificate of any of the following:- Certified photocopy of Certificate of Eligibility issued by the CSC-Valid Professional License issued by the PRC-Certificate of Registration or Report of Rating issued by the PRC				
s.	Two (2) copies of the certified true copy of the Certification from LTO for Drivers/ Heavy Equipment Operator Positions		None	30 minutes	
t.	Two (2) copies of certified true copy of Security Guard License from Supervisory Office for Security and Investigation Agencies (SOSIA)				
u	. Police Clearance				
V	. Court Clearance				
W	v. NBI Clearance				
X.	Medical Certificate for Employment				
y	One (1) copy of PSA Certificate of Live Birth of the employee and spouse				
z.	One (1) copy of PSA Certificate of Live Birth of child/children				
L	Office of the Provincial Human Resource M				

aa.One (1) copy of PSA Certificate of Marriage bb. Two (2) copies of Statement of Assets Liabilities and Net Worth (SALN) cc. One (1) copy of school records, certified true copy by the school registrar or in- charge		
dd. Two (2) pieces 1x1 ID picture		
5.2 Promotion:		
f. Three (3) sets Personal Data Sheet (PDS) revised 2017		
g.Three (3) copies Work Experience Sheet		
h.Two (2) photocopies of original copy of the following: - Certificate of Eligibility issued by the CSC - Valid Professional License issued by the PRC - Certificate of Registration or Report of Rating issued by the PRC		
i. Two (2) photocopies of Certification from LTO for Drivers/Heavy Equipment Operator Positions		
j. One (1) certified true copy of school records by the school registrar - Bachelor's degree - Master's degree		
5.3 Contract of Service (COS) and Job Order (JO)		

d. Three (3) sets Personal Data Sheet (PDS) revised 2017 e. Approved Disposition Form f. License for practice of profession for COS				
	5.1.2. Prepare appointment for initial of Provincial Human Resource Management Officer and endorse to LCE for signature	None	2 days	Administrative Officer II Administrative Officer V Supervising Administrative Officer
	5.1.3. Approval of appointment	None	20 minutes	Governor
6. Appointee signs his/her appointment	6.1. In - charge submits approve appointment to the Civil Service Commission for attestation	None	1 hour	Administrative Officer V Supervising Administrative Officer
	Total processing time	None	18 days 1 hour & 30 minutes	

2. Jobs for Economic Enhancement Program (JEEP)-Loan Assistance

Jobs for Economic Enhancement Program (JEEP) aims to provide technical and financial assistance to applicants who wish to work abroad. The applicant can avail of a maximum loan amount of P40,000.00 interest-free for payment of his/her placement fee.

Office or Division	Provincial Human Resource Management Office
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who may avail:	Applicants who would like to work abroad

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement Letter from agency	Agency
2.Employment Contract (Authenticated photocopy)	
3. Medical examination results (Photocopy)	Medical Establishment
4. Passport (Photocopy)	Department of Foreign Affairs
5. Barangay Clearance	Barangay Hall
6. 2pc Passport size ID pictures with nametag	Applicant
7 Valid ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requests for financial assistance with complete requirements for payment of his/her placement fee.	1.1. Receives and evaluates submitted documents as to its completeness and authenticity			
a. Endorsement Letter from agency b. Employment Contract (Authenticated photocopy) c. Medical examination results (Photocopy d. Passport (Photocopy) e. Barangay Clearance f. 2pc Passport size ID pictures with nametag g. Valid ID	1.2. Conduct briefing to the applicant regarding loan agreement			
2. Sign Loan Agreement	2.1. PHRMO initials the loan agreement and endorse to LCE for signature	None	20 minutes	Provincial Human Resource Management Officer
3. Open checking account with any bank within Cotabato Province	3.1. Prepare certification for opening of account	None	10 minutes	Supervising Admin Officer Provincial Human Resource Management Officer

4. Receive approved Loan Agreement for notarization	4.1. Release Loan Agreement to applicant for notarization	None	10 minutes	
5. Return notarized Loan	5.1. Prepare voucher/OBR and ALOBS		20 minutes	Administrative Officer II Administrative Officer V Supervising Administrative Officer - Provincial Human
Agreement and submit 10 post-dated checks to PTO	5.2. Process loan application	None	3 days	
6. Receive check from PTO and get demand draft with bank	6.1. Require applicant to apply for a demand draft with bank	None	10 minutes	Resource Management Officer
	Total processing time	None	3 days 1 hour & 40 minutes	

3. Facilitation of Tulong Pangkabuhayan para sa Ating Disadvantage/Displaced Workers (TUPAD) Program Tupad is a community-based package of assistance that provides emergency employment for displaced workers, underemployed, and unemployed for a minimum period of 10 days but not to exceed a maximum of 90 days.

	,	,		•		
Office or Division	Provincial Human Resource Management Office					
Classification	Complex / Highly Technical					
Type of Transaction	G2C- Government to C	lient				
Who may Avail	Workers in the informal sector particularly self-employed with elementary occupations and the unpaid family workers or citizens who are not beyond 75 years.					
Checklist of Requ	irements		Where t	o Secure		
1. Photocopy of valid ID						
2. Accomplishment Report			Applicant			
3. Contract of Service, OSE	C Form No. 3					
CLIENT STEPS	AGENCY ACTION	FEES PROCESSING PERSON RESPONSIBLE				
1. Submit application for TUPAD	1.1. Profiling and initial interview of TUPAD applicant		10 minutes			
2. If accepted, sign contract of service.	2.1. Prepare contract of service and GSIS insurance form for submission to DOLE		3 days			
3. Start of the employment	3.1. Monitoring of employment	None	10 days	PESO Manager- Designate Provincial Human		
4. After employment, submit DTR and accomplishment report	4.1. Prepare and submit DTR, accomplishment report, and payroll to DOLE for processing of their salaries	None	5 days	Resource Management Officer		
5. Beneficiaries receive their wages.	5.1. Assist in the releasing of wages		1 day			

1 day

18 day

& 10

minutes

None

(per project implementation)

Total processing time

4. Overseas Filipino Workers Welfare Assistance

Acts as extension of OWWA in the provision of program, services, and assistance for OFWs and their families.

Office or Division	Provincial Human Resource Management Office		
Classification	Simple		
Type of Transaction	G2C - Government to Client		
Who may Avail	All interested OFW applicants.		

Checklist of Requirements	Where to Secure		
1. Copy of Employment Contract	Recruitment Agency / Applicant		
2. Letter from OFW	Applicant		
3. OWWA Registration	OWWA		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for assistance	1.1. Interview client using the OWWA interview form sheet to get the details of the assistance needed (repatriation, disability, maltreatment, illegal recruitment, scholarship, and livelihood)		10 minutes	
	1.2. Prepare communication address to concerned agencies such as OWWA, POEA, DFA, Philippine Embassy and recruitment agencies.	None	20 minutes	Administrative Aide IV Administrative Officer II Supervising Administrative Officer
	1.3. Send communication through e-mail/ or courier to concerned agencies copy furnished the requesting applicant.		1 hour	
2. Wait for feedback	2.1. Inform the applicant for any development on their requests through SMS, telephone call or letter.		30 minutes	
	Total processing time	None	2 hours	

5. Special Program for Employment of Students (SPES)

The Special Program for Employment of students aims to assist poor but deserving students and Out-of-School-Youth to pursue their education by providing them income through employment. Youth are employed for a minimum of 20 days where the Provincial Government of Cotabato pays 60% of their salary while the DOLE pays 40% share based on the applicable minimum wage.

Office on Division		Provincial Human	Posourco Mai	nagament Office		
Office or Division Classification		Simple	ial Human Resource Management Office			
		G2C - Governmen	ent to Client			
Type of Transaction Who may Avail		Qualified Students		hool Youth (OSY	7)	
Checklist of	Pogui				re to Secure	
1. Birth Certificate	Requi	rements	Philippine Sta	tistics Authority		
2. 2x2 ID picture with	name	tag and with	rimppine sta	itistics Authority		
signature	inanic	ag and with	Applicant			
3. TOR/Report Card			School Conce	rned		
4. Certificate of Indig Return	ency o	Income Tax	Barangay Hal	l Concerned / Bu	reau of Internal Revenue	
CLIENT STEPS	AC	SENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Secure SPES Forms and list of	forms	rovide SPES and list of rements		5 minutes		
requirements		rief applicants of eeded reports			PESO Manager- Designate	
2. Register via online registration form through spes.dole12.org.ph		n-charge checks PES application	None	5 minutes		
3. Submit photocopy of the requirements	docui	heck leteness of ments and enticate the same.		10 minutes		
4. Wait for the Notice of Acceptance	the be Bullet Provi	ost the names of eneficiaries in in Board of ncial Human urce Management	None	15 days	Administrative Officer II Administrative Officer V PESO Manager- Designate	
5. If accepted, attend SPES orientation and	orien	onduct tation to the iciaries		1 day		
Contract Signing as scheduled.	5.2. P	repare service act		1 day		
6. Sign the service contract	of PH	orward for initial RMO and rse to LCE for ture	None	20 minutes	Provincial Human Resource Management Officer	

	Total processing time	None	39 days & 1 hour	
9. Sign the certificate of employment	9.2. Submit Certificates of Employment and payroll to DOLE provincial office for processing of their 40% salary.	None	5 minutes	PHRMO
	9.1. PHRMO signs the Certificate of Employment			
employment period	8.2. Prepare certificate of employment for signature of the beneficiaries		5 minutes	PESO Manager- Designate
8. Receive salary at the end of	8.1. Prepare/Process payroll (60% salary)	None	2 days	DESO Managar Docignata
7. Employment Period	7.2. Prepare/ accomplish insurance form for submission to GSIS 7.3. Submit Service Contract and copy of GSIS Insurance to DOLE		10 minutes	
7 Employment	7.1. Monitor the deployment and employment of SPES beneficiaries at assigned offices/Barangay	None	20 days	PESO Manager- Designate



OFFICE OF THE PROVINCIAL BUDGET OFFICER

(External Services)

1. Processing of Financial Documents

Service Information: - ensuring that an appropriation release order has been issued and availability of appropriation has been certified for all financial claims charged against provincial funds

Office or Division	propriation has been certified for all financial claims charged against provincial funds						
		Provincial Budget Officer					
Classification:		Simple					
Type of Transaction:	G2C						
Who may avail:		Liaison Officers of provincial government offices and national offices provided with financial assistance by the province.					
CHECKLIST C	OF REQUIREMENTS WHERE TO SECURE						
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Submit request for Allotment Release Order (ARO)	1.1. Receive request for Allotment Release Order (ARO)		5 minutes	Administrative Aide IV			
	1.2. Prepare the recommendation for the release of allotment		2 hours	Admin Officer IV Supervising Administrative Officer (Appropriations and Allotment Div.)			
	1.3. Prepare transmittal letter endorsing the same to the Local Chief Executive (LCE) for approval (1st Endorsement)	None	30 minutes	Administrative Aide IV			
	1.4. Release to the Office of the Governor		5 minutes	Administrative Aide IV			
	1.5. Receive approved ARO (2nd Endorsement)		5 minutes	Administrative Aide IV			

1.6. Prepare endorsement

forwarding copy of the approved ARO to the Office

of the Provincial Accountant and furnish copy the

concerned office

Endorsement)

(3rd

Administrative Aide VI

30 minutes

Office of the Provincial Budget Officer (External Services)

	1.7. Post to registries of allotment		30 minutes	Supervising Administrative Officer Admin. Officer V Admin. Officer IV Admin. Officer II Admin. Assistant II
	1.8. Keep record of approved Allotment Release Order (ARO)		10 minutes	Administrative Aide IV (Administrative Staff)
2. Submit Obligation Requests with supporting documents	2.1. Receive OBRs together		15 minutes	Administrative Aide IV (Administrative Staff)
	with disbursement vouchers/purchase requests, payrolls, and/or other supporting documents and route to controlling personnel to check availability of appropriation			
	2.2. Check availability of appropriation and appropriateness of claims and recommend action to the Head of Office		30 minutes	Supervising Administrative Officer Admin. Officer V Admin. Officer IV Admin. Officer II Admin. Assistant II
	2.3. If appropriation is not available or insufficient and/or inappropriate of claims, return documents to end-user	None	30 minutes	Administrative Aide IV
	2.4. If appropriation is available: For OBR – record, issue OBR		15 minutes	Supervising Administrative Officer Admin. Officer V Admin. Officer IV
	number and certify by the PBO For PRs - record to earmark the amount		15 minutes	Admin. Officer II Admin. Assistant II
	2.5. Sign by the PBO or his alternate		10 minutes	Provincial Budget Officer Supervising Administrative Officer
	2.6. Extract copy for filing and release OBR/PR to concerned offices		15 minutes	Administrative Aide IV
	Total processing time	None	5 hours and 50 minutes	



OFFICE OF THE PROVINCIAL PLANNING AND DEVELOPMENT COORDINATOR

(Internal Services)

1. Preparation of Supplemental Investment Program (SIP) - A Supplemental Investment Program (SIP) is formulated whenever there are Programs, Projects and Activities (PPAs) that are not included in approved Annual Investment Program (AIP).

Program (AIP).						
Office or Division	or Division Office of the Provincial Planning and Development Coordinator - Plans and Programs					
	Division					
Classification	Simple					
Type of Transaction	G2C					
Who may avail?	Provincial Government Offices and Se	ctoral Co	uncils			
CHECK	LIST OF REQUIREMENTS		WHERE TO S	SECURE		
GITEGI	<u> </u>					
	Letter Request	_				
	Project Proposal	Con	cerned Provincial Off	ices/Sectoral Council		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PROCESSING TIME PERSON RESPONSE PAID				
1. Submit letter request and proposal for inclusion of PPAs in the SIP	1.1. Receive and record letter request and proposal	None	5 minutes	Administrative Aide IV		
	1.2. Forward letter request and proposal to the Head of the Office (PPDC) for information	None	2 minutes	Administrative Office V		
	1.3. Initial review by the PPDC and route the documents to the concerned staff for thorough review	None	10 minutes	PPDC		
	1.4. Thorough review of the documents	None	25 minutes	Planning Officer IV		
	1.5. Consolidate the proposal to the Supplemental Investment Program (SIP)	None	1 hour	Planning Officer I		
	1.6. Submit the SIP to the Secretariat of the Provincial Development Council for inclusion in the agenda of Council's meeting for approval	None	10 minutes	Planning Officer IV		
	1.7. Furnish the requesting office (proponent) a copy of the approved PDC Resolution, for his information	None	10 minutes	Administrative Officer V		
	Total processing time	None	2 hours & 2 minutes			



OFFICE OF THE PROVINCIAL PLANNING AND DEVELOPMENT COORDINATOR

(External Services)

1. Online Review of Gender and Development (GAD) of the 18 City/Municipal Government Units -

The Office is tasked to review the Plan to ensure that the proposals incorporated in the Gender and Development Plans and Budget (GADPB) conform with the guidelines set by law.

	Plans and Programs Division - Office of the Provincial Planning and Development		
Office or Division	Coordinator		
Classification	Highly Technical		
Type of			
Transaction	G2G		
Who may avail?	City/Municipal Planning and Development Coordinators		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Gender and Development Plans and Budgets	All City/Manisipal Cayaranant Units of the gravings	
Gender and Development Accomplishments	All City/Municipal Government Units of the province	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requests for the review of the GAD Plan and Budget and GAD accomplishments thru emails	1.1. Access the official email adds of the Office to secure the documents	none	5 minutes	Planning Officer II
	1.2. Check and Review the submitted mandatory requirements as to its completeness and compliance per LGU	none	1 day	Planning Officer II
	1.3. Endorse to the concerned C/M Government Unit the GAD Plan and Budget with corresponding comments for their subsequent revision via emails	none	2 hours	Planning Officer II
	Total processing time	None	1 day, 2 hours & 5 minutes	

2. Provision of Integrated Provincial Annual Report (IPAR)/Ecological Profile (EP) and Provincial Development Physical Framework Plan (PDPFP)-

The Integrated Provincial Annual Report/Ecological Profile and Provincial Development Physical Framework Plan of the province are provincial documents formulated which picture the over-all achievements of the Provincial Government and other vital information of the province. These documents are very importance sources and reference materials for planning and decision-making.

Office or	Office of the Provincial Planning and	Development Coordinator - Research, Evaluation and	
Division	Statistics Division		
Classification	Simple		
Type of			
Transaction	G2G & G2B		
Who may avail	National line Agencies, Local Government Units and Private entities/individuals		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Concerned requisitioners		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for the acquisition of the IPAR/EP/PDPFP	1.1. Receive and record letter request	none	5 minutes	Administrative Aide IV
	1.2. Forward letter request to the Head of the Office (PPDC) for information	none	2 minutes	Administrative Office V
	1.3. Route the request to the concerned Division	none	5 minutes	PPDC
	1.4. Require the client to pay to the Cashier of the Provincial Treasurer's Office for the acquisition of the following documents:		5 minutes	
	a. Integrated Provincial Annual Report (IPAR)			Project Evaluation
	b. Ecological Profile (EP)			Officer IV
	c. Provincial Development Physical Framework Plan (PDPFP)			
	Record the Official Receipt and provide the client the requested document	none	5 minutes	
	Total processing time	None	22 minutes	

3. Review of LGUs Comprehensive Development Plans/Comprehensive Land Use Plans

The Office being the Secretariat of the review of the Comprehensive Development Plans and Comprehensive Land Use Plans (CDPs and CLUPs), shall facilitate the conduct of the review of the Plans by the CDP TAC (Technical Advisory Committee/Provincial Land Use Committee (PLUC). The CDP TAC or the PLUC is composed of the PPDC being the Chair of the Committee and members coming from the selected National Line Agencies, Provincial Government Offices and Civil Society Organizations who shall review and give comments as far as the compliance

of the requirements of the LGUs				
Office or Division	Office of the Provincial Planning and Development Coordinator - Plans and Programs Division			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail?	City/Municipal Planning and Dev	elopment Co	ordinators	
CHECKLIS	ST OF REQUIREMENTS WHERE TO SECURE			URE
Comprehen	sive Development Plans	All City/Mur	nicinal Local Governme	nt Units of the province
Compreh	ensive Land Use Plans	All City/Ivial	neipai Local Governine	ne office of the province
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for the review of the Comprehensive Development Plan/ Comprehensive Land Use Plan	1.1. Record the actual submission of the Plan and forwarded to the PPDC	none	5 minutes	Administrative Aide IV
	1.2. Initial review by the PPDC for information	none	10 minutes	
	1.3. PPDC forwarded the documents to the concerned personnel for the preparation of necessary documents as basis of the technical review by the CDP TAC and Land Use Plans by the PLUC	none	5 minutes	PPDC
	1.4. Facilitated the necessary preparations for the review of the CDP TAC or the PLUC	none	1 day	Planning Officer IV
	1.5. Facilitate the conduct of the review by the CDP TAC or the PLUC per LGU	none	1 day	Planning Officers
	1.6. Consolidate the comments			

none

none

None

1 day

5 minutes

3 days & 25

minutes

Planning Officer I

Administrative Aide IV

concerned LGU

the

of the review team for

endorsement to the concerned LGU for revision of the Plan 1.7. Record the endorsement of comments

Total processing time

to

the



OFFICE OF THE PROVINCIAL TREASURER

(Internal Services)

1. Issuance of Certificate of Appearance

Stakeholders, Walk-in clients secure Certificate of Appearance to vouch their transaction before leaving the Premises of the Office

Office or Division	Provincial Treasurers Office
Classification	Simple
Type of Transaction	G2C, G2B & G2G
Who may avail?	All Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Present Travel Order	Agency of Origin
b. Personal Appearance	Agency of Origin

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Admin Log book	1.1. Check Name and Signature	None	2 minutes	
2. Present Travel Order	1.2. Assess/ Evaluate the presented documents		2 minutes	Administrative Aide IV Local Treasury
3. Wait for the issuance of Certificate of Appearance	1.3. Issue Certificate of Appearance according to Purpose stated in the travel Order		3 minutes	Operations Officer I
	Total processing time	None	7 minutes	



OFFICE OF THE PROVINCIAL TREASURER

(External Services)

1. CHECK CLAIMS

Claimants must present their Valid Government Issued Identification Card and in case of Liaisons, Special Power of Attorney to Officer In-Charge in claiming their Checks.

Office or Division	Provincial Treasurer's Office
Classification	Simple
Type of Transaction	G2C, G2B & G2G
Who may avail?	All Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Official Receipt b. Valid Government Issued Identification Card c. Special Power of Attorney to Liaisons	Claimants GSIS, LTO, COMELEC, Employers ID, Cedula, etc. Lawyer

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 1 in Cash Disbursement Division and Present Valid Government Issued Identification Card to Officer In-Charge for verification.	1.1. Verify Identification Card	None	3 minutes	Local Treasury Operations Officer I
Issue Official Receipt (for contractors and suppliers) and write full name, signature and date the check received in Checkbook	2.1. Record to Checkbook Payee, amount and date 2.2. Release Check	None	10 minutes 3 minutes	Local Treasury Operations Officer I
	Total processing time	None	16 minutes	

2. Computation and Collection of Amusement Tax

An amusement tax is to be collected from proprietors, lessees or operators of theaters, cinemas, including open or covered court, private homes, business establishments showing movies, sports and other events through the use of VCD's, DVD's of via satellite/internet, concert halls, circuses, cockpits, boxing stadia, gymnasium, and other places of amusements like commercial basketball tournaments at the rate of ten percent (10%) of the gross receipts from admission fees to provide admission tickets which is serially numbered indicating the name of amusement place, the admission fee and the corresponding share and the municipality concerned.

Office or Division	Provincial Treasurers Office
Classification	Simple
Type of Transaction	G2C, G2B
Who may avail?	All Amusement Place Permit Holders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Mayor Business permit from LGU where the amusement activity will be undertaken	Mayor's Office
b. Registered tickets from the Office of the Treasurer	Treasurer's Office
c. Statement of Amusement Gross Receipts from each	
activity	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Mayors Business Permit where the Activity will be undertaken and printed tickets to PTO for registration	1.1. Check Mayors Business Permit 1.2. Register and record the Serial Numbers of Tickets to be registered and issue Governors Permit	1 to 50 stubs/1 to 2,500 pcs – P300 51- 100 stubs/ up to 5,000 pcs 101 - 150 stubs/ up to 7,500 pcs- P500 151-200 stubs/ up to 10,000 pcs- P600 Governor Permit Fee 700.00 annually and including the renewal	5 minutes 10 minutes	Local Treasury Operations Officer I Local Treasury Operations Officer III Local Treasury Operations Officer IV
2. Present Statement of Gross Receipt of each Amusement Activity	2.1. Compute Amusement Tax based on the statement presented	None	15 minutes	Ticket Checker Field Collector Local Treasury Operations Officer II
3. Pay to Assigned Collector	Collect and Issue Receipt	10% of the of receipts shall be collected after the end of each activity,	5 minutes	Ticket Checker Field Collector Local Treasury Operations Officer II
	Total processing time		30 minutes	

3. COMPUTATION AND COLLECTION OF ANNUAL FIXED TAX FOR EVERY DELIVERY TRUCKS/VANS AND OR ANY **MOTORIZED VEHICLE**

Annual fixed tax is hereby levied and imposed in any trucks, van or vehicle, cargo forwarder, mobile rice mills, corn shellers and/or any producers, wholesalers, dealers, or retailers in the delivery or distribution to sales outlets or consumers, whether directly or indirectly, within the Province of Cotabato.

Office or Division	Provincial Treasurers Office
Classification	Simple
Type of Transaction	G2C, G2B, G2G
Who may avail?	All Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Application Form b. Official Receipt & Certificate of Registration for Annual Fixed Tax	PTO - Revenue Operation Division Owners Copy/Photocopy

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to Revenue Division	1.1. Assess/ Evaluate the presented	Annual Fixed Tax on Delivery Trucks/Vans/Motorized Vehicle		10 minutes		
present required documents	documents and compute Tax	Units	New Units	Renewal	20 minutes	Ticket Checker Field Collectors Local Treasury Operations Officer II
	due	MOTORCYCLES/CORN SHELLERS/TRICYCLES	280.00			
	1.2. IF ON FIELD: Apprehend vehicles that are required to pay the Annual Fixed Tax	VAN/MULTI-CABS/ JEEPS	620.00			
		6-WHEELER TRUCKS	850.00			
		10-WHEELER TRUCKS AND MORE	1,000.00			Officer II
2. Pay Tax Obligation to Cash Receipts Division on field.	2.1. Collect and Issue Official Receipt and release	Surcharge of 25% for late payments and 2% interest per month reckoning the date of accrual of the tax			Ticket Checker Field Collectors Local Treasury Operations Officer II	
	Total processing time				20 minutes	

4. Computation and Collection of Franchise Tax

Franchise Tax is a right or privilege, affected with public interest which conferred upon private persons or corporations, under such terms and conditions as the government and its political subdivision may impose in the interest of public welfare, security and safety. In case of newly started business, franchise tax shall be levied at 6% of one percent (1%) of the capital investment. In the succeeding year, regardless of when the business started to operate, the tax shall be based on the gross receipts for the preceding year, or any fractions thereof.

Office or Division	Provincial Treasurers Office
Classification	Simple
Type of Transaction	G2B
Who may avail?	All Franchise Holders

CHECKLIST OF REQUIREMENTS Statement of Annual Gross Receipts from Previous Year		WH	ERE TO SECURE	
		Taxpayers/Company Accountant		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present statement of Gross receipts from the previous year for computation and	1.1. Compute tax on Franchise based on the Statement presented	66.5% of 1% based from the annual gross receipts of previous year	15 minutes	
payment	1.2. IF ON FIELD: Collectors will visit the company and compute gross receipts from previous year	Governor Permit Fee 700.00 for the renewal of business and the time of payment every 20th day of January every year In case of newly started business, a tax shall be levied at 6% of 1% of the capital investment A surcharge of 25% of the Tax due and interest of 2% per	5 minutes	Field Collectors
2. Pay to assigned field	2.1. Collect and Issue Official	month shall be added in case of late payments Depends on the	5 minutes	Field
collector	Receipt Total processing time	capital investment	20 minutes	Collectors

5. Computation and Collection of Tax on SAG-Guano with issuance of certification

A person, who has a permit for the extraction/removal and disposition and/or utilization of loose or unconsolidated guano and other organic fertilizer deposits in specific caves and/or confined sites within the territorial jurisdiction of the Province of Cotabato are subjected to Guano tax.

Office or Division	Provincial Treasurers Office
Classification	Simple
Type of Transaction	G2C, G2B, G2G
Who may avail?	All Permit Holder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Municipal Business Permit b. Advance Payment for Payment of Guano Tax	Local chief Executive where the Guano Is Located Office of the Provincial Treasurer

b. Advance rayment for rayment of duant fax				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Check documents presented for its	None	3 minutes	Local Treasury Operations Officer III Local Treasury Operations Officer IV
Present documents needed	1.2. Compute	2,000 kilograms of Guano/ Fertilizer	20 minutes	Local Treasury Operations
for computation of Guano Tax	1.3. Prepare Guano Tax Clearance	with an initial payment of P6.05 per kilogram	5 minutes	Officer I Local Treasury Operations Officer III Local Treasury Operations Officer IV
2. Pay at Cash Receipts Division	2.1. Issue Official Receipt and Guano Tax Clearance	Certification Fee of P 100.00 and Documentary Stamp Tax P15.00 per project	5 minutes	Ticket Checker Local Treasury Operations Officer II
	Total processing time		33 minutes	

6. Collection of Professional Tax

Professional Tax is collected on each and every person engaged in the exercise of his/her profession requiring

Office or Division	Provincial Treasurers Office
Classification	Simple
Type of Transaction	G2C, G2B, G2G
Who may avail?	All Permit Holder

CHECKLIST OF REC	WHERE TO SECURE			
a. Municipal Business Permit b. Advance Payment for Payment of Guano Tax		Local chief Executive where the Guano Is Located Office of the Provincial Treasurer		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Present Identification or any proof of passing the Board or Bar Examination or any related Government Examination that need Professional Tax Receipts 	1.1. Check presented ID and categorize according to Bracket as stated in Sec. 133 page 41 of the Revised Revenue Code of the Province of Cotabato 2018	None	3 minutes	Field Collectors
 Pay to assigned field collector 	2.1. Collect payment and Issue Official Receipt	Bracket A 330.0 Bracket B 297.00	5 minutes	Field Collectors
	Total processing time		8 minutes	

7. Computation and Collection of Real Property Tax

Real Property Tax is a Tax levy on properties such as land, buildings, machineries and other improvements affixed or attached to the real property at the rate of 1% of the assessed value of the said property. The tax on real

property is 1% and Special Education Fund of 1% is also collected				
Office or Division	Provincial Treasurers Office			
Classification Simple				
Type of Transaction	G2C, G2B			
Who may avail?	All/taxpayers			
	REQUIREMENTS	WHERE TO		
	ceipt of Official Payment ax Declaration	Taxpayer(s)/ Owners copy of Late Office of the Provi		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Proceed to PTO information desk and relay the intention of paying Real Property Tax	1.1. Direct taxpayers to concern	None	2 minutes	Ticket Checker
2. Request for payment order form and present latest Official Receipt of Real Property Tax and Tax declaration	2.1. Make a computation based on the presented document of the taxpayer	1% Basic & 1% SEF of the assessed value of the property	10 minutes	Local Treasury Operations Officer I Local Treasury Operations Officer III Local Revenue Collection Officer IV
3. Pay at Cash Receipts Division	3.1. Issue Official Receipt as proof of payment	20% discount is given to Advance Payments 10% Discount is given to prompt payments 2% interest are imposed to delinquent taxpayers but not to exceed 36 mos. Discounts can be avail if the property has no delinquency/ies Certification Fee of P100.00 and Documentary Stamp Tax P15.00 per clearance	5 minutes	Ticket Checker Local Treasury Operations Officer II Local Revenue Collection Officer IV
4. Present Official Receipt and request	4.1. Issuance of Real			Local Treasury Operations Officer I

None

Officer I

Local Treasury

Operations

Officer III

5 minutes

22 minutes

Property Tax

Clearance to

Requesting Taxpayer

Total processing time

Clearance for real

Property Tax

Clearance

8. Computation and Collection of Sand And Gravel Tax & other Quarry Resources with issuance of SAG certification

Sand, Gravel, Stones, Boulders, Limestone, Soil, Clay, Mountain Mixed and other quarry Materials extracted/removed from public and private lands, or from beds of lakes, rivers, streams, creeks and other public waters, whether within private and public land within the territorial jurisdiction of the province, are subject to this tax.

Office or Division	Provincial Treasurers Office
Classification	Simple
Type of Transaction	G2C, G2B, G2G
Who may avail?	All Permit Holder

CHECKLIST OF REQUIREMENTS	CHECKLIST OF REQUIREMENTS
Municipal Business Permit Advance Payment for Payment of Guano Tax	Local chief Executive where the Guano Is Located Office of the Provincial Treasurer

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents	1.1 Check documents presented for its completeness	None	3 minutes	Local Treasury Operations Officer III Local Treasury Operations Officer IV
needed for computation of SAG	1.2 Compute	P10.00 per cubic of earth fill/soil and	20 minutes	Local Treasury Operations Officer I
Tax	1.3 Prepare SAG Tax	P15.00 per cubic meter of other quarry resources	5 minu tes	Local Treasury Operations Officer III Local Treasury Operations Officer IV
2.Pay at Cash Receipts Division	Issue Official Receipt and SAG Tax Clearance	Certification Fee of P 100.00 and Documentary Stamp Tax P 15.00 per project	5 minutes	Ticket Checker Local Treasury Operations Officer II
	Total processing time		33 minutes	

9. Computation and Collection of Tax on Printing and Publication

CHECKLIST OF REQUIREMENTS

A tax on business of persons engaged in the printing and/or publication of books, cards, posters, leaflets, handbills, certificates, receipts, pamphlets and other of similar nature using offset, letterpress and computer printers and other printing equipment/machine/device (tarpaulin, flyers and print ads).

In case of newly started business, a tax shall be levied at 6% of one percent (1%) of the capital investment. In the succeeding year, regardless of when the business started to operate, the tax shall be based on the gross receipts for the preceding year, or any fractions thereof.

Office or Division	Provincial Treasurers Office
Classification	Simple
Type of Transaction	G2B
Who may avail?	All Printing and Publication Business Holders

CHECKLIST OF REQUIREMENTS

A. Statement of Annual Gross Receipts from Previous Year		Taxpayers/Co	rs/Company Accountant		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	1.1 Compute tax on printing and publication based on Statement presented	73.15% of 1% based from the annual gross receipts of previous year	15 minutes		
Present statement of Gross receipts from the previous year for computation and payment	1.2 IF ON FIELD: Collectors will visit the company and compute annual gross receipts from previous year	Governor Permit Fee 700.00 for the renewal of business and the time of payment every 20th day of January every year In case of newly started business, a tax shall be levied at 6%	5 minutes	Field Collectors	

of 1% of the capital investment

		A surcharge of 25% of the Tax due and interest of 2% per		
		month shall be added in case of late payments		
2. Pay to assigned field collector	2.1. Collect and Issue Official Receipt	Depends on the capital investment or gross receipts of Franchise Holder.	5 minutes	Field Collectors
	Total processing time		20 minutes	

10. Computation and Collection of Transfer Tax

Transfer tax is a Tax on Sale, Donation, Barter, or on any other mode of transferring ownership or title of property from one person to another may it be juridical or personal. A rate of 71.5% of 1% of the total consideration involved in the acquisition of property, or of the Current Fair Market Value stated in the Tax Declaration whichever is higher.

Office or Division	Provincial Treasurers Office
Classification	Simple
Type of Transaction	G2C,G2B, G2G
Who may avail?	All Clients

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to PTO information desk and relay the intention of paying Real Property Tax	1.1. Direct taxpayers to concern division/person	None	2 minutes	Ticket Checker
2. Request for payment order form and present subscribed documents for transfer tax computation, tax declarations, latest real property tax clearance	2.1. Make a computation based on the presented documents	71.5% of 1% of the Fair Market Value or the Purchased Price/ Consideration Amount whichever is higher	10 minutes	LTOO 1 LTOO III LTOO IV
3.Pay at Cash Receipts Division	3.1. Issue Official Receipt as proof of payment to the taxpayer	Depends on the Fair Market Value or the Purchase Price of the Property whichever is higher	5 minutes	Ticket Checker LTOO II
	Total processing time		17 minutes	

11. PAYMENT OF APPROVED PAYROLLS AND VOUCHERS

Before Claims or Payment of Salaries, RATA, Monetization, Overtime Pay, Salary Differential, Hospital Potting, Hazard Pay, Honorariums, Allowances, Financial Assistance and other Provincial Monetary obligations, disbursement vouchers and other document attachments are needed to support the said Claim.

Office or Division	Provincial Treasurers Office
Classification	Simple
Type of Transaction	G2G, G2C, G2G
Who may avail?	All Clients

CHECKLIST OF REQUIREMENTS	CHECKLIST OF REQUIREMENTS
A. Valid Government Issued Identification Card	GSIS, LTO, COMELEC, Employers ID, Cedula, etc.

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 1 in Cash Disbursement Division and Present Valid Government Issued Identification Card to Person In-Charge for verification	1.1. Verify Identification Card	None	3 minutes	LTOO III
2. Write full name and signature on the payroll	2.1. Initial signed payrolls and pay claim	None	5 minutes	LTOO III
	Total processing time	None	7 minutes	

12. Reconciliation to eSRE Report & Consolidation of Quarterly Business Taxes, Fees & Charges and Economic Enterprise Report of the 17 Municipalities of the Province

The 17 municipalities were mandated to submit every quarter their Business Taxes, Fees & Charges and Economic Enterprise Reports to the Province. The Office exercises technical supervision and such other functions provided by law and monitored and evaluated progress of collection. This report serves as a guide in determining the percentage of collection per quarter of an LGU. The Office verifies and consolidate the accurate reports, tally with the electronic Statement of Receipts and Expenditures (eSRE System) and submit hard copy and email to BLGF Region.

Office or Division	Provincial Treasurers Office			
Classification	Simple			
Type of Transaction	G2G - Government to Gover	nment		
Who may avail?	17 Municipal Treasurers of t	he Province of Cotab	ato	
CHECKLIST OF F	EQUIREMENTS	CHECK	LIST OF REQUIR	EMENTS
Two (2) copies each of Quar Taxes, Fees & Charges and I	terly report of Business Economic Enterprise Report			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit quarterly report of Business Taxes, Fees & Charges and Economic Enterprise of the 17	1.1. Receive the reports and verify for accuracy of quarterly reports		2 minutes	
Municipalities, (Two (2) original copies per municipality)	1.2. tart reviewing and type correct report 1.3. Return One (1) duplicate copy of the corrected report to LGU concerned.	None	30 minutes 1 minute	Local Treasury Operations Officer I

None

33 minutes

Total processing time

13. Submission of Quarterly Electronic Statement of Receipts & Expenditures of 17 Municipalities of the Province thru BLGF system

It captures the data that generate the fiscal capacity, level of borrowings, and creditworthiness of the LGUs. This report is system-generated through the electronic Statement of Receipts and Expenditures system (eSRE System) of BLGF. The local system report will be reviewed by the Provincial Reviewer (Provincial eSRE Focal) before uploading into the system. The province is responsible in the review and approval of eSRE Reports of the 17 Municipalities and forward to BLGF Region, upon approval.

Office or Division	Provincial Treasurers Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail?	17 Municipal Treasurers of the Province of Cotabato

		21.01.0 01.01.101.1100 01.001.000.00
	CHECKLIST OF REQUIREMENTS	CHECKLIST OF REQUIREMENTS
a.	LGU Laptop with installed eSRE System	
b.	Two (2) copies each of Quarterly report of Fees & Charges	
c.	Current Annual Budget and Supplemental Budget	
d.	For Calendar Year-End (4th Quarter):	
•	Three (3) copies each of Year-End Reports for all	
	Funds (General Fund, Special Education Fund & Trust	
	Fund) of Trial Balance, Cash Flow, Statement of	
	Financial Position and Statement of Financial	
	Performance	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit local system report of Statement of Receipts and Expenditures through LGU laptop for review, (Thirteen (13)	1.1. Receive the LGU laptop and its attachment and check for completeness of the report.	None	5 minutes	LTOO I
pages)	1.2. Start reviewing accuracy and reliability of the report		2 hours	LTOO I LTOO IV
2. Uploaded approved electronic Statement of Receipts and Expenditures (eSRE) to BLGF System for provincial review	2.1. Forward eSRE Report to provincial approver through BLGF system upon approval of the provincial reviewer.	None	5 minutes	LTOO I
	2.2. Approve eSRE Report through BGLF system for regional review.		5 minutes	
	Total processing time	None	2 Hours and 15 minutes	



OFFICE OF THE PROVINCIAL ACCOUNTANT

(Internal Services)

1. Issuances of Certification-(Net Take Home Pay, GSIS, HDMF, PHILHEALTH, SSS, Bank Loan Repayments)
The office issues certification for all employees who may avail salary loans for various lending institutions and certificate of premiums contributions.

Office or Division	Provincial Accountant's Office
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Employees

	CHECKLIST OF REQUIREMENTS	CHECKLIST OF REQUIREMENTS
b.	Official Receipt Forms Certification from Bank for no outstanding loan	Provincial Treasurer's Office Receiving area of Accounting Office Lending Institution

c. Certification from Bank for no outstanding loan		Lending Institution		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Customer requests for a Certification or Clearance	1.1. Receives Official Receipt and record to the log book a. Certification b. Clearance	40.00 65.00	5 minutes	Admin Assistant II
	 1.2. Verifies in the Index of payment of Official/Employees and prepares certifications a. Net Take Home Pay b. GSIS, HDMF, Phil health, Bank Loan Repayments c. CLEARANCE 	None	1 hour/ employee 2 days	Admin. Assistant II Admin Officer V, Accountant II, Admin Officer IV
	c.1.Routed PACCO Clearance Form to designated officers Note: Attached certification from Bank for no outstanding loan			

	1.3. Approval of Certification a. Review/approves forms and releases the same to the officer-incharge	None	10 minutes	Provincial Accountant or Alternate Signatories
2. Releasing	2.1. Releasing a. Record the certification/clearance and release to liaison officers or person concerned	None	5 minutes	Admin. Assistant II
	Total processing time	P 105.00	16 hours and 20 minutes	

2. Issuances of Tax Certificate

The office issues Form 2307 Certificate of Creditable Tax Withheld at Source for all contractors/suppliers and professionals of the Provincial Government.

Office or Division	Provincial Accountant's Office
Classification	Simple
Type of Transaction	G2C
Who may avail?	Contractor/supplier Professionals

CHECKLIST OF REQUIREMENTS	CHECKLIST OF REQUIREMENTS
a. Name of Supplierb. Taxpayer Identification Number (TIN)c. Forms	BIR Receiving area of Accounting Office

J				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Customer requests for a Tax Certificate	1.1. Receives request form and prepares Certificate of Final Tax and Certificate of Creditable Tax	None	20 mins/form	Admin Officer II
	1.2. Scan BIR Form for office file		10 mins/form	Admin Aide IV
2. Releasing	1.3. Approval of Certification 1.4. Review and approved forms and release the same to the officer-in-charge 2.1. Releasing 2.2. Record the tax	None	15 mins/form	Provincial Accountant or Alternate signatories
	certificate and release to liaison officers or person concerned Total processing time	None None	mins/form 60 Minutes /form	Admins Officer II

3. Processing of Government Transactions-Simple

The office processes simple transactions like payment of Utility Bills, Communication Expenses, Cash advances of Disbursing Officer, Payment of Remittances, Payment of RA/RATA, Payment of Refund, Payment of Cash Advances (TEV, Activities, Petty Cash, Operating Expenses and Registration/Annual Dues) Payment of Financial Assistance (Medical, Burial), Payment of Release of Retention, Payment of Livelihood Assistance(STEP)

Office or Division	Provincial Accountant's Office			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may avail?	All Clients			

CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
Please refer to checklist of mandatory supporting documents		Receiving area of Accounting Office		
CLIENTS STEPS	AGENCY ACTIONS	TO BE PROCESSING TIME		PERSON RESPONSIBLE
Submit vouchers and payrolls for salaries and wages with complete supporting documents	1.1. Receives through DTS, encode data in the computer and assign control number to vouchers/payrolls together with all the necessary supporting documents	None	5 minutes per transaction	Admin Aide IV
	Pre-Audit 2.1. Verify the validity of the amount claimed, check the completeness of all supporting documents.	None	30 minutes per transaction	Admin Officer IV Admin Officer II
	3. Segregate office file copy		10 mins	Accountant II
	3.1. For Cash Advances issued certification of no unliquidated cash advance		5 mins	Admin Officer
	Note: if supporting documents are incomplete record to logbook and return to the requisitioner or requesting office	None		
	4. Indexing			Admin Officer IV
	4.1. Post to individual ledger card all the claims	None	5 minutes per transaction	Admin Officer I Admin Aide VI
	4.2. Filed office file copy		5 minutes per transaction	Admin Assistant II Admin Officer II

	4.3. Preparation of Journal Entry			Admin Officer V
	4.4. Control and prepares Journal Entry Voucher	None	10 mins/ transaction	Laborer I (JO) Admin Officer IV
	Note: Shall see to it the correctness of charges otherwise returns to PBO			Admin Officer II
	5. Review			Accountant IV
	5.1. Review completeness and propriety of the claim	None		Accountant II
	Note: if found to have further deficiency, return to requesting office			Admin Assistant II
	6. Approval of Certification			
	6.1. Certify, sign DV as to the allotment obligated for the purpose of completeness and propriety of the supporting documents.	None	15 mins/ transaction	Provincial Accountant/ Alternate Signatories
	7. Releasing			Laborer I(J.O)
2. Releasing	7.1. Record to logbook/DTS and forward to Provincial Treasurer's Office Note: All Disbursement documents will be forwarded to the Provincial Treasurer for Certification as to the availability of funds			Admin Aide IV
	Total processing time		1 hour and 50 mins/transaction	

3.a. Processing of Government Transactions-Complex

The office process complex transactions like payment of salaries and wages for regular, casual, COS, JO, liquidation of cash advances for travel, Activity, Petty Cash and operating expenses, payment of travelling expenses, payment of gasoline, oil and lubricants, payment of medical potting, payment of subsistence & laundry allowance, overtime, monetization other honorarium, payment of honorarium for trainers & speakers, payment of honorarium for Barangay Tanod, BNS,DCW, BHW,BNS, payment of allowances for scholars and others.

Office or Division	Provincial Accountant's Office
Classification	Complex
Type of Transaction	G2C,G2G
Who may avail?	All Clients

CHECKLIST OF REQUIREMENTS Please refer to checklist of mandatory supporting documents		CHECKLIST OF REQUIREMENTS Receiving area of Accounting Office			
					CLIENTS STEPS
Submit vouchers and payrolls for salaries and wages with complete supporting documents	1.1. Receives through DTS, encode data in the computer and assign control number to vouchers/payrolls together with all the necessary supporting documents	None	5 minutes per transaction	Admin Aide IV	
	2. Pre-Audit 2.1. Verify the validity of the amount claimed, check the completeness of all supporting documents. 2.2. Segregate office file copy and supporting deduction for payroll Note: if supporting documents is incomplete record to logbook and return to the requisitioner or requesting office	None	1 hour per transaction 15 mins per transaction	Supervising Admin Officer Admin Officer IV COS Admin Officer II Admin Officer IV Admin Officer IV Admin Officer V	
	3.1. Post to individual ledger card all the claims	None	5 minutes per transaction 10 minutes for payroll/employee	Admin Officer I Admin Aide VI	
	3.2. Filed office file copy		5 minutes per transaction	Admin Assistant II Admin Aide IV	

	4. Preparation of Journal Entry		10 minutes per	Admin Officer
	4.1. Control and prepares Journal Entry Voucher		transaction	Admin Officer V
	4.2 Gather all supporting deduction of payroll and prepares remittances	None	15 minutes per transaction	Admin Officer V
	Note: Shall see to it the correctness of charges if not return to PBO			
	5. Review			
	5.1. Review completeness and propriety of the claim	None	30 minutes per	Accountant IV Accountant II
	Note: if found to have further deficiency, return to requesting office without certification		transaction	Admin Assistant II
	Approval of Certification			
	6.1. Certify, sign DV as to the allotment obligated for the purpose of completeness and propriety of the supporting documents.	None	15 minutes per transaction	Provincial Accountant/ Alternate Signatories
	7. Releasing 7.1. Record to logbook/ DTS and forward to Provincial Treasurer's Office		15 minutes per	Laborer I (JO)
	Note: All Disbursement documents will be forwarded to the Provincial Treasurer for Certification as to the availability of funds		transaction	Admin Aide IV
	Total processing time	None	3 hours per transaction	

3.b. Processing of Government Transactions-Highly Technical Application

The office processes highly technical transactions like payment of infrastructure projects, payment of Vehicle, Repair of spare parts, payment of meals & snacks, payment of office supplies, medical and other supplies

Office or Division	Provincial Accountant's Office		
Classification	Complex		
Type of Transaction	G2C, G2G		
Who may avail?	All Clients		

CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
Please refer to checklist of man	datory supporting documents	Receivin	g area of Accounting	Office
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID PROCESSING TIME		PERSON RESPONSIBLE
1. Submit vouchers and payrolls for salaries and wages with complete supporting documents	1.1. Receives through DTS, encode data in the computer and assign control number to vouchers/payrolls together with all the necessary supporting documents	None	5 minutes per transaction	Admin Aide IV
	2. Pre-Audit 2.2. Verify the validity of the amount claimed, check the completeness of all		2 hours per transaction	Supervising Admin Officer Admin Officer IV COS
Note: if supporting docume is incomplete record to log	2.2. Segregate office file copy Note: if supporting documents is incomplete record to logbook and return to the requisitioner	None	15 mins. per transaction	Admin Officer IV Admin Officer IV Admin Officer II Admin Officer V
	Indexing	None	5 minutes per transaction 10 minutes for payroll/employee	Admin Officer I Admin Aide VI
	3.2. Filed office file copy		5 minutes per transaction	Admin Assistant II Admin Aide IV
	4. Preparation of Journal Entry 4.1. Control and prepares Journal Entry Voucher Note: Shall see to it the correctness of charges if not return to PBO	None	10 minutes per transaction	Admin Officer V

5. Review 5.1. Review completeness and propriety of the claim Note: if found to have further deficiency, return to requesting office without certification	None	30 minutes per transaction	Accountant IV Accountant II Admin Assistant II
6. Approval of Certification 6.1. Certify, sign DV as to the allotment obligated for the purpose of completeness and propriety of the supporting documents.	None	15 minutes per transaction	Provincial Accountant/ Alternate Signatories
7. Releasing 7.1. Record to logbook/ DTS and forward to Provincial Treasurer's Office Note: All Disbursement documents will be forwarded to the Provincial Treasurer for Certification as to the availability of funds	None	15 minutes per transaction	Laborer I (JO) Admin Aide IV
Total processing time	None	3 hours & 35 min per transaction	



OFFICE OF THE PROVINCIAL ACCOUNTANT

(External Services)

1. Issuances of Accountant's Advice of Local Check Disbursement

The office issues Accountant's Bank Advice for the encashment of check.

Office or Division	Provincial Accountant's Office
Classification	Simple
Type of Transaction	G2C,G2G
Who may avail?	All Clients

CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS			
Duplicate copy of che	Duplicate copy of check issued		Provincial Treasurer's Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit duplicate copy of Checks Issued	1.1. Receive duplicate copy of Checks from PTO and prepare bank advice		10 minutes		
	1.2. Encode check number from Data Tracking	None		Admin Assistant II	
	1.3. The system automatically generates the Accountant's Advice		30 minutes		
	1.4. Approval of Certification 1.5. Review/approved bank advice and releases the same to the officer-in- charge Note: if found to have further deficiency, return to PTO	None	30 minutes	Provincial Accountant/ Alternate	
2. Releasing	3. Deliver Accountant's Bank Advice of Local Check Disbursement to banks Note: Release of checks should be one day after delivery of Accountant's Advice to the Bank	None	15 minutes	Admin Assistant II	
	Total processing time	None	1 hours & 25 minutes		



PROVINCIAL COOPERATIVE DEVELOPMENT OFFICE

(External Services)

1. EXTEND CONSULTANCY SERVICES TO WALK-IN CLIENTS

Provide assistance to walk-in clients who need trainings, hands-on instruction in the preparation of financial statement and consultancy on the management and financial aspect of their cooperatives and associations.

Office or Division	Provincial Cooperatives Development Office		
Classification	Simple		
Type of Transaction	G2C		
Who may avail?	Cooperatives and associations		

CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
Letter request of the requesting party		Respective cooperatives and associations		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request	1.1. Log in to the clientele logbook and to be interviewed by the Officer of the Day	None	3 minutes	Officer of the day
2. Talk to the responsible person	2.1. Officer of the Day informs the responsible person for immediate action	None	10 minutes	PCO Supervising CDS Senior CDS CDS I Admin Aide IV (Storekeeper 1)
3. Receive assistance/ advisories needed	3.1. Extend/ provide available resources/ assistance to the clients and scheduling of the training and consultancy services	None	15 minutes	PCO Supervising CDS Senior CDS CDS I
	Total processing time	None	28 minutes	

2. AVAILMENT OF THE SERBISYONG TOTOO ENTREPRENEURIAL PROGRAM (STEP)

The program is designed to help the micro and small entrepreneurs to combat the high interest rates from the loan sharks or "five-six". The loan assistance has no interest and intended to augment their capital.

Office or Division	Provincial Cooperatives Development Office		
Classification	Simple		
Type of Transaction	G2C		
Who may avail?	Micro and Small entrepreneurs		

CHECKLIST OF REQUIREMENTS	CHECKLIST OF REQUIREMENTS
Letter request of the requesting party	Individual applicants, associations and barangays

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent to avail the program	1.1. Schedule the conduct of Orientation Program	None	10 minutes	PCO Supervising CDS Senior CDS CDS I Admin Aide IV (Storekeeper 1)
2. Attend the Orientation Program	2.1. Explain the mechanics on availing the program	None	3 hours	PCO Supervising CDS Senior CDS CDS I Admin Aide IV (Storekeeper 1)
3. Submit the duly accomplished documents	3.1. Review and prepare the necessary financial documents for processing	None	10 minutes	PCO Supervising CDS Senior CDS CDS I Admin Aide IV (Storekeeper 1)
4. Receives proceeds of loan and return on the scheduled payment time	4.1. Release proceeds and collects on the scheduled time		One half day	PCO Supervising CDS Senior CDS CDS I Admin Aide IV (Storekeeper 1)
	Total processing time	None	4 hours and 23 minutes	



OFFICE OF THE PROVINCIAL VETERINARIAN

(External Services)

1. Animal Health Services

The program includes vaccination, deworming, treatment and vitamin supplementation of animals. It is also aimed at conducting disease monitoring and surveillance as well as establish the epidemiology of emerging and reemerging animal diseases in the province.

	eases in the province.					
Office or Division	Office of the Provincial	Office of the Provincial Veterinarian				
Classification	Simple - Complex					
Type of Transaction	G2G, G2C					
Who may avail?	BLGU/MLGU, Farmers A	ssociation/Cooperative, Peoples O	rganization, ind	lividual		
CHECKLIST OF	REQUIREMENTS	CHECKLIST OF	REQUIREMENTS	S		
Lette	r request	Client's	Concern			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Veterinary Health Vaccination	Mission and Rabies					
2. Submit request letter (E-letter/ hard copy) for Animal Health Services	2.1. Receive and record request letter from individual/ LGU/People's Organization/ Farmers Association.	None	5 minutes	Officer of the Day/ Administrative Officer III		
3. Receive approved request (E-letter/ hard copy) and schedule of animal health	3.1. Send letter (E- letter/hard copy) to client re: approved request and schedule	copy) to proved		Administrative Officer III		
services.	of animal health services.		5 minutes (thru internet)			
4. Provide data (target number of animals) of the client and prepare the venue & animal/s for inspection and evaluation	4.1. Prepare logistics needed for the conduct of animal health services and conduct inspection/ evaluation of the animal.	None	60 minutes	Veterinarian / Technical staff		
5. Submit the animal for inspection/ evaluation and assist in restraining the animal.	5.1. Conduct inspection/evaluation of the animal and render veterinary services.	None	15 minutes	Veterinarian / Technical staff		

6. Pay the corresponding veterinary fee	6.1 Collect veterinary fees (Based on the Provincial Ordinance No. 618 known as the	Animal Health Ma Vaccination (in ex heads)			
	Revised Revenue Code	Cattle/Carabao	P10.00/head		
	of the Province of Cotabato of 2018)	Fowls	P0.25/head		Designated
	,	Swine/ Goat	P5.00/head	5 minutes	Collector
		Dog (rabies)	P10.00/head		
		Treatment / Deworming/ Vitamin Supplementation	50% of the cost of drug/s applied		
7. Affix signature in the veterinary health services form	7.1. Record the number of animals and farmers served and provide copies of the veterinary services rendered to BLGU/MLGU	None		5 minutes	Client/ Veterinarian / Technical staff
Total processing time		1 day, 1 hour, and 30 minutes (Approved request letter be transported to area)			
		1 hour and 35 minutes (Letter thru email)			

2. Operation Askal

Operation Askal was created pursuant to Executive Order No. 3, Series of 2006. It is a six-man team tasked to conduct catching, impounding of stray dogs and elimination of unclaimed dogs. The dog owners were given five days to claim their dogs and they were obliged to pay a fine of two hundred fifty pesos per dog for the first offense as per Provincial Ordinance No. 618 known as the "Ordinance Adopting the Revised Revenue Code of the Province of Cotabato of 2018".

Office or Division	Office of the Provincial Veterinarian
Classification	Simple - Complex
Type of Transaction	G2G
Who may avail?	MLGU

	Simple - Complex				
Type of Transaction	G2G				
Who may avail?	MLGU				
CHECKLIST OF I	REQUIREMENTS	CHECKLIST OF REQUIREMENTS			
Letter	request	Client's Concern			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	FEES TO BE PAID PROCESSING TIME		
1.Submit request letter (E-letter/ hard copy) for Animal Health Services	1.1. Receive and record request letter from MLGU.	None	5 minutes	Officer of the Day/ Administrative Officer III	
2.Receive approved request (E-letter/ hard copy) and schedule of Operation Askal	2.1. Send letter (E- letter/hard copy) to client re: approved		1 day (if to travel to area	Administrative	
services.	request and schedule of Operation Askal.	None 5 minutes (thru internet)	Officer III		
3.Prepare the target area.	3.1. Prepare logistics needed in the conduct of Operation Askal.	None	60 minutes	Veterinarian/ Technical Staff	
4. Assist in the conduct of Operation Askal and provide security personnel during the actual catching.	4.1. Conduct actual catching and impounding of stray dogs.	None	5 days	OPVET Staff	

5.Claim impounded	5.1. Conduct Information, Education, and Communication (IEC) campaign to	First offense	₱250.00/ head		
dog/s and pay the corresponding fee	pet owners and vaccinate dog/s against rabies before releasing to the owner/s and collect impounding fee	Second offense	₱500.00/ head	10 minutes	Designated Collector & OPVet Staff
	5.2. Conduct euthanasia of unclaimed dog/s and its proper disposal	None		1 day	OPVET Staff
Total processing time		7 days, 1 hour, and 15 minutes (Approved request letter be transported to area) 33 days, 1 hour, and 20 minutes (Letter thru email)			

3. Barangay Animal Health Providers Training

The Barangay Animal Health Providers (BAHP) are the additional workforce of the office in the barangays. Each barangay has a trained BAHP and is given a monthly honorarium of P 500.00. These BAHPS were tasked to assist in the conduct of animal health services, monitoring of animal dispersal projects and conduct survey/inventory of the

animal population in their respective barangays						
Office or Division						
Classification	Simple - Complex					
Type of Transaction	G2G					
Who may avail?	MLGU					
CHECKLIST OF	REQUIREMENTS	CHECKLIST O	F REQUIREMEN	TS		
Letter	request	Client	's Concern			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit request letter (E-letter/ hard copy) for Animal Health Providers (BAHP) Training	1.1. Receive and record request letter from LGU.	None	5 minutes	Officer of the Day/ Administrative Officer III		
2.Receive approved request (E-letter/ hard copy) and schedule for	2.1. Send letter (E- letter/hard copy) to client re: approved request (E-letter/ hard copy) and 2.1. Send letter (E- letter/hard copy) to client re: approved request and schedule of RAHR Training		1 day (if to travel to area 5 minutes	Administrative Officer III		
training			(thru internet)			
3.Send approved letter to BLGU's to invite capable individual to undergo training	3.1. Prepare logistics needed in the conduct of training	None	1 day	OPVET Staff		
4.Attend 5-day training and workshop	4.1. Conduct actual training and workshop.	None	5 days	OPVet Staff		
	Total processing time	None	7 days, and 5 minutes (Approved request letter be transported to area)			
			6 days and 10 thru email)	minutes (Letter		

4. Veterinary Quarantine Services

Each Veterinary Quarantine Services Center (VQSC) is being manned by Veterinary Quarantine Aides (VQAs) who do the inspection of pertinent travel documents onboard animals, animal products and its byproducts, disinfect vehicles carrying animals, monitor the movement of animals as well as apprehend animals and or confiscate animal by-products unlawfully shipped or transported in and out of the province.

by-products unlawfully shipped or transported in and out of the province.					
Office or Division	Office of the Provincial	Veterinarian			
Classification	Simple - Complex				
Type of Transaction	G2G,G2C				
Who may avail?	All Clients				
CHECKLIST OF	REQUIREMENTS	CHECKLIST OF REC	UIREMENTS		
	ng Permit e Services (Checkpoint)	Client's Cor	ncern		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	1.1. Inspect the documents (Check if the documents are complete)		5 minutes		
1. Submit the necessary documents to the Veterinary Quarantine Aides for shipment	1.2. Conduct actual head count of the animal/s onboard the Vehicle Carrying Animals (VCAs)	None 10 minutes 5 minutes	10 minutes	Veterinary Quarantine Aides	
	1.3. Disinfect VCAs with or without animals onboard		5 minutes		
	1.4. Allow the passage of the VCA upon completion of the protocol			Veterinary Quarantine Aides	
	Total processing time	None	20 minutes		
Veterinary Quarantin	Total processing time e Services (Checkpoint)		20 minutes		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit required documents for the issuance of veterinary health certificate, viz: a. Veterinary Health Certificate/ Animal Inspection Report from the Municipal Agriculture Office	1.1. Inspect the documents (Check if the documents are complete)	None	5 minutes	Officer of the Day	

b. Laboratory Test Result (Swine, Duck) c. ASF Free Certificate (Swine) d. Credentials (Large Animals) e. Police Clearance (Large Animals)					
2. Secure Veterinary Health Certificate (VHC)	2.1. Verification of Veterinary Health Certificate through signature of the Veterinarian (Officer of the Day	None		10 minutes	Officer of the Day
		Large Animal Cattle/Carabao/ Horse Small Animals Goat, Swine, Sheep & Rabbit Dog/Cat	₱50.00/ head ₱30.00/ head ₱30.00/ head		
		Doultry			
		Poultry Broiler & day-Old Chick			
		First 1000 birds	₱100.00		
3. Pay the	3.1. Issuance of Official Receipt and	In excess of 1000 birds	₱ 0.05/ bird		
corresponding veterinary fee	Veterinary Health Certificate	Layer	₱ 0.10/ bird		
		Culled Chicken	₱1.00/ bird		
		Native Chicken	₱1.00/ bird		
		Fighting Cock	₱100.00/ bird		
		Duck (Muscovy)	bilu		
		For Laying purposes	₱ 0.10/		
		(travelling)	bird		
		For Breeding purposes	₱0.50/ bird		
		Duck (Mallard)	₱1.00/		
		Other Type of Poultry	bird ₱1.00/		
			bird		
		Exotic/Wild/ Endangered A	nimals		

	Tot	tal processing time		35 minutes	
4. Affix Signature in the logbook.	4.1. Record the details on the logbook base on the VHC.	None		5 minutes	Client/ Veterinarian /Store Keeper
		Hide/Hoof/Horn(50kg/bag)	₱10.00/ bag		
		Chicken Dung/Animal manure (50kg/bag)	₱ 5.00/ bag		
		By-Product			
			egg		
		Quail egg	kg ₱ 0.10/		
		In excess of 10 trays	₱ 0.75/		
		First 300 pieces (10 trays)	₱ 10.00		
		Table Egg (Chicken/ [₱0.10/kg		
		In excess of 100 kilogram			
		etc.) First 100 kilograms	₱0.25/kg		
		Processed meat (Tocino/			
		In excess of 100 kilogram	₱0.25/kg		
		First 100 kilograms	₱0.50/kg		
		Dressed Chicken			
		In excess of 100 kilogram	₱0.50/kg		
		First 100 kilograms	₱1.00/kg		
		Cattle/Carabao/ Swine	/ Goat		
		Fresh/Frozen Carcass			
		Animal Products			
		birds)	₱100.00/ head		
		wild cat, etc.) Exotic/Wild/ Endangered			
		Exotic/Wild/ Endangered animals (deer/snake/	₱200.00/ head		

5. Provincial Animal Health Clinic

The clinic is housed at OPVET, Amas, Kidapawan City. It is established to cater those walk-in animal raisers who would seek consultation services and surgical procedures as well as collect field laboratory samples for routine disease surveillance. It also undertakes other services such as vaccination, deworming, vitamin supplementation and treatment of the animals of our walk-in clients.

Office or Division	Office of the Provincial Veterinarian
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Clients

CHECKLIST OF RE		CHECKLIST	OF REQUIREME	EMENTS		
Letter red	quest		Clie	ent's Concern		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE	
Walk in Clients (Livestock and Poultry)	1.1 Receive and record request letter from LGU.	None		5 minutes	Officer of the Day/ Administrative Officer III	
2. Report the health status of the animal	2.1. History taking 2.2. Prescription of veterinary drugs and biologics 2.3. Issuance of Order Slip	None		10 minutes	Officer of the Day/ Veterinarian	
3. Pay the corresponding fees	3.1. Issuance of Official Receipt (Based on the Provincial Ordinance No. 618 known as the Revised Revenue Code of the Province of Cotabato of 2018)	Animal Health Mar Vaccination (in exc heads) Cattle/Carabao Fowls Swine/ Goat Dog (rabies) Treatment / Deworming/ Vitamin Supplementation	_	5 minutes	Designated Collector	
4. Received the veterinary drugs/ biologics	4.1. Release of veterinary drugs/ biologics	None		5 minutes	Client/Veterinarian/ Store keeper	
5. Affix Signature in the veterinary health services form.	5.1. Record the number of animals and farmers served.	None		5 minutes	Client/ Veterinarian/Store Keeper	
	Total processing time			25 minutes		

Walk in Clients (Pet	Walk in Clients (Pet Animals)					
6. Submit the animal for	6.1. History taking					
check-up and report the	6.2. Check-up	None		10 minutes	Officer of the Day/ Veterinarian	
health status of the animal	6.3. Issue order slip					
7. Pay the corresponding fees	7.1. Issuance of Official Receipt (Based on the Provincial Ordinance No. 618 known as the Revised Revenue Code of the Province of Cotabato of 2018)	Treatment / Deworming/ Vitamin Supplementation Spaying Castration	50% of the cost of drugs applied \$\int 500.00/\text{head}\$ \$\int 150.00/\text{head}\$	5 minutes	Designated Collector	
8. Release of veterinary medicines	8.1. Administration of drugs/biologics	None		Depends on the severity of the disease	Storekeeper/ Veterinarian	
	Total processing time			Depends on the severity of the disease		

6. Livestock and Poultry Production and Upgrading Services

The project aims to increase productivity and income of our farmers through livestock production. It is also a path out of poverty by utilizing the idle times of the beneficiaries in a more productive endeavor.

. , ,	ng the idie times of the beneficiaries in a more productive endeavor.					
Office or Division		Office of the Provincial Veterinarian				
Classification	Simple - Complex					
Type of Transaction	G2G, G2C All clients					
Who may avail?						
CHECKLIST C	F REQUIREMENTS		CHECK	LIST OF REQU	IREMENTS	
Lett	er request			Client's Conc	ern	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE	ESSING TIME	PERSON RESPONSIBLE	
II.1 Livestock Dispersal	Program					
1.Submit Letter of Intent (E-letter/hard copy) to avail of Livestock and Poultry Dispersal	1.1. Receive and record Letter of Intent (E- letter/hard copy) from individual/ Organization/ Association/ BLGU/ MLGU (attached individual letter of intent)	None		5 minutes	Officer of the Day/ Administrative Officer III	
2.Submit area for ocular inspection/ evaluation	2.1. Conduct validation of applicants applying for animal dispersal.	None		1 day	Veterinarian / Technical staff	
3. Attend Orientation and Seminar on Livestock Production and Management	3.1. Conduct Orientation/Seminar on Livestock Production and Management.	- None		1 day	Veterinarian /	
a. Sign MOA and receive the animal.	3.2. Interview and facilitate signing of MOA to beneficiaries of the program.				Technical staff	
b. Receive the animal/s	3.3. Conduct documentation and release the animal/s					
4. Submit the animal for inspection.	4.1. Conduct regular monitoring of the project released to the beneficiaries.	None		½ day	Veterinarian / Technical staff	
5. Pay the 1st Offspring to the Provincial Government thru the Office of the Provincial Veterinarian for dispersal to next-in- line beneficiary	5.1. Issue Certificate of Full Payment to the beneficiary.	1st offsprii the anim regardles sex	nal	10 minutes	Veterinarian / Technical staff	
	Total processing time			2.5 days and 15 minutes		

7. Artificial Insemination in Swine and Large Animals

Artificial insemination (AI) is a powerful tool for genetic improvement and production gains. It can produce more offspring, superior ones compared to natural service. All is currently the most used method in terms of genetic improvement, thus the provincial government thru the OPVET embarked on this technology over the years and is continually supporting it.

continually suppor	ting it.	000					
Office or Division			Office of the Provincial Veterinarian				
Classification		Simple					
Type of Transaction	1	G2G, G2C					
Who may avail?		Livestock raisers					
CHECKLIST C	F REQU	JIREMENTS		CHECKLIS	T OF REQUIREME	NTS	
Text Mess	sage/Ph	none Call		Cl	ient's Concern		
CLIENTS STEPS	s	AGENCY ACTIONS	FEES TO BE P	AID	PROCESSING TIME	PERSON RESPONSIBLE	
II.1 Livestock Dispe	ersal Pro	ogram					
1. Send request for artificial insemination (large animal/ swine) services	receiv	Confirm the ved message and le time and date			5 minutes		
via text messaging and provide details (name, address, commodity, and estrous cycle)	needo of art insem and c inspe	repare logistics ed for the conduct ificial nination services onduct ction/ evaluation	None		Depends on the location of the animal	A.I. Technician	
2. Submit the animal for inspection/ evaluation and assist in restraining the animal.		Conduct artificial nination services	Artificial Insemination in Swine,	₱50.00/	15 minutes	A.I. Technician/ Designated	
3. Pay the corresponding veterinary fees.	fees (Provi No. 6 Revis of the	Collect veterinary Based on the Incial Ordinance Solution to the self-self-self-self-self-self-self-self-	Cattle & Carabao	head	5 minutes	Collector	
4.Affix Signature in the veterinary health services form.	numb	decord the per of animals and ers served.	of animals and		5 minutes	Client/ A.I. Technician	
	Total	processing time			Depends on the location of the animal		



OFFICE OF THE PROVINCIAL AGRICULTURIST

(External Services)

4. Dec. Select of Ac. & Cal.				and the second for all the second
	ery/environmental protection stance to rural-based organization		gs, tecnnicai support,	equipment, facilities,
Office or Division	Office of the Provincial Agri	culturist		
Classification	Complex			
Type of Transaction	G2C			
Who may avail?	Crop and fish farmers, Agri-6 farmers	entrepreneurs, A	gri-fishery based orga	anizations, upland
CHECKLIST OF	REQUIREMENTS	С	HECKLIST OF REQUIR	EMENTS
Letter of Intent, letter request		OPA Admin/Crops, Fisheries, Agricultural Engineering, Interim CEMO, Socio-Economics Division		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PROCESSING TIME		PERSON RESPONSIBLE
Request for Agrifishery/environmental services & projects	1.1. Discuss with the farmer/clientele re: farm situation/other agricultural related concerns/inputs/services needed	None	5 minutes	Program Leader
2. Validation/assessmen t/ evaluation of farm(er) situation	2.1. Check for crop/fish/area suitability for training & machineries and equipment provision/installation	None	1 day	Agricultural Extension Worker
3. Submission of request & other pertinent documents	3.1. follow-up approval of request from PGO	None	1 week	OPA Admin

None

None

5 minutes

8 days & 10

minutes

Program Leader

4.1. send feedback form to

Total processing time

client applicant

to PGO for approval
4. Inform the requesting

party whether he/she

is qualified or not;

whether his/her request is approved

or not



OFFICE OF THE PROVINCIAL ASSESSOR

(External Services)

1. REAL PROPERTY APPRAISAL AND ASSESSMENT (New, Revised, Transfer, Physical Change)

Classification, appraisal and assessment of real property for taxation purposes is govern by the provisions of RA 7160 and it's implementing rules and regulations and other pertinent laws, with the end view of attaining methodical, efficient and consistent compliance to achieve equity in the distribution of tax burden.

Office or Division	Office of the Provincial Assessor	
Classification	Simple/Complex	
Type of Transaction	G2C, G2G	
Who may avail?	Property Owners, Land Administrat	ors, Government Entities
CHECKLIST (OF REQUIREMENTS	WHERE TO SECURE
a.) New - Original and photocopy of Title, Free Patent, Homestead Patent, Miscellaneous Sales, Certificate of Stewardship and Certificate of Land Ownership Award, as the case maybe for validation		Property Owner
b.) Transfer (TR) - as stated	above	
• For Untitled P Sale/Deed of Dor	Property: Deed of Absolute nation, DENR documents	Notary PublicDENR
real property ta authorizing reg owner), Transfer and Sworn Stat	erty: Clearances of payment of exes from PTO/MTO, Certificate existration from BIR (previous Tax Payment (Original Receipt) ement of the true and current the real property; Title	> PTO/MTO

c.) Physical Change (PC)

- Reference from previous records, Certification from the Barangay Chairman
- Barangay Chairman

- d.) Notice of Cancellation (NC) of Assessment
 - Reference from previous owner, inspection report by MASSO and Tax Clearance

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand over Field Appraisal and Assessment Sheets (FAAS), Notice of Cancellation of Assessment (NC) prepared by the Municipal Assessors (covering 17 municipalities) a.) New	1.1. Receive FAAS and NC prepared by Municipal Assessors	None	 Party Waiting (PW) -5 minutes/ Municipal Accomplishment (MA) - 15 minutes 	Assessment Clerk II Assessment Clerk I Administrative Aide II
b.) Revised (TR) – Transfer PC) - Physical Change				

c.) Notice of Cancellation of Assessment (NC)			
2. Wait and respond to inquiries by the personnel in the Assessment Records Management Division	2.1. Verify FAAS data against existing assessment records from computer and hardbound files	 Party Waiting (PW) -5 minutes/ Municipal Accomplishment (MA) - 15 minutes 	
a. responds to inquiries by Examiner in the Examination & Valuation Division	2.2. submit FAAS and hard bound files to examiners	5 minutes	Assessment Clerk II Assessment Clerk I Administrative Aide II
	2.3. appraise and assess land, machinery and other improvements, review, check and evaluate FAAS, & NC as to correctness of computation of data applied, scrutinize authenticity and validity of supporting documents	Party Waiting - 5 minutes/ Municipal Accomplishment - 5 days	LAOO IV LAOO III LAOO III
	2.4. call-up and interview client for further clarification on Party-Waiting but notify the municipality concern of the deficiency for compliance	5 minutes	LAOO I Assessment Clerk I
	2.5 submit FAAS/NC to Tax mapping Division	5 minutes	
	2.5.1. update/verify Property Index Number (PIN) against Tax mapping Control Roll (TMCR) and Assessment Roll (AR), assign PIN of newly discovered real property or subdivided lots	Party Waiting - 5 minutes/ Municipal Accomplishment - 5 days	Tax Mapper IV Tax Mapper III Draftsman I Administrative Aide II
	2.6. submit FAAS/TD/NC to Assistant Provincial Assessor	5 minutes	

	Total processing time	None	PARTY WAITING 1 hour Municipal Accomp	olishment
3. Receive owner's copy of Tax Declaration	3.1. Release copy of Tax Declaration to owner or representative	None	2 minutes	Administrative Aide II
	2.8. Number FAAS and release to client		2 minutes	Administrative Aide II
	2.7.2 Return FAAS/TD/NC to the In charge for numbering		5 minutes	
	2.7.1 Approve FAAS/TD/NC		 Party Waiting - 5 minutes/ Municipal Accomplishment - 5 days 	
	2.7. submit FAAS/TD/NC to Provincial Assessor		5 minutes	
	2.6.1 Final review of FAAS/TD/NC and affix initial for approval		Party Waiting - 5 minutes/ Municipal Accomplishment - 5 days	Assistant Provincial Assessor

2. ISSUANCE OF CERTIFICATIONS (Total Landholding & Non-Landholding)

Provide Certification on Total and No Land Holding to clients as supporting document for Transfer of Title, Extra Judicial Settlement, Mortgage and bail bond, availment of scholarship, requirements for the issuance of title from DAR, DENR, ROD, BIR and for any legal purpose the client may deem use it.

, , , , , , , , , , , , , , , , , , , ,	
Office or Division	Office of the Provincial Assessor
Classification	Simple
Type of Transaction	G2C, G2G
Who may avail?	All Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request / Request Form	Real Property Owner
Extra Judicial Settlement/Absolute Sale	Notary Public

Extra Judicial Settlement/Absolute Sale		Notary Public		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Fill up Request Form/Letter-Request and hand over to Incharge	1.1. Receive request form and acknowledge submitted documents	None		Assessment Clerk II Assessment Clerk I Administrative Aide II
	1.2. Issue Payment Slip for Payment at PTO			
	1.3. Pay Certification in the Provincial Treasurer's Office	• Certified true copy of Tax Declaration - P70.00		PTO PERSONNEL
		Certification of No Total Landholding - P70.00	5 minutes	
		• Certification of Total Landholding - P70.00		PTO PERSONNEL
		 Research Fee (retrieval of Assessment Records) - P100/page 		TIGILIGONIVEE
		• Other Certifications - P70.00		
	1.3.1. Receive Official Receipt			
	1.4. Submit Official Receipt to personnel in the Records Division			

	1.5. Verify data in the computer and hardbound files, encoding and printing of Certification and submit to LAAO IV for review and initial	10 minutes	
	1.5.1. Review and initial Certification and submit to Assistant Provincial Assessor for final review	5 minutes	
	1.6. Final review and initial Certification for approval of the Provincial Assessor	5 minutes	
	1.7. Approve and return the Certification to Records Division	5 minutes	
	1.8. Sort files of approved Certification and release	5 minutes	
2. Receive the approved Certification			
	Total processing time	35 minutes	

3. ISSUANCE OF CERTIFICATION ON ASSESSMENT HISTORY

Provide Certification on Assessment History to clients to trace and establish previous owner/s of real property and the year it was transferred

Office or Division	Office of the Provincial Assessor
Classification	Simple
Type of Transaction	G2C, G2G
Who may avail?	All Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request / Request Form	Provincial Assessor's Office
Data such as: Name of Property Owner, Location of	Real Property Owner
Property, Title Number, Lot Number	

Property, Title Number, Lo	t Number			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up Request Form/Letter-Request	1.1. Receive request form and record in the record book	None	5 minutes	Assessment Clerk II
a. Pay Certification at the Provincial Treasurer's Office	1.2. Issue Payment Slip for payment to PTO		5 minutes	Assessment Clerk I Administrative Aide II
b. Submit Official Receipt to In- charge		 Research Fee (retrieval of Assessment Records) - P100.00 Certification on Assessment History - P70.00/page 		РТО
	1.3. Research data in the computer and hardbound files, encoding and printing of Certification and submit to LAOO IV for review and initial		5 minutes	Assessment Clerk II Assessment Clerk I Administrative Aide II
	1.4. Review, initial and submit to Assistant Provincial Assessor for final review		10 minutes	LAOO IV

	1.5. Final Review, initial and submit to Provincial Assessor for approval	1o minutes	Assistant Provincial Assessor
	1.6. Approve the Certification and return to In-charge	10 minutes	Provincial Assessor
	1.7. Sort files and release the approve Certification	5 minutes	Assessment Clerk II Assessment Clerk I Administrative Aide II
2. Receive the approved Certification		5 minutes	
	Total processing time	5 days and 40 minutes	

4. ANNOTATION OF REAL MORTGAGES, BAILBONDS, LIENS AND ENCUMBRANCES

To indicate and reflect encumbrances in the Field Appraisal and Assessment Sheet (FAAS) that property is mortgaged in the bank and other loan entities or used as bail bond in the court.

Office or Division	Office of the Provincial Assessor	
Classification	Simple	
Type of Transaction	G2C, G2G	
Who may avail?	All Clients	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Documents/Contract of Mortgage, Bail bonds, Liens	Court, Bank/and other Loan Entities
and Encumbrances	Municipal Assessor's Office/Provincial Assessor's Office
• Tax Declaration (current)	Municipal Treasurer's Office
Tax Clearance	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON RESPONSIBLE
		PAID	TIME	
Fill up Request Form and submit all required documents	1.1. Receive request form and supporting documents	None	10 minutes	
	1.2. Issue Payment Slip for payment at PTO			
a. Pay to the Provincial Treasurer's Office and submit Official Receipt to personnel responsible in the Records Division		 P10,000.00 & below - P300.00 Above P10,000.00 to P100,000.00 Above P500,000.00 Above P500,000.00 Allion P2,000.00 P1 Million and above - P3,000.00 Above P1 Million and above - P3,000.00 True copy of TD (current) - P70.00 Total Landholding - P70.00 		PTO Personnel

1.3. Verify and retrieve existing assessment records 1.4. Stamp annotation in the FAAS & enter data or real property on mortgage/bail bond	None	I hour	Assessment Clerk II Assessment Clerk I Administrative Aide II
1.5. Check data entered as stamped on documents, content of mortgage property bond and assessment records		10 minutes	Assessment Clerk II Assessment Clerk I Assessment Aide II
1.6. Submit mortgage/bail bond documents to LAOO IV for review & initial	None	10 minutes	
1.7. Review and submit mortgage/bail bond documents to the Assistant Provincial Assessor for final review and initial		10 minutes	LAOO IV

	mortgage/bail bond documents to the Provincial Assessor for approval	10 minutes	Assistant Provincial Assessor
	return annotated mortgage/ bail bond to responsible personnel for recording and releasing	10 minutes	Provincial Assessor
Receive annotated mortgage/ bail bond	1.10. Release annotated mortgage/bail bond to client	5 minutes	Assessment Clerk II Assessment Clerk I Assessment Aide II
pail bond	Total processing time	2 hours and 10 minutes	

5. EXTRACTION OF TAXMAP/S

Cater/grant client's request for extraction of maps for the purpose of boundary delineation and/or as stated in the request form

Office or Division	Office of the Provincial Assessor	
Classification	Simple	
Type of Transaction	G2C, G2G	
Who may avail?	All Clients	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in Letter	1. Receive request form			
Request or Fill up	and records in the			Administrative Aide II
Request Form	record book			
	1.1 Submit to			
	Provincial			
	Assessor for			Administrative Aide VI
	information and			
	appropriate action			
	1.2 Route request to			
	Tax mapping			
	Division for			Provincial Assessor
	extraction and			
	photocopying of			
	requested maps			
	1.3 Issue Payment Slip			Ta., N. (a. a. a. a. a. l.) (
	for payment at PTO			Tax Mapper IV
1.1 Pay to the Provincial	110	Barangay		
Treasurer's Office		Map =		
and submit the		P300.00		
Official Receipt to the		Municipal	-	
In- charge		Map -		Personnel in the PTO
		P400.00		
		Provincial		
		Мар -		
		P600.00		
	1.4 Verify from file			
	and photocopies		2 days	Tax Mapper IV,
	the requested		2 uays	Tax Mapper III,
	map			Tax Mapper II,
2. Receive the	1.5 Release blueprint			Draftsman I,
requested map	or photocopy of		5 minutes	Administrative Aide II
	the map to the			/ diffinistrative / trac ii
	client			
	Total processing time		2 days and 20 minutes	

6. ISSUANCE OF CERTIFICATION ON EXACT LOCATION

Issue Certification on Exact Location to attest authenticity and true location of real property

Office or Division	Office of the Provincial Assessor
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Clients

wno may avail? All Clients			CLIDE	
CHECKLIST OF REQUIREMENTS • Letter request		WHERE TO SECURE		
• Letter request				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in Letter Request or Fill up Request Form	1.1. Receive request form and records in the record book		5 minutes	Administrative Aide II
	1.2. Submit to Provincial Assessor for information and appropriate action	None	5 minutes	Administrative Aide VI
	1.3. Route request to Tax mapping Division for issuance of Certification on Exact Location		5 minutes	Provincial Assessor
	1.4. Issue Payment Slip for payment at PTO			
1.1 Pay to the Provincial Treasurer's Office and submits the Official Receipt to the In-charge		• Certification Fee - P70.00		Personnel in the PTO
	1.4 Verify & locate real property per description of landowner and encode Certification	None	20 minutes	Tax Mapper IV, Tax Mapper III, Tax Mapper II,
	1.5 Submit Certification to the Provincial Assessor for approval and signature		5 minutes	Draftsman I, Administrative Aide

	1.6 Approve the Certification on Exact Location		5 minutes	Provincial Assessor
	1.7 Return the approve Certification for recording and releasing	None	5 minutes	Administrative Aide VI
	1.8 Release approve Certification to client			Administrative Aide VI
2. Receive the certification			5 minutes	
	Total processing time	P 70.00	55 minutes	

7. APPRAISAL OF REAL PROPERTY FOR JUST COMPENSATION					
Office or Division		Office of the	Provincial Asses	sor	
Classification	Complex				
Type of Transaction		G2C, G2G			
Who may avail?		All Clients			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
•	g the purpose, Land Title, on, SB Resolution, Owner's Buy				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Hand in Letter Request	1.1. Receive request form and records in the record book and submit to the Provincial Assessor		5 minutes	Administrative Aide II	
a. Inquire about the schedule of ocular inspection	1.2. Route request to Administrative Division for schedule and conduct for schedule of ocular inspection		5 minutes	Administrative Assistant VI	
	1.3. Prepare Notice of Ocular Inspection and release to the members of the Provincial Appraisal Committee		20 minutes	Administrative Officer V, Administrative Assistant VI, Administrative Aide VI	
b. Pay Appraisal Fee to the Provincial Treasurer or Representative of PTO	1.4. Conduct ocular inspection and appraisal of real property	Route Distance from Station to Area: • less than 50 kilometers = P1,500.00 • Over 50 kilometers - P2,000.00	1 day	Provincial Assessor, Assistant Provincial Assessor, Tax Mapper IV, Tax Mapper III, T ax Mapper II, LAOO IV, LAOO III, LAOO II	

	1.5. Craft and finalize Resolution for signature of the Members of the Provincial Appraisal Committee	None	13 days	LAOO IV, LAOO III, Tax Mapper IV, Administrative Assistant VI
	1.6. Notify requesting Party of the approved Resolution 1.7. Release Resolution	None	5 minutes	Administrative Assistant VI
3. Requesting Party or representative receives copy of resolution				
	Total processing time		14 Days and 40 Minutes	

8. ISSUANCE OF CERTIFICATE OF APPEARANCE

Issue Certificate of Appearance to clients to substantiate their presence/transaction in the office

Office or Division	Office of the Provincial Assessor
Classification	Complex
Type of Transaction	G2C, G2G
Who may avail?	All Clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Travel Order	1.1. Receive and review the submitted Travel Order	None	5 minutes	Administrative Aide II
a. Log in the logbook 1.2. Prepares Certificate of Appearance and submit to the Provincial Assessor for	None	5 minutes	Administrative Aide II Admin Assistant VI	
	signature 1.3. Signed Certificate of Appearance		1 minute	Provincial Assessor
	1.4. Release requested Certificate	none	2 minutes	Admin Aide II Admin Assistant VI
2. Receive the requested Certificate				
	Total processing time	None	9 minutes	



PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

(Internal Services)

1. PROVISION OF DOCUMENTS AND INFORMATION ON DRRM AND CCA

This includes the following: DRRM Plans, Contingency Plans, directories of human resource, equipment, location of critical facilities, IEC/training materials, hazard maps, risk assessment reports, certificate of appearance and all DRRM information/data. It also includes authentication of documents to be used in strategic planning in line with the four thematic areas of disaster namely: Disaster Prevention Mitigation, Preparedness, Response, Rehabilitation and Recovery

Office or Division	Provincial Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail?	Provincial Government Officials and employees			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basic Letter/Communica	ation/request			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits the request letter/communication at the office a. Basic Communication b. Email	1.1. Accept and record the letter 1.2. Print and record emailed letter	None	5 minutes 5 minutes	LDRRMO III
	1.3. Route to Department Head for appropriate action /instruction	None	5 minutes	Department Head
2. Client receives the feedback	2.1. Inform the client of the action taken	None	5 minutes	LDRRMO III
	Total processing time	None	15 minutes	

2. CONDUCT DRRM TRAININGS, WORKSHOPS, DRILLS AND SIMULATION EXERCISE					
Office or Division		Provincial I	Disaster Risk Redu	uction and	
Classification		Complex	in Office		
Type of Transaction		G2C			
Who may avail?		Provincial Government Officials and employees			
•	REQUIREMENTS	1 TOVIII CIGIT C	WHERE TO S		
CHECKLIST OF REQUIREMENTS			WHERE 100	LOOKE	
Basic Letter/Communication/request			2222222	DEDGON	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Client submits the request letter/ communication at the office a. Basic Communication b. Email	1.1. Accept and record the letter1.2. Print and record emailed letter	None	5 minutes 5 minutes	LDRRMO III	
	1.3. Route to Department Head for instruction	None	5 minutes	Department Head	
	1.4. Refer to training specialist for appropriate action	None	10 minutes	LDRRMO III	
	1.5. Inform the Department Head of the actions taken	None	5 minutes	LDRRMO III	
2. Receive feedback	2.1. Provide feedback to the requesting party	None	5 minutes	LDRRMO III	
	 2.2. Preparation in the conduct of the requested Training: DF/ Activity Design Memo / T.O / Trip Ticket Coordination with the training venues and resource person 	None	3 days	LDRRMO III	
	2.3. Preparation of the training materials and venue	None	3 days	Administrative and Training Support Staff	
	2.4. Conduct of training		3 days	LDRRMO III and Support Staff	

	2.4.1. Basic DRRM Course for the Public Sectors 2.4.2. Standard First Aid and Basic Life Support 2.4.3. Fire and Earthquake Drill 2.4.5. Executive Course on Incident Command System 2.4.6. Introduction to PDRRM System 2.4.7. Camp Coordination and Camp Management 2.4.8. Basic Incident Command System 2.4.9. Company Fire Brigade Training 2.4.10. Donning and Doffing of PPEs		5 days 1 day 1 day 4 days 3 days 5 days 1 day	
Total: Basic DRRM Course for Standard First Aid and Fire and Earthquake D Executive Course on In Introduction to PDRRM Camp Coordination an Basic Incident Comman Company Fire Brigade Donning and Doffing o	Basic Life Support rill acident Command System If System d Camp Management and System Training	None	 9 days and 30 mins 11 days and 30 mins days and 30 mins 11 days and 30 mins 9 days and 30 mins 11 days and 30 mins days and 30 mins days and 30 mins days and 30 mins days and 30 mins 	
	Total processing time	None		

3. RESPONSE OPERATION SERVICES

Conduct Of Risk Assessment/Ocular Inspection for The Planned Events, Covid-19 Response/Logistical Support, Patient Transport and Establishment of Incident

Office or Division	Provincial Disaster Risk Reduction and Management Office
Classification	Complex
Type of	
Transaction	G2C
Who may avail?	Provincial Government Officials and employees

Who may avail?	Provincial Government Officials and employees			
CHECKLIST	OF REQUIREMENTS	WHERE TO SECURE		
Basic Letter/Co	ommunication/request			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the request letter/ communication at the office a. Basic Communi cation b. Email	1.1. Accept and record the letter 1.2. Print and record emailed letter	None	5 minutes 5 minutes	LDRRMO III
	1.3. For the appropriate action by the Department Head	None	5 minutes	Department Head
	1.4. Route to the Operations and Warning Division for facilitation	None	10 minutes	LDRRMO III
	1.5. Refer to technical staff to facilitate the request	None	5 minutes	LDRRMO III
	 1.6. Preparation in the conduct of the requested Training; Disposition Form Memo / T.O / Trip Ticket Communication letter 	None	1 day	LDRRMO III
	1.7. Implementation of the activity	None	1 day	LDRRMO III

	1.7.1. Risk Assessment/ ocular inspection 1.7.2. COVID-19 response 1.7.3. Patient Transport 1.7.4. Establishment Of IMT 1.8. Emergency response		1 day 1 day 3 days 30 minutes
Total: Risk Assess COVID-19 r Patient Tra Establishm Emergency	nsport ent Of IMT		2 days and 25 mins 2 days and 25 mins 2 days and 25 mins 4 days and 25 mins 1 day and 55 mins
	Total processing time	None	



PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

(External Services)

1. PROVISION OF DOCUMENTS AND INFORMATION ON DRRM AND CCA

This includes the following: DRRM Plans, Contingency Plans, directories of human resource, equipment, location of critical facilities, IEC/training materials, hazard maps, risk assessment reports, certificate of appearance and all DRRM information/data. It also includes authentication of documents to be used in strategic planning in line with the four thematic areas of disaster namely: Disaster Prevention Mitigation, Preparedness, Response, Rehabilitation and Recovery

Office or Division	Provincial Disaster Risk Reduction and Management Office
Classification	Simple
Type of Transaction	G2C
Who may avail?	Provincial Government Officials and employees

CHECKLIST OF I	ipioyees	WHERE TO SE	CURE	
Basic Letter/Comn	nunication/request			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE
Client submits the request letter/communication at the office a. Basic Communication b. Email	1.1. Accept and record the letter 1.2. Print and record emailed letter	None	5 minutes	LDRRMO III
	1.3. Route to Department Head for appropriate action/instruction	None	5 minutes 5 minutes	Department Head
	1.4. Route to the concerned Division for appropriate action	None	20 minutes	LDRRMO III (3-divisions)
2. Client receives the feedback	2.1. Inform the client of the action taken	None	5 minutes	LDRRMO III (Admin)
	Total processing time	None	40 minutes	

Office or Division	Provincial Disaster Risk Reduct	ion and Ma	nagement Office	е
Classification	Highly Technical			
Type of Transaction	G2G, G2B			
Who may avail?	Local Government Units and other DRRM Partner Agencies (DILG, AFP, BFP, LGUs, DEPED and Private Sectors and Business entities)			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
Basic Letter/Comr	munication/request			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERS BE PAID TIME RESPON		
Client submits the request letter/ communication at the office				
a. Basic Communication	1.1. Accept and record the letter	None	5 minutes	LDRRMO III
b. Email	1.2. Print and record emailed letter		5 minutes	
	1.3. Route to Department Head for appropriate action/ instruction	None	5 minutes	Department Head
	1.4. Preparation of Activity/Training Design/DF, memorandum/Travel Orders, Payroll, Request Letter for the Resource Person, Permits to Conduct the Activity	None	3 days	LDRRMO III
	1.5. Procurement process		4 months	Procurement Services Office
	1.6. Preparation of training materials (handbooks, training notes, training kits or supplies, attendance sheets) and venue	None	5 days	Administrative and Training Support Staff
2. Client receives the feedback	2.1. Inform the client of the	None	5 minutes	LDRRMO III

5 days

5 days

5 days

Training Chief and Training Specialist

(Admin)

action taken

2.2. Conduct the activity

Training

Training

Basic Rope Rescue

Training Course • Fire Suppressions

> Standard First Aid and Basic Life Support

- Maton Convolutional	
Water Search and Possus Training	
Rescue Training	5 days
Basic Map Reading and Land Navigation	·
-	2 days
Executive Course on ICS	
Integrated Planning	
Course on ICS	1 day
Position Courses on	5 days
ICS	
All Hazard Incident	
Management Team	5 days
on ICS	
Training for	
Instructors	5days
Community Based	5 days
Disaster Risk	
Reduction and	
Management	4 days
Donning and Doffing	
of PPEs	
Mass Casualty	1 days
Incident Management	
Basic DRRM Course for Rublic Sectors	
for Public Sectors	1 day
Basic DRRM Course for Private Sectors	
for Private Sectors • Camp Coordination	
and Camp	3 days
Management	·
Critical Stress Incident	2 days
Debriefing	4 days
Fire and Earthquake	
Drills	
Emergency Medical	3 days
Services Training	1 day
Mountain Search and	1 day
Rescue Training	
Swift water Rescue	45 days
Training Course	45 uays
Exercise Design	7 days
Course	5 days
Emergency Operation	3 uays
Center Training	
Cluster Approach	5 days
(Orientation)	Juays
Public Service	5 days
Continuity Plan	

Disastor Family	2 4
 Disaster Family Preparedness Simulation Exercise on Landslide and Flooding Rapid Damage Assessment and Needs Analysis Hazardous Materials Level-1 Hazardous Materials- Level 2 	2 days 5 days 1 day 7 days
Pre-Disaster Risk Assessment	3 days
Post-Disaster Needs Analysis	10 days 2 days
	5 days
TOTAL:	
Basic Rope Rescue Training Course	4 months, 13 days and 15 mins
Fire Suppressions Training	4 months, 13 days and 15 mins
Standard First Aid and Basic Life Support Training	4 months, 13 days and 15 mins
Water Search and Rescue Training	4 months, 13 days and 15 mins
Basic Map Reading and Land Navigation	4 months, 10 days and 15 mins
Executive Course on ICS	4 months, 9 days and 15 mins
Integrated Planning Course on ICS	4 months, 13 days and 15 mins

	Pacition Courses on ICC	4 months 12
•	Position Courses on ICS	4 months, 13 days and 15
		mins
		111113
•	All Hazard Incident Management Team	4 months, 13
	on ICS	days and 15
		mins
	Tunining for Instructors	4 months 12
•	Training for Instructors	4 months, 13 days and 15
		mins
		111113
•	Community Based Disaster Risk	4 months, 12
	Reduction and Management	days and 15
		mins
	Donning and Doffing of PDEs	4 months, 10
•	Donning and Doffing of PPEs	days and 15
		mins
•	Mass Casualty Incident Management	4 months, 9
		days and 15
		mins
•	Basic DRRM Course for Public Sectors	4 months, 11
	2000 String Course for Fusing Sectors	days and 15
		mins
•	Basic DRRM Course for Private Sectors	4 months, 10
		days and 15
		mins
•	Camp Coordination and Camp	4 months, 12
	Management	days and 15
		mins
	Caiting Change In side of Delais Co.	4 months 12
•	Critical Stress Incident Debriefing	4 months, 12
		days and 15
		mins
•	Fire and Earthquake Drills	5 months, 9
		days and 15
		mins
•	Emergency Medical Services Training	5 months, 23
•	Emergency inedical services training	days and 15
		mins
•	Mountain Search and Rescue Training	4 months, 15
		days and 15
		mins
•	Swift water Rescue Training Course	4 months, 13
•	Switt water nescue Training Course	days and 15
		mins

Exercise Design Course		4 months, 13 days and 15 mins	
Emergency Operation Center Training		4 months, 13 days and 15 mins	
Cluster Approach (Orientation)		4 months, 10 days and 15 mins	
Public Service Continuity Plan		4 months, 13 days and 15 mins	
Disaster Family Preparedness		4 months, 9 days and 15 mins	
Simulation Exercise on Landslide and Flooding		4 months, 15 days and 15 mins	
Rapid Damage Assessment and Needs Analysis		4 months, 13 days and 15 mins	
Hazardous Materials Level-1		4 months, 13 days and 15 mins	
Hazardous Materials-Level 2		4 months, 18 days and 15 mins	
Pre-Disaster Risk Assessment		4 months, 18 days and 15 mins	
Post-Disaster Needs Analysis		4 months, 13 days and 15 mins	
Total processing time	None		

2 222451211 25 75511	NICAL ACCISTA	NOT AS INSTRUCTOR /FAC		OUDGE DEDGON	
3. PROVISION OF TECH	NICAL ASSISTA	NCE AS INSTRUCTOR/FAC	LITATOR/ES	OURCE PERSON	
Office or Division		Provincial Disaster Risk	Provincial Disaster Risk Reduction and Management Office		
Classification		Simple			
Type of Transaction		G2G, G2B			
Who may avail?		Local Government Units and other DRRM Partner Agencies (DILG, AFI PNP, BFP, LGUs, DEPED, CSO's and Private Sectors)			ies (DILG, AFP,
CHECKL	IST OF REQUIR	EMENTS		WHERE TO SECU	JRE
Basic Lette	r/Communicati	ion/request			
CLIENTS STE	PS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits the recommunication at the orange a. Basic Communication b. Email	ffice	1.1. Accept and record the letter1.2. Print and record emailed letter	None	5 minutes 5 minutes	LDRRMO III
		1.3. Route to Department Head for appropriate action/ instruction	None	5 minutes	Department Head
		1.4. Prepare the necessary documents (DF, travel order, memorandum, training materials	None	3 days	LDRRMO III
2. Client receives the feedback		2.1. Inform the client of the action taken	None	5 minutes	LDRRMO III (Admin)
	Total	processing time		3 days and 15 minutes	

I. RESPONSE OPERATION SERVICES

Emergency Medical Services, Search and Rescue, Retrieval Operations, Patient Transport, Stand-by emergency responders, Risk Assessment/Inspection, Medical/Trauma Response Operations, Rapid Assessments and Needs analysis (RDANA/DANA), Relief Assistance/ Operation.

Office or Division	Office of	Office of the Provincial Assessor			
Classification	Complex	Complex			
Type of Transaction	G2C, G2I	3, G2G			
Who may avail?		All Client	All Clients		
CHE	CHECKLIST OF REQUIREMENTS			TO SECURE	
Basic Letter/Communication/request					
CLIENTS STEPS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE		
Client submits the request letter/ communication at the office a. Basic Communication b. Email	1.1. Accept and record the letter1.2. Print and record emailed letter	None	5 minutes 5 minutes	LDRRMO III	
2. Non-Emergency Situation	2.1. Route to Department Head for appropriate action/ instruction	None	5 minutes	Department Head	
	2.2. Route to Operations and Warning Division for facilitation	None	10 minutes	LDRRMO III	
	2.3. Assign technical staff to facilitate the request	None	5 minutes	LDRRMO III	
	2.4. Preparation of the documents DF, Travel Orders or memorandum	None	1 day	LDRRMO III	
	 2.5. Implementation of the activity RDANA Relief Operation Risk Assessment 	None	1 day 1 day 1 day	Technical Staff	
For Emergency Situations					
3. Request or emergency response: Call the EOC	3.1. Receive call	None	30 seconds	24/7 on duty personnel	

seconds

30

None

personnel

24/7 on duty

3.2. Dispatch

Hotline Number

	3.3. Trauma/Medical Emergencies on Site Intervention and Transport (Emergency Medical Services)	None	10 minutes	24/7 on duty personnel
	3.4. Referral and Endorsement to Health Care Facilities	None	5 minutes	24/7 on duty personnel
Total: • Non-Emergency		None	2 days 25 mins	
● Emergency			16 minutes	



OFFICE OF THE PROVINCIAL ENGINEER

(Internal Services)

1. EQUIPMENT/SERVICE VEHICLE ASSISTANCE

This program is designed to allow every department to borrow any equipment or service vehicle from the Provincial Engineer's Office

Office or Division	Office of the Provincial Engineer
Classification	Simple
Type of Transaction	G2C
Who may avail?	Different Department of Provincial Government of Cotabato

Who may avail?	Different Department of Provincial Government of Cotabato				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Letter request		Department Concern			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Request	1.1 Receives and records the request in the logbook and submits it to the Provincial Engineer	None	5 minutes	Administrative Officer V	
	1.2 Notation of the Provincial Engineer			Acting Provincial	
	1.3 Provincial Engineer evaluates the request and endorses the same to technical staff.	None 10 minutes		Engineer	
	1.4 Approved request will be included in the priority listing to be served.	None	10 minutes	Administrative Officer V	
2. Follow-up their request	2.1 Preparation and issuance of Travel Order and Trip Tickets	None	20 minutes	Engineer II [Motor pool Division)	
	2.2 Dispatch of equipment			Engineer IV (Motor pool Division)	
	Total processing time	None	45 minutes		

2. ISSUANCE OF DOCUMENTS

This program is designed to provide the following documents:

- a. Provincial Map
- b. Plans/Program of Works
- c. Other Official Records

Office or Division	Office of the Provincial Engineer
Classification	Simple
Type of Transaction	G2G
Who may avail?	Different Department of Provincial Government of Cotabato

CHECKIIS	T OF REQUIREMENTS	WHERE TO SECURE		TO SECURE
Letter request		Department Concern		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request	1.1 Receives and records the request in the logbook and submits it to the Provincial Engineer	None	5 minutes	Administrative Officer V
	1.2 Evaluates the request	None	5 minutes	Acting Provincial Engineer Architect III (Plans, Designs & Programs Division)
	1.3 Releasing of documents:			
	a. Provincial Maps/ Plans/ Program of Works	None	5 minutes	Draftsman I
	b. Other Official Records			
	c. Division Concerned			
	Administrative Matter	None	5 minutes	Administrative Officer V
	Construction & Maintenance	None	5 minutes	Engineer III(Construction & Maintenance Division)
	Quality Control	None	5 minutes	Engineer IV (Quality Control Division)
	Total processing time	None	30 minutes	

3. MATERIAL ASSISTANCE

This program is designed to provide the different material assistance

- a. Sand and gravelling/Filling Materials
- b. Reinforced Concrete Pipes (RCPs)
- c. Fuel

Office or Division	Office of the Provincial Engineer
Classification	Simple
Type of Transaction	G2C
Who may avail?	Different Department of Provincial Government of Cotabato

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Letter request		Department Concern			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Request	1.1 Receives and records the request in the logbook and submits it to the Provincial Engineer	None	5 minutes	Administrative Officer V	
	1.2 Provincial Engineer evaluates and approved the request				Acting Provincial Engineer
	For approved request:				
	a. Sand and Gravel	None	20 minutes	Acting Provincial Engineer	
	b. Reinforced Concrete Pipes (RCP)		20 minutes	Engineer III (Maintenance Division)	
	c. Fuel Assistance			Acting Provincial Engineer	
	1.3 Preparation and issuance of Requisition & Issue Voucher (RIV)	None	10 minutes	Administrative Officer III	
	Total processing time	None	35 minutes		

4. REPAIR AND MAINTENANCE OF BUILDING AND OTHER STRUCTURES:

The Program is designed to deliver the following services:

- Delivery of filling materials/repair/reshaping of roads and shoulders
- Clearing of drainage and waterways (clearing of debris)
- Replacement/installation of RCPs

Repair of buildings and other facilities					
Office or Division	Office of the Provincial Engineer				
Classification	Complex	Complex			
Type of Transaction	G2C				
Who may avail?	Different Department of Provincia	al Governm	ent of Cotabato		
CHECKLIS.	F OF REQUIREMENTS		WHERE	TO SECURE	
Let	ter request		Departme	ent Concern	
CLIENTS STEPS	AGENCY ACTIONS	FEES PROCESSING TO BE TIME PERSON RESPONSIBL PAID		PERSON RESPONSIBLE	
	1.1 Receives and records the request in the logbook and submits it to the Provincial Engineer	None	5 minutes	Administrative Officer V	
	1.2. Notation of the Provincial Engineer1.3. Provincial Engineer evaluates the request and endorses the same to technical staff	None	10 minutes	Acting Provincial Engineer	
	1.4. Evaluation and assessment	None	10 minutes	Architect III (Plans, Designs & Program Division)	
	1.5. Technical Staff evaluates and assesses the request and assigns technical personnel to conduct site inspection, validation and investigation	None	4 minutes	Architect III (Plans, Designs & Program Division) Engineer IV (Construction & Maintenance Division) Engineer IV (Quality Control Division)	
Site Inspection/investig	gation/Validation				
2. Guides Technical Personnel in the conduct of inspection	2.1 Technical Personnel assigned coordinates with Requesting Party 2.2 Conducts survey if necessary	None	2 days		
	2.3 Preparation of documents			Architect III (Plans, Designs &	
	a. Report		30 mins	Program Division)	
	b. Plans	None	5 days		
	c. Program of Works		2 days		

d. Check Documents		20 mins	
 e. Reviews and recommends to the Governor for the approval of request 	None	15 minutes	Acting Provincial Engineer
f. Scheduling of work	None	15 minutes	Acting Provincial Engineer Architect III (Plans, Designs & Program Division)
g. Preparation of Travel Order/Trip Ticket	None	15 minutes	Engineer IV (Motor pool Division)
Total processing time	None	9 days and 6 hours	

5. TECHNICAL ASSISTANCE

Different Department from the Provincial Government may avail the following services:

- Inspection and validating of request
- Preparation of Plans
- Preparation of Program of Works/Cost Estimates

Surveying Services					
Office or Division	Office of the Provincial Engineer				
Classification	Highly Technical				
Type of Transaction	G2C				
Who may avail?	Different Department of Provincia	al Governme	ent of Cotabato		
CHECKLIS	T OF REQUIREMENTS		WHERE 1	O SECURE	
Let	ter request	Department Concern		nt Concern	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PROCESSING BE PAID TIME PERSON RESPONSIB			
1. Submit Request	1.1. Receives and records the request in the logbook and submits it to the Provincial Engineer	None	5 minutes	Administrative Officer V	
	1.2. Provincial Engineer evaluates the request to the head of division concerned	None	3 minutes	Acting Provincial Engineer	
	c. Review the request and assigns technical personnel to conduct inspection and validation	None	5 minutes	Architect III	
	1.4. Technical personnel conducts inspection and validation, and coordinates with the requesting party.	None	1 day	- (Plans, Designs & Programs Division)	
	1.5. Conducts Survey if necessary	None	7 days	Members of the Survey Team	
	1.6. Preparation of Plans	None	3 days	Architect III	
	1.7. Preparation of Program of Works	None	3 days	(Plans, Designs & Programs Division)	
	1.8. Provincial Engineer reviews and Recommends to the Governor	None	5 minutes	Acting Provincial Engineer	
2. Follow-up and receives copy of plans and program of works	2.1 Furnish to requesting party Approved Plans and Program of Works	None	5 minutes	Architect III (Plans, Designs & Programs Division)	
Total	processing time	None	13 days & 23		

minutes



OFFICE OF THE PROVINCIAL ENGINEER

(External Services)

1. EQUIPMENT ASSISTANCE

Municipalities, Barangays, Different Agencies, Organizations within the province may avail of the service. During the proposed schedule of maintenance work for each municipality, all approved requests that could be accommodated during the stay of the maintenance fleet in the municipality will be served.

Office or Division	Office of the Provincial Engineer				
Classification	Simple				
Type of Transaction	G2C, G2G				
Who may avail?	All Municipalities, Barangays, Different A	gencies ar	nd Organizatio	ns	
CHECKL	IST OF REQUIREMENTS		WHERE TO	SECURE	
	er request Hution	Mu	ınicipality/Bara	ngay Concern	
CLIENTS STEPS	AGENCY ACTIONS	FEES PROCESSIN TO BE G TIME PAID RESPONSIB			
1.Submit request for the specific service needed	1.1. Receives and records the request in the logbook and submits it to the Provincial Engineer	None	5 minutes	Administrative Officer V	
	1.2. Notation of the Provincial Engineer 1.3. Provincial Engineer evaluates the request and endorses the same to technical staff.	None 10 minutes	Acting Provincial Engineer		
	1.4. Evaluation and assessment	None	10 minutes	Engineer	
	1.5. Technical Staff evaluates and assesses the request and assigns personnel to conduct inspection.	None	4 hours	IV(Construction & Maintenance Division)	
	1.6. Provincial Engineer recommends the approval of the request.	None	10 minutes	- Acting Provincial Engineer	
	1.7. Approved request will be included in the priority listing to be served.	None	10 minutes		
2. Follow-up their request	2.1. Preparation and issuance of Travel Order and Trip Tickets	None	20 minutes Division) Engineer IV	(Motor pool	
	2.2. Dispatch of equipment			Engineer IV (Motor pool Division)	
Total processing time			5 hours & 5 minutes		

2. **EQUIPMENT RENTAL**

Any resident of the Province of Cotabato may avail the service.

Equipment Rental rates will be based on the approved latest Revenue Code of Cotabato. (Posted)

	• • • • • • • • • • • • • • • • • • • •
Office or Division	Office of the Provincial Engineer
Classification	Simple
Type of Transaction	G2C, G2G, G2B
Who may avail?	Any Resident/Organization of the Province

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Letter requestb. Resolutionc. Official Receiptd. Approved Rental Equipment Bill	 Clients Concern Municipality/Barangay Concern Provincial Treasurers Office Clients Concern

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request	1.1. Receives and records the request in the logbook and submits to the Provincial Engineer.	None	5 minutes	Engineer II (Motor pool Division)
	2.1. Preparation of documents and process		3 minutes	Engineer II (Motor pool Division)
2. Submit the documents	2.2. Recommends to the Governor/signs documents	None	5 minutes	Engineer IV (Motor pool Division) Acting Provincial Engineer
3. Pays rental bill at the Provincial Treasurer's Office				
4. Present Official Receipt/s and approved	4.1. Scheduling of equipment		10 minutes	Engineer IV (Motor pool Division)
Rental Bill	4.2. Preparation of Travel Order & Trip Tickets; and equipment dispatch	None	5 minutes	Engineer II (Motor pool Division)
	4.3. Equipment Dispatch		5 minutes	Engineer IV (Motor pool Division)
	Total processing time	None	33 Minutes	

3. **ISSUANCE OF DOCUMENTS**

Any individual, local government unit, organizations may request the following documents:

- a. Provincial Map
- b. Plans/Program of Works
- c. Other Official Records

1	
Office or Division	Office of the Provincial Engineer
Classification	Simple
Type of Transaction	G2C, G2G, G2B
Who may avail?	Any Resident/Organization of the Province

CHECKII	ST OF REQUIREMENTS	WHERE TO SECURE			
CHECKE	Letter request	Clients Concern			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Request	1.1 Receives and records the request in the logbook and submits to the Provincial Engineer.	None	5 minutes	Administrative Officer V	
	1.2 Evaluates the request	None	5 minutes	Acting Provincial Engineer Architect III (Plans, Designs & Programs Division)	
	1.3 Releasing of documents:				
	a. Provincial Maps/ Plans/ Program of Works	None	5 minutes	Draftsman I	
	b. Other Official Records				
	c. Division Concerned				
	Administrative Matter	None	5 minutes	Administrative Officer V	
	Construction & Maintenance	None	5 minutes	Engineer III (Construction & Maintenance Division)	
	Quality Control	None	5 minutes	Engineer IV (Quality Control Division)	
	Total processing time	None	30 Minutes		

4. QUALITY CONTROL SERVICES

- Sampling of Materials
- Conducts material testing
- Compute and prepare material test result
- Billing of material test result
- Prepare pouring permit
- Witness during concrete pouring
- Checking and inspection of projects

Office or Division	Office of the Provincial Engineer
Classification	Simple
Type of Transaction	G2B
Who may avail?	Any Organization/Business Entity of the Province

CHECKL	IST OF REQUIREMENTS			TO SECURE
Letter request		Clients Concern		nts Concern
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PROCESSING BE PAID TIME PERSON RESPON		
1. Submit Request	1.1 Receives and records the request in the logbook and submits to the Provincial Engineer.	None	5 minutes	Administrative Officer V
	1.2 Prepares billing of construction materials tested in the projects:			
	a. Grading	200.00		
	b. Plasticity	240.00	1	
	c. Lab. Composition	570.00]	
	d. FDT (per hole)	380.00	10 minutes	
	e. Compression/flexural (per pc)	120.00		Engineer IV (Quality Control Division)
	f. Abrasion	420.00	1	
	1.3 Checks and conducts inspection of different projects	None	4 hours	
	Total processing time	1,930.00	4 Hours & 15 Minutes	

5. MATERIAL ASSISTANCE

- a. Sand and gravelling/Filling Materials
- b. Reinforced Concrete Pipes (RCPs)
- c. Fuel

Office or Division	Office of the Provincial Enginee	r			
Classification	Simple	<u> </u>			
Type of Transaction	G2G, G2C				
Who may avail?	All Municipalities, Barangays, National Agency, Different Organizations				
•	OF REQUIREMENTS		WHERE TO SEC		
a. Letter request b. Resolution		Clients Concern Municipality/Barangay Concern			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PROCESSI PERSON PAID NG TIME RESPONS			
1. Submit request for the specific service needed	1.1 Receives and records the request in the logbook and submits it to the Provincial Engineer	None	5 minutes	Administrative Officer V	
	1.2 Provincial Engineer evaluates and approved the request			Acting Provincial Engineer	
	For approved request:				
	a. Sand and Gravel	None	20 minutes	Acting Provincial Engineer	
	b. Reinforced Concrete Pipes (RCP)			Engineer III (Maintenance Division)	
	c. Fuel Assistance			Acting Provincial Engineer	
	1.3 Preparation and issuance of Requisition & Issue Voucher (RIV)	None	10 minutes	Administrative Officer III	
	Total processing time		35 MINUTES		



PROVINCIAL LEGAL OFFICE

(Internal Services)

1. Certifying the No Pendency, Pendency or On-going Investigation (no formal charge yet) of Administrative cases of PGC officials and employees

The Provincial Legal Officer certifies the No pendency, pendency or on-going investigation (no formal charge yet) of administrative cases of PGC officials and employees for purposes of retirement, separation from the service, transfer to other agencies, leaving from the Philippines or going on-leave of absence for more than 30 days.

Office or Division		Provincial Legal Office					
Classification:		Simple Transaction					
Type of Transaction:		G2G					
Who may avail:		Officials and Employees	of the Provinc	cial Government of	Cotabato		
CHECKLIST (OF RE	QUIREMENTS		WHERE TO S	SECURE		
CS Form No. 7, Revised of Cotabato Clearance		(Provincial Government		Client's Con	cerned		
CLIENT'S STEPS	AGE	NCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Shall endorse the Clearance Form to the Provincial Legal Office	log of pu	nall ask the client to g/register his name, fice, contact number, rpose and signature in e Client's Log Book		5 minutes	Administrative Officer IV		
	an	nall examine, receive d record the Clearance rm in the Record Book		5 minutes	Administrative Officer IV		
	ve th	ne Admin. Officer shall rify client's record from e administrative cases es of the office		10 minutes	Administrative Officer IV		
	the cle wr the	dmin. Officer shall check e applicable boxes in the earance form and/or ite his/her initial below e name of the Provincial gal Officer	None	5 minutes	Administrative Officer IV		
	Of sig	ne Provincial Legal ficer shall affix his/her nature on the Clearance rm		3 minutes	Provincial Legal Officer		
2. Client shall receive his Certificate of	1	hall require the client to gn in the Record Book					

None

2 minutes

30 minutes

Administrative Officer IV

Appearance and sign

in the Record Book to

affirm his/her receipt

thereof

for confirmation of its

to the client

receipt and to release the

Certificate of Appearance

Total processing time

2. Conduct of Administrative Investigation to Provincial Government officials and employees

This legal service is in accordance with the Civil Service Resolution No. 1701077 dated 03 July 2017 also known as the "2017 Rules on Administrative Cases in the Civil Service (2017 RACCS)". It provides proper forum for all disciplinary and non-disciplinary administrative cases or matters brought before the Provincial Government of Cotabato thru its Governor. The Governor endorses it to the Provincial Legal Office for appropriate investigation. After thorough investigation, the Legal Office shall recommend appropriate action to the Governor.

After thorough investigation, the Legal Office shall recommend appropriate action to the Governor.						
Office or Division	Provincial Legal Office	Provincial Legal Office				
Classification:	Highly Technical Transacti	Highly Technical Transaction				
Type of Transaction:	G2G	G2G				
Who may avail:	Private Individuals & entit and other government off	=	k employees of the	e Provincial Government		
,		iciais	WHERE TO	SECTIDE		
CHECKLIST OF REQUIREMENTS 1. Endorsement from the Provincial Governor mandating the Provincial Legal Office to act on the subject complaint; 2. A valid complaint as prescribed under the 2017 RACCS (in writing, subscribed and sworn to by the complainant (duly notarized); or 3. Show Cause Order from the Provincial Governor		Client's Concerned				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
2. Client (Complainant or Governor) shall endorse the Complaint of the complainant or the Show-Cause Order of the Provincial Governor, as the case may be, to the Provincial Legal Office for appropriate action	1. Shall examine, receive and record the documents in the Log Book		10 minutes	Administrative Officer IV		
2. Client shall wait for the communication/ update from the Provincial Legal Office within the prescribed period	2. Shall endorse it to the Provincial Legal Officer for his perusal		5 minutes	Administrative Officer IV		
	3. The Provincial Legal Officer shall review and evaluate the validity of the Complaint. In the absence of any of the requirements of a valid complaint, the Provincial Legal Officer shall cause for its dismissal. Otherwise, the preliminary investigation shall commence		2 hours	Provincial Legal Officer		

4.a. In cases of outright dismissal due to invalid complaint, shall draft the "Order" on the matter and endorse it to the Governor for his/her perusal and/or signature		
4.b. Shall retrieve the Order already signed by the Governor at the Provincial Governor's Office, photocopy the same, retain at least two (2) original copies thereof for file copy of the Provincial Governor's Office and Provincial Legal Office, record it in the Log Book and file in an admin. case folder	1 hour	Administrative Officer IV
4.c. Shall mail copy of the Order to complainant's address thru registered mail at the nearest Post Office	2 hours	Administrative Officer IV
5. When the complaint is sufficient in form and substance, the Admin. Officer shall inform the client-complainant that he/she shall be notified of the schedule of the next proceeding	5 minutes	Administrative Officer IV
6. Shall start the Preliminary Investigation within five (5) days from receipt of the complaint.	5 days	Provincial Legal Officer
7. The Office prepares Show-Cause Order to be signed by the Governor ordering the official/employee complained of to submit his/her Counter-Affidavit or Comment or written Explanation under Oath	1 hour	Provincial Legal Officer Legal Assistant II Legal Assistant I

	T	
8. Shall prepare Investigation Report within 5 days from the termination of the Preliminary Investigation	5 days	Provincial Legal Officer Legal Assistant II Legal Assistant I
9. If a prima facie case is established, shall prepare the Formal Charge or Notice of Charge to be signed by the Governor, directing the respondent official/employee to submit his Answer in writing and under oath in 3-10 days from receipt thereof. In its absence, the complaint shall be dismissed.	1 day	Provincial Legal Officer Legal Assistant II Legal Assistant I
10.Shall evaluate the Answer submitted by the respondent official/employee. If respondent fails to file Answer, the case shall be decided based on available records. If the answer is satisfactory, the case shall be dismissed. Otherwise, the investigation shall proceed	1 day	Provincial Legal Officer
11. If the investigation proceeds, shall conduct Formal Investigation not earlier than 5 days nor later than 10 days from receipt of the respondent's Answer	30 days	Provincial Legal Officer
nutual consent to only submit Position Paper/Memorandum, the office shall require the parties to submit the same and shall now submit the case for decision. Otherwise, a full-blown administrative investigation shall continue	1 day	Provincial Legal Officer

copy furnished the CSC Total processing time	None	2 mos., 89 days, 11 hrs & 20 mins.	
17. Shall send copies of the Decision to both parties thru personal service or registered mail,		3 hours	Administrative Officer IV
16. Shall draft the Decision to be signed by the Governor		30 days	Provincial Legal Officer
15. Shall prepare Formal Investigation Report and submit to the Governor		15 days	Provincial Legal Officer
14. Conduct continuous hearings until terminated: A. Prosecution presents evidence B. Respondent presents evidence C. Rebutall D. Sur-Rebuttal		1-2 months	Provincial Legal Officer
13. If investigation proceeds, shall conduct Pre-Hearing Conference with the parties and their counsels		1 day	Provincial Legal Officer

3. Issuance of Certificate of Appearance

The Provincial Legal Officer issues Certificate of Appearance to all requesting parties who appeared before the office for official concerns

Office or Division	Provincial Legal Office
Classification:	Simple Transaction
Type of Transaction:	G2G, G2C, G2B
Who may avail:	City/Municipal/Barangay officials & employees, all walk-in clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall request the office that he/she shall be issued with a Certificate of Appearance	1. Shall fill out the details in the Certificate of Appearance based on the entries in the Client's Log Book and endorsed it to the Provincial Legal Officer or his/her authorized representative for signature	None	10 minutes	Administrative Officer IV
	2. The Provincial Legal Officer or his/her authorized representative shall sign the Certificate of Appearance		3 minutes	Provincial Legal Officer or Administrative Officer IV
2. Client shall receive his Certificate of Appearance	3. Shall release the Certificate of Appearance to the client		2 minutes	Administrative Officer IV
	Total processing time	None	15 minutes	

4. Notarization of official documents of the Provincial Government of Cotabato

CHECKLIST OF REQUIREMENTS

The Provincial Legal Officer who is a Notary Public may notarize documents of the Provincial Government.

Office or Division	Provincial Legal Office
Classification:	Simple Transaction
Type of Transaction:	G2G
Who may avail:	Provincial Governor, Department heads & Chiefs of Hospitals

WHERE TO SECURE

1. Pertinent documents (MOAs, MOU, Contracts, Deeds of Donation/Sale/Usufruct, Mortgage Agreements, Letters, Demand Letters, Affidavits, Special Power of Attorney, Waiver, etc.

2. Any government-issued identification cards (GSIS, Phil Health, PAG-IBIG, SSS, Postal, Voters, Employment, TIN, National ID, etc)

CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Client goes personally to the Provincial Legal Office	1. Shall request the client to log/register his name, address, contact number, purpose and signature in the Client's Logbook		5 minutes	Administrative Officer IV
2. Client relays his/her purpose or request	2. Shall interview the client relative to his/her document, explain the effect of having it duly notarized and its binding effect to the client as well as to his witnesses and shall photocopy client's valid government-issued identification card	None	15 minutes	Legal Assistant I Legal Assistant II
	3. The Legal Assistant shall forward the document to the Provincial Legal Officer for his perusal		5 minutes	Legal Assistant I Legal Assistant II
	4. The Provincial Legal Officer shall review the documents		10 minutes	Provincial Legal Officer
3. Client and witnesses shall sign the document	5. The staff shall have the document signed by the client and his/her two witnesses who are both of legal age		10 minutes	Legal Assistant I Legal Assistant II

	Total processing time	None	1 hour	
4. Client shall receive duly notarized copies of his/her requested document	7. Shall release copies of notarized documents to the client		5 minutes	Administrative Officer IV
	6. Shall notarize the document, and retain 2 original copies for the Notary Public and court files		10 minutes	Provincial Legal Officer Administrative Officer IV

5. Preparation/Drafting of Ordinances, contracts, bonds, leases and other instruments involving the Provincial Government of Cotabato and rendering comments or recommendations thereon

When mandated by the Provincial Governor, the Office drafts the above-said instruments of the Provincial Government and shall make its opinion or recommendation thereon.

	·				
Office or Division	Provincial Legal Office	Provincial Legal Office			
Classification:	Complex Transaction	Complex Transaction			
Type of Transaction:	G2C	G2C			
Who may avail:	Provincial Governor or his	Provincial Governor or his/her authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Endorsement from the Provincial Governor or Provincial Administrator Relevant documents such as previous ordinances, contracts, bonds, leases and other instruments which may serve as reference in drafting new ones		Provincial Governor's Office or Provincial Administrator's Office			
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. The PGO-Admin. Division shall transmit	1. Shall examine, receive				

CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The PGO-Admin. Division shall transmit the Endorsement- request to the Provincial Legal Office	1. Shall examine, receive and record the Endorsement which requests for the drafting of an instrument		5 minutes	Administrative Officer
	2. Shall forward the same to the Provincial Legal Officer for his/her comment and recommendation		5 minutes	Administrative Officer IV
	3. The Provincial Legal Officer shall study and make comments and recommendations to the said request	None	4 hours	Provincial Legal Officer
	4. The Provincial Legal Officer shall assign to the Legal Assistant the drafting of the instrument		5 minutes	Provincial Legal Officer
	5. The Legal Assistant shall draft the instrument requested as well as the corresponding opinion thereon and print it		8 hours	Legal Assistant I Legal Assistant II
	6.The Legal Assistant shall forward the documents to the Provincial Legal Officer for his review		10 minutes	Legal Assistant I Legal Assistant II

Total processing time	None	15 hours & 55 mins.	
10. The legal opinion will be assigned with an opinion number, photocopied for office file copy, recorded in the Log Book and will be released to the PGO-Admin. Division.		1 hour	Administrative Officer IV
9. The Provincial Legal Officer shall render its final review to the documents and affix his signature to the legal opinion		30 minutes	Provincial Legal Officer
8.If there are corrections/comments, the Legal Assistant shall affect the same to the documents, submit to the Provincial Legal Officer for final review.		1 hour	Provincial Legal Officer
7. The Provincial Legal Officer shall review the instrument and opinion. If there are comments, it will be returned to the Legal Assistant for finalization. When there is none, he/she shall affix his signature to the legal opinion		1 hour	Provincial Legal Officer

6. Rendition of review and opinion on contracts, programs, Executive Orders and all other undertakings of the Provincial Government of Cotabato

The component City and Municipalities endorses their ordinances and executive orders to the Provincial Governor for his/her review in line with his/her supervisory powers. The Governor forwards it to the Provincial Legal Office, for review, comments and recommendations.

for review, comments and recommendations.						
Office or Division	Provincial Legal Office	Provincial Legal Office				
Classification:	Complex Transaction	Complex Transaction				
Type of Transaction:	G2G					
Who may avail:	Who may avail: All City and Municipal LGUs of Cotabato Province thru the Provincial Governor's Office			e Provincial Governor's		
CHECKLIST OF	REQUIREMENTS		WHERE TO	SECURE		
requesting the Provincial I	Provincial Governor's Office Legal Office to render review the attached Ordinance or eviewed	Provincial Go Office	overnor's Office or	Provincial Administrator's		
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. The PGO-Admin. Division shall endorse the Ordinance or EO to the PLO for review	1. Shall check the completeness of the documents and correctness of the endorsement		5 minutes	Administrative Officer		
	2. Shall receive, stamp "received" and record the Endorsement in the Logbook		15 minutes	Administrative Officer		
	3. Shall endorse the documents to the Provincial Legal Officer for review		5 minutes	Administrative Officer		
	4. Provincial Legal Officer shall render review on the Ordinance/EO and write his comments, recommendations and legal basis thereon		5 hours	Provincial Legal Officer		
	5. Provincial Legal Officer shall assign the Ordinance or EO to the Legal Assistant for drafting of the opinion		5 minutes	Provincial Legal Officer		
	6. The Legal Assistant shall conduct thorough research, draft the legal opinion and send it back to the Provincial Legal Officer for his final review		5 hours	Legal Assistant II or Legal Assistant I		

Total processing time	None	12 hrs & 30 mins.	
8. The legal opinion will be assigned with an opinion number, photocopied for file copy of the office, recorded in the Log Book and will then be released to the PGO-Admin. Division		1 hour	Administrative Officer IV
7.The Provincial Legal Officer will render final review and affix his signature on the opinion		1 hour	Provincial Legal Officer

7. Rendition of review and recommendations on ordinances enacted and executive orders issued by component city and municipalities.

The Office reviews and make comments or recommendations on ordinances enacted and executive orders issued by component city and municipalities

Office or Division	Provincial Legal Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G			
	All City and Municipal LGUs of Cotabato Province thru the Provincial Governor's			
Who may avail:	Office			
CHECKLIST OF R	REQUIREMENTS	WHERE TO SECURE		

CITECKEIST OF REQUIREMENTS
1. Endorsement from the Provincial Governor's Office
requesting the Provincial Legal Office to render review
and issue legal opinion on the attached Ordinance or
FO

Provincial Governors Office-Administrative Division

2	Ordinand	re or	FO to	he	reviewe	Ч
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2. Ordinance or EO to be reviewed				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The PGO-Admin. Division shall endorse the Ordinance or EO to the PLO for review	1. Shall check the completeness of the documents and correctness of the endorsement		5 minutes	Administrative Officer IV
	2. Shall receive, stamp "received" and record the Endorsement in the Logbook		15 minutes	Administrative Officer IV
	3. Shall endorse the documents to the Provincial Legal Officer for review		5 minutes	Administrative Officer IV
	4. Provincial Legal Officer shall render review on the Ordinance/EO and write his comments, recommendations and legal basis thereon		5 hours	Provincial Legal Officer
	5. Provincial Legal Officer shall assign the Ordinance or EO to the Legal Assistant for drafting of the opinion		5 minutes	Provincial Legal Officer
	6. The Legal Assistant shall conduct thorough research, draft the legal opinion and send it back to the Provincial Legal Officer for his final review		5 hours	Legal Assistant II or Legal Assistant I

Total processing time	None	12 hours & 30 Minutes	
8. The legal opinion will be assigned with an opinion number, photocopied for file copy of the office, recorded in the Log Book and will then be released to the PGO-Admin. Division		1 hour	Administrative Officer IV
7.The Provincial Legal Officer will render final review and affix his signature on the opinion		1 hour	Provincial Legal Officer

8. Representation of cases involving the Provincial Government of Cotabato and its officials and employees before the courts and Quasi-Judicial Bodies.

The Provincial Legal Officer represents/handles cases of the Provincial Government, as well as its officials and employees who are sued in their official capacities, before the courts and Quasi-Judicial Bodies

employees who are sued in their official capacities, before the courts and Quasi-Judicial Bodies						
Office or Division	Provincial Legal Office	Provincial Legal Office				
Classification:	Highly Technical Transacti	on				
Type of Transaction:	G2G					
Who may avail:	Provincial Government of	Provincial Government of Cotabato, its officials and employees				
	REQUIREMENTS		WHERE TO	SECURE		
Copies of Court Notices/Summons/Orders, Complaint/Petition, Pertinent documents to the case (Land titles, Contracts, Real Property tax, Deeds of Donation/Sale/Usufruct, Extrajudicial Settlement of Estate, Mortgage Agreements, Survey/Subdivision Plan, Letters, Demand Letters, etc. Any valid government-issued identification card		Client's Cond				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. The Governor or the concerned official/employee shall report personally to the Provincial Legal Office for referral of case	1. Shall ask the client to log/register his name, address, contact number, purpose and signature in the Client's Logbook		10 minutes	Administrative Officer IV		
	2. Shall initially conduct inquiry on the nature of the client's case and their desired actions on the part of the Provincial Legal Office		15 minutes	Administrative Officer IV		
	3. The office staff shall inform the Provincial Legal Officer about the client's case		5 minutes	Administrative Officer IV		
	4.Provincial Legal Officer shall interview the client concerning the case. Legal Assistants shall take down notes for this purpose		5 hours	Provincial Legal Officer		
2. Client shall submit all documents relevant to the case	5. The Provincial Legal Officer will evaluate all the documents submitted. If there are lacking, shall require submission of the same to the office		1 hour	Provincial Legal Officer		

	6. The Provincial Legal Officer shall give his advice concerning the case.	1 hour	Provincial Legal Officer
	7. The Provincial Legal Officer shall advise the parties to execute their Judicial Affidavit/s and that of their witnesses on a later date to be agreed upon by the parties and such other instructions	30 minutes	Provincial Legal Officer
	8. The Provincial Legal Officer shall commence his research and study regarding the case	5 days	Provincial Legal Officer
3. Client and his/her witnesses shall give their testimonies and execute Judicial Affidavits at the Provincial Legal Office	9. The Provincial Legal Officer and Legal Assistants shall conduct interview on the clients and their witnesses	2 days	Provincial Legal Officer Legal Assistant II Legal Assistant I
	10. The Legal Assistants shall draft the Judicial Affidavits of the clients and that of their witnesses	5 days	Legal Assistant II Legal Assistant I
	11. The Legal Assistants shall photocopy the documentary evidences of the client which will later be marked as Annexes or Exhibits	2 days	Legal Assistant II Legal Assistant I
	12. The Legal Assistants shall endorse the Judicial Affidavits to the Provincial Legal Officer for review	10 minutes	Legal Assistant II Legal Assistant I
	13. The Provincial Legal Officer shall conduct review on the Judicial Affidavits	2 days	Provincial Legal Officer
	14. Legal Assistants shall affect the comments/recommendatio ns of the Provincial Legal Officer to the Judicial Affidavits	2 days	Legal Assistant II Legal Assistant I

4. Clients shall read and comprehend their Judicial Affidavits and shall affix their signatures on each and every page thereof	15. Legal Assistants shall assist the clients & witnesses in signing their Judicial Affidavits and endorse the same to the PLO for his/her signature	2 hours	Provincial Legal Officer Legal Assistant II Legal Assistant I
	16. The Provincial Legal Officer shall sign and notarize the Judicial Affidavits	2 hours	Legal Assistant II Legal Assistant I
	17. The office staff shall assign docket numbers, etc. to the Judicial Affidavits and journal the same in the Notarial Book	1 hour	Provincial Legal Officer
	18. The Provincial Legal Officer shall prepare/draft the required pleading on the case	1 hour	Administrative Officer IV
	19. The office staff shall print sufficient copies of the pleading and attach the documentary evidences as Annexes or Exhibits	5 days	Provincial Legal Officer
5. The clients shall report personally to the PLO for execution and signing of their pleading	20. The Provincial Legal Officer and the Legal Assistants shall assist the clients in signing the pleading	4 hours	Legal Assistant II Legal Assistant I
	21. The pleading & the Judicial Affidavits shall be collated, arranged, and prepared for filing to the court or quasi-judicial body	2 hours	Provincial Legal Officer Legal Assistant II Legal Assistant I
	22. Copies of the pleading & the Judicial Affidavits shall be served to the contending parties and/or to the opposing lawyer and shall be filed to the court or quasi-judicial body either by personal service or registered mail in the nearest Post Office	5 hours	Legal Assistant II Legal Assistant I

Total processing time	None	23 days, 23 hours & 25 mins	
24. The Provincial Legal Officer shall inform the parties and their witnesses thru phone call or text to attend court hearings if their presence is mandated		10 minutes	Provincial Legal Officer
23. The Provincial Legal Officer shall notify client thru phone call or text on any order, summons or communications from the court or quasi-judicial body and require client's appearance during hearings		3 hours	Administrative Officer IV



PROVINCIAL LEGAL OFFICE

(External Services)

1. Assistance to OFWs in Crisis Situation.

local recruitment agency

This service caters to OFWs who are residents of Cotabato Province or their families by helping them coordinate with concerned national line agencies for the OFW's immediate rescue, repatriation or return of their human remains to the Philippines.

Office or Division	Provincial Legal Office
Classification:	Highly Technical Transaction
Type of Transaction:	G2G
Who may avail:	Provincial Government of Cotabato, its officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter-Request addressed to the Provincial	
Governor for the desired action of the OFW or his/her	
family;	Cliantia Consorra
2. Photocopy of the Employment Contract; and	Client's Concern
3. Contact details of the OFW, his/her nearest kin, and	

local recruitment agency				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client goes personally to the Provincial Legal Office for referral of his/her concern	1. Shall ask the client to log/register his name, address, contact number, purpose and signature in the Client's Logbook		5 minutes	Administrative Officer IV
	2. Shall interview clients relative to the case as well as ask for contact details of all concerned		30 minutes	Legal Assistant II Legal Assistant I Admin. Officer IV
2. Client shall present copy of the OFW's employment contract for reference and perusal of the PLO personnel	3. Shall conduct perusal of the employment contract and photocopy the same		15 minutes	Legal Assistant II Legal Assistant I Admin. Officer IV
	4. Shall inform the clients on the coordination function of the office to DFA, OWWA, POEA & Office of the President and inform client that they will be notified by the PLO when concerned government agencies respond to the Letter-Request for assistance		20 minutes	Legal Assistant II Legal Assistant I Admin. Officer IV

	Total processing time	None	8 hours & 20 minutes	
	10. Shall mail the Letter- Request to the government agencies by registered mail at the Kidapawan City Post Office		2 hours	Admin. Officer IV
3. Client and his/her witnesses shall give their testimonies and execute Judicial Affidavits at the Provincial Legal Office	9. Shall send the Letters- Request via email to the concerned government agencies		30 minutes	Legal Assistant II Legal Assistant I Admin. Officer IV
	8. The Provincial Legal officer will conduct final review on the Letter-Request		10 minutes	Provincial Legal Officer
	7. If there are comments/corrections, the office staff concerned shall affect and incorporate the same to the Letter-Request		30 minutes	Provincial Legal Officer
	6. The Provincial Legal Officer reviews the Letter- Request for his comment and/or signature		1 hour	Provincial Legal Officer
3. Client shall wait for the PLO staff to inform him/her on the development of the case	5. Shall prepare the Letters-Request for Assistance to the DFA, OWWA, POEA & Office of the President		3 hours	Legal Assistant II Legal Assistant I Admin. Officer IV

2. Legal Counselling to walk-in clients

The office renders free legal counselling to all residents of Cotabato Province who comes to the office for assistance. This service also extends to all Provincial Government of Cotabato officials and employees.

Office or Division	Provincial Legal Office
Classification:	Highly Technical Transaction
Type of Transaction:	G2G
Who may avail:	Provincial Government of Cotabato, its officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Pertinent documents (Land titles, Contracts, Real	
Property tax, Deeds of Donation/Sale/Usufruct,	
Extrajudicial Settlement of Estate, Mortgage	Client's Concern
Agreements, Survey/Subdivision Plan, Letters, Demand	
Letters, etc.	

CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client goes personally to the Provincial Legal Office for referral of his/her concern	1. Shall ask the client to log/register his name, address, contact number, purpose and signature in the Client's Logbook		5 minutes	Administrative Officer
	2. Shall initially conduct inquiry on the nature of the client's concern		5 minutes	Administrative Officer
	3. The staff shall inform the Provincial Legal Officer on client's concern		5 minutes	Administrative Officer
	4.Provincial Legal Officer shall interview the client relative to his/her concern. Legal Assistants will take down notes for this purpose		15 minutes	Provincial Legal Officer Legal Assistant II Legal Assistant I
2. Clients shall present his/her documents to the Provincial Legal Officer	5. The Provincial Legal Officer will evaluate client's documents		10 minutes	Provincial Legal Officer
	6. The Provincial Legal Officer shall give his advice concerning the case.		15 minutes	Provincial Legal Officer
	Total processing time	None	55 mins	

3. Preparation and/or Notarization of documents of walk-in clients.

The office caters to preparing and/or notarizing clients legal documents. Clients includes constituents of Cotabato Province who are of legal age and Provincial Government of Cotabato officials and employees.

Office or Division	Provincial Legal Office
Classification:	Complex Transaction
Type of Transaction:	G2C
Who may avail:	Residents of Cotabato Province who are of legal age (18 yrs old & above)

1. Pertinent documents (Land titles, Contracts, Real Property tax, Deeds of Donation/Sale/Usufruct, Extrajudicial Settlement of Estate, Mortgage Agreements, Survey/Subdivision Plan, Letters, Demand Letters, etc.

CHECKLIST OF REQUIREMENTS

Client's Concern

WHERE TO SECURE

2. Any government-issued identification cards (GSIS, Phil Health, PAG-IBIG, SSS, Postal, Voters, Employment, TIN, National ID, etc.)

CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client goes personally to the Provincial Legal Office	1. Shall ask the client to log/register his name, address, contact number, purpose and signature in the Client's Logbook		5 minutes	Administrative Officer IV
2. Client relays his/her purpose or request	2. Shall interview the client relative to his/her requested document, explain the effect of having it duly notarized and its binding effect to the client as well as to his witnesses and shall photocopy client's valid governmentissued identification card		15 minutes	Legal Assistant I Legal Assistant II
3. Client shall read the document prepared by the office staff	4.The staff shall explain the terms of the document to the client		10 minutes	Legal Assistant I Legal Assistant II
	5. The Provincial Legal Officer shall review the documents		10 minutes	Provincial Legal Officer

	Total processing time	None	55 mins	
	7. Shall notarize the document, retain 2 original copies for the Notary Public files, and require the payment of notarial fee		10 minutes	Administrative Officer IV
4. Client and witnesses shall sign the document	6. The staff shall have the document signed by the client and his/her two witnesses who are both of legal age		10 minutes	Legal Assistant I Legal Assistant II

4. Rendering opinions on any legal question affecting component municipalities and barangays.

The component MLGUs and BLGUs thru their local Chief Executive, Punong Barangay or authorized representative may seek the legal opinion of the Provincial Legal Officer on any matter concerning their LGUs

Office or Division	Provincial Legal Office
Classification:	Complex Transaction
Type of Transaction:	G2G
Who may avail:	All Municipal & Barangay LGUs in Cotabato Province

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter-Request from the Municipal or Barangay LGU	
addressed to the Provincial Legal Officer to render	
review and issue legal opinion on a particular concern	
2. Related documents (Land Title, Subd./Survey Plan,	Client's Concern
Letters, Demand Letters, Contracts, Deeds of	Client's Concern
Sale/Donation/Usufruct, Extra-Judicial/Judicial	
Settlement of Estate, Mortgage Agreement, DILG	
Circulars/Opinions, Laws, etc	

Circulars/Opinions, Laws, etc				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Municipal or Barangay LGU shall send Letter-Request to the PLO to render opinion concerning the municipalities or barangay	1. Shall receive, write/stamp "received" and record the Letter- Request in the Logbook		15 minutes	Administrative Officer IV
	2. Shall endorse the documents to the Provincial Legal Officer for review		5 minutes	Administrative Officer
	3. Provincial Legal Officer shall render review and note his comments, recommendations and legal basis thereon		5 hours	Provincial Legal Officer
	4.Provincial Legal Officer shall assign the Letter- Request to the Legal Assistant for drafting of the opinion		5 minutes	Provincial Legal Officer
	5. The Legal Assistant shall conduct thorough research, draft the legal opinion and send it back it to the Provincial Legal Officer for his final review		5 hours	Legal Assistant II Legal Assistant I

Total processing time	None	14 hours & 25 Minutes	
7. The legal opinion will be assigned with an opinion number, photocopied for file copy of the office, and recorded in the Log Book		1 hour	Administrative Officer IV
6. The Provincial Legal Officer will render final review and affix his signature on the opinion		1 hour	Provincial Legal Officer

5. Representation of cases involving component municipalities, barangays and their officials and employees before the regular courts and Quasi-Judicial Bodies.

Absent any city or municipal legal officer in the component city and municipalities, the Local Government Code of 1991 mandates the Provincial Legal Officer to represent cases of these component city/municipalities and barangays as well as their officials and employees sued in their official capacities before the regular courts and Ouasi-Judicial Bodies

Quasi-Judicial Bodies					
Office or Division	Provincial Legal Office	Provincial Legal Office			
Classification:	Highly Technical Transaction				
Type of Transaction:	G2G	G2G			
Who may avail:	Municipal and Barangay L	Municipal and Barangay LGUs & its officials and employees			
CHECKLIST OF	REQUIREMENTS		WHERE TO S	SECURE	
Copies of Court Notices/Summons/Orders, Complaint/Petition, Pertinent documents to the case (Land titles, Contracts, Real Property tax, Deeds of Donation/Sale/Usufruct, Extrajudicial Settlement of Estate, Mortgage Agreements, Survey/Subdivision Plan, Letters, Demand Letters, etc. Any valid government-issued identification card		Client's Concern			
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. The Municipal/ Barangay LGU or the concerned official/employee shall report personally to the Provincial Legal Office for referral of his/her case	1. Shall ask the client to log/register his name, address, contact number, purpose and signature in the Client's Logbook		10 minutes	Administrative Officer IV	
	2. Shall initially conduct inquiry on the nature of the client's case and their desired actions on the part of the Provincial Legal Office		15 minutes	Administrative Officer IV	
	3. The office staff shall inform the Provincial Legal Officer about the client's case		5 minutes	Administrative Officer IV	
	4.Provincial Legal Officer shall interview the client concerning their case. Legal Assistants shall take down notes for this purpose		2 hours	Provincial Legal Officer Legal Assistant II Legal Assistant I	

2. Client shall submit all documents relevant to the case	5. The Provincial Legal Officer will evaluate all the documents submitted. If there are lacking, shall require submission of the same to the office	1 hour	Provincial Legal Officer
	6. The Provincial Legal Officer shall give his advice concerning the case.	1 hour	Provincial Legal Officer
	7. The Provincial Legal Officer shall advise the parties to execute their Judicial Affidavit/s and that of their witnesses on a later date to be agreed upon by the parties and such other instructions	30 minutes	Provincial Legal Officer
	8. The Provincial Legal Officer shall commence his research and study regarding the case	5 days	Provincial Legal Officer
3. Client and his/her witnesses shall give their testimonies and execute Judicial Affidavits at the Provincial Legal Office	9. The Provincial Legal Officer and Legal Assistants shall conduct interview on the clients and their witnesses	2 days	Provincial Legal Officer Legal Assistant II Legal Assistant I
	10. The Legal Assistants shall draft the Judicial Affidavits of the clients and that of their witnesses	5 days	Legal Assistant II Legal Assistant I
	11. The Legal Assistants shall photocopy the documentary evidences of the client which will later be marked as Annexes or Exhibits	2 days	Legal Assistant II Legal Assistant I
	12. The Legal Assistants shall endorse the Judicial Affidavits to the Provincial Legal Officer for review	10 minutes	Legal Assistant II Legal Assistant I

	13. The Provincial Legal Officer shall conduct review on the Judicial Affidavits		2 days	Provincial Legal Officer
	14. Legal Assistants shall affect the comments/recommendations of the Provincial Legal Officer to the Judicial Affidavits		2 days	Legal Assistant II Legal Assistant I
4. Clients shall read and comprehend their Judicial Affidavits and shall affix their signatures on each and every page thereof	15. Legal Assistants shall assist the clients & witnesses in signing their Judicial Affidavits and endorse the same to the PLO for his/her signature		2 hours	Provincial Legal Officer Legal Assistant II Legal Assistant I
	16. The Provincial Legal Officer shall sign and notarize the Judicial Affidavits		1 hour	Legal Assistant II Legal Assistant I
	17. The office staff shall assign docket numbers, etc. to the Judicial Affidavits and journal the same in the Notarial Book		1 hour	Provincial Legal Officer
	18. The Provincial Legal Officer shall prepare/draft the required pleading on the case		5 days	Provincial Legal Officer
	19. The office staff shall print sufficient copies of the pleading and attach the documentary evidences as Annexes or Exhibits		4 hours	Legal Assistant II Legal Assistant I
5. The clients shall report personally to the PLO for execution and signing of their pleading	20. The Provincial Legal Officer and the Legal Assistants shall assist the clients in signing the pleading		2 hours	Provincial Legal Officer Legal Assistant II Legal Assistant I
	21. The pleading & the Judicial Affidavits shall be collated, arranged, and prepared for filing to the court or quasi-judicial body	None	5 hours	Legal Assistant II Legal Assistant I

	Total processing time	None	23 days, 23 hours & 25 mins	
7.Client shall attend court hearings especially in cases where their attendance or that of their witnesses is required	24. The Provincial Legal Officer shall inform the parties and their witnesses thru phone call or text to attend court hearings if their presence is mandated		10 minutes	Provincial Legal Officer
6. Client shall make follow-ups or coordinate with the Provincial Legal Office from time to time	23. The Provincial Legal Officer shall notify client thru phone call or text on any order, summons or communications from the court or quasi-judicial body and require client's appearance during hearings	None	10 minutes	Provincial Legal Officer
	22. Copies of the pleading & the Judicial Affidavits shall be served to the contending parties and/or to the opposing lawyer and shall be filed to the court or quasi-judicial body either by personal service or registered mail in the nearest Post Office		3 hours	Administrative Officer IV



PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

(External Services)

1. ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION (AICS)

Assistance to Individuals in Crisis Situation (AICS) is a provision of integrated services such immediate rescue and protection, provision of direct financial and material assistance, and referrals for medical, legal, psychosocial, temporary shelter, and other services through the Provincial Social Welfare and Development Office, Emergency Assistance, Relief and Rehabilitation Section

Office or Division	Provincial Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Clients

a. BURIAL ASSISTANCE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Death Certificate	1. City/Municipal Civil Registrar
2. Certificate of Residency	2. Barangay
3. Valid ID	3. Client
4. Service Contract/Official Receipt	4. Funeral Parlor

CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's Logbook	1. Give logbook to client		2 minutes	
2. Submit requirements for checking	2.1 Receives submitted requirements; 2.2 Check and evaluate for completeness		8 minutes	Social Workers
3. Proceed for an interview and provide relevant information for assessment of Social Worker-in-charge	3.1 Conducts intake/ interview to client 3.2. Assessment of client's problem and needs 3.3 Recommend possible assistance	None	20 minutes	assigned at Emergency, Relief and Rehabilitation Section or any Social Worker on Duty
4. Receive food assistance and sign Distribution Payroll	4. Release of food assistance		20 minutes	
	Total processing time	None	50 minutes	

b. MEDICAL ASSISTANCE				
CHECKLIST OF B	EOLIDEMENTS		WHERE TO SE	CLIDE
CHECKLIST OF REQUIREMENTS 1. Medical Abstract 2. Doctor's Prescription 3. Certificate of Residency		WHERE TO SECURE 1. Hospital/Clinic 2. Hospital/Clinic 3. Barangay		
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's Logbook	1. Give logbook to client		2 minutes	
2. Submit requirements for checking	2.1 Receives submitted requirements; 2.2 Check and evaluate for completeness	None	8 minutes	Social Workers assigned
3. Proceed for an interview and provide relevant information for assessment of Social Worker-in-charge	3.1 Conducts intake/ interview to client 3.2. Assessment of client's problem and needs 3.3 Recommend possible assistance		20 minutes	at Emergency, Relief and Rehabilitation Section or any Social Worker on Duty
Receive food assistance and sign Distribution Payroll	4. Release of food assistance		20 minutes	
	Total processing time	None	50 minutes	
	c. WA	LK-IN CLIENTS		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
 Medical Abstract Doctor's Prescription Certificate of Residency 		Hospital/Clinic Hospital/Clinic Barangay		
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's Logbook	1. Give logbook to client		2 minutes	
2. Submit requirements for checking	2.1 Receive submitted requirements;	NONE	8 minutes	Social Workers assigned at Emergency, Relief
3. Proceed for an interview and provide relevant information for assessment of Social Worker-in-charge	2.2 Check and evaluate for completeness		20 minutes	and Rehabilitation Section or any Social Worker on Duty
3. Proceed for an interview and	3.1 Conducts intake/ interview to client		20 minutes	

provide relevant				
information for				
assessment of Social				
Worker-in-charge				
	3.2 Assessment of			
	client's		50 minutes	
	problem and needs			
	Total processing time	None	50 minutes	
d. C	ALAMITY VICTIMS/INTERNA	ALLY DISPLACED	PERSONS (IDPs)	
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
CLIENT'S STEDS	ACENICY ACTIONS	FEES TO BE	PROCESSING	DEDCOM DECDONCIDI E
CLIENT'S STEPS	AGENCY ACTIONS	PAID	TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's	1. Give logbook to			
Logbook	client		2 minutes	
2. Submit reports	2.1 Receive submitted			
for checking	reports;			
	2.2 Check and evaluate		8 minutes	
	for			
	completeness			Social Workers assigned
3. Proceed for an	3.1 Conducts interview			at Emergency, Relief
interview and	to client	NONE		and Rehabilitation
provide relevant	3.2 Conducts			Section or any Social
information for	assessment			Worker on Duty
assessment of	and validation of			
Social Worker-in-	client's/group/		20 minutes	
charge	community problem			
	and needs			
	3.3 Recommend			
	possible			
	assistance			
4. Receive food	4. Release of food			
assistance and	assistance		5 days upon	
sign Distribution			approval of the	
Payroll			LCE	
	Total processing time	None	5 days and 30	
	, , , , , , , , , , , , , , , , , , ,		minutes	

2. PROVISION OF PSYCHOSOCIAL SUPPORT/TEMPORARY SHELTER FOR VIOLENCE AGAINST WOMEN AND CHILDREN (VAWC)

Provision of psychosocial support/temporary shelter is provision of protective and rehabilitative services to women and children, victims of abuse. Among these are homelife services (temporary shelter and custody, food, clothing, spiritual upliftment, sports development, agro-farming/productivity skills development, values development and socialization), foster care/referral, medical, educational, legal disaster risk and reduction management/safety measures, financial assistance, psychosocial support/interventions, case management

Office or Division	Provincial Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral, Social Case Study Report	1. C/Municipal Social Welfare and Development Office
2. Medical Certificate	2. Hospital/Clinic
3. Birth Certificate	3. C/Municipal Civil Registrar
4. School Records and or legal documents	4. School last attended

4. School Records and or legal documents		4. School last attended		
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's Logbook	1. Give logbook to client		2 minutes	
2. Submit requirements for checking	2.1 Receives submitted requirements;		5 minutes	Social Welfare Officer III/ Center Head
	2.2 Check and evaluate for completeness		15 minutes	
3. Case conference with c Local Social Welfare an staff	lient, parents/kin and and Identifices	None	2 hours	PSWD Officer Social Welfare Officer IV Social Welfare Officer III
4. Sign necessary documents	4. Fill-up necessary documents		10 minutes	
5. Admission at the center	5.1 Checks and accounts client's belongings			
	5.2 Orient client on rules and regulations of the center		20 minutes	Social Worker Officer III/ Center Head
	 3 Provide necessary toiletries and/or clothing to client client's belongings 			
	Total processing time	None	2 hours and 52 minutes	

TECHI	TECHNICAL ASSISTANCE TO VIOLENCE AGAINST WOMEN AND CHILDREN (VAWC)				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Referral, Social Case	Study Report	1. C/Municipal Social Welfare and Development Office			
2. Medical Certificate		2. Hospital/Cli	2. Hospital/Clinic		
3. Birth Certificate			l Civil Registrar		
4. School Records and	or legal documents	4. School last a	attended or from I	egal entities	
		FEES TO BE	PROCESSING		
CLIENT'S STEPS	AGENCY ACTIONS	PAID	TIME	PERSON RESPONSIBLE	
1. Sign in the Visitor's Logbook	1. Give logbook to client		2 minutes		
2. Submit requirements for checking	2.1 Receive submitted requirements; 2.2 Check and evaluate for completeness	NONE	15 minutes	Social Welfare Officer III or any Social Worker on duty	
3. Counseling			30 minutes		
4. Wait for referral	4. Refer/assist client to other agency	NONE	30 minutes		
	Total processing time	None	1 hour and 17 minutes		

3. PROVISION OF ASSISTIVE DEVICES TO SENIOR CITIZENS, PERSONS WITH DISABILITY AND OTHER CLIENTS

Provision of assistive devices for the senior citizens and persons with disability for their mobility to be productive and contributing members of society, despite their age and disability

Office or Division	Provincial Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent	1. Client
2. Picture of beneficiary	2. Client
3. Referral Letter	3. C/Municipal Social Welfare and Development Office

device and sign Acknowledgement Receipt	2.4 Recommend possible assistance 3. Release of assistive device		10 minutes	
3. Receive assistive	possible			
submit other documents	2.2 Conduct intake interview to client 2.3 Conduct assessment of client's problem and needs		20 minutes	Social Welfare Officer I/ SC Focal Person Administrative Officer I/ PWD Focal Person
2. Present referral and/or submit self for interview, present and	2.1 Receive and checks documents		5 minutes	
1. Sign in the Visitor's Logbook	1. Give logbook to client		2 minutes	
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

4. PROVISION OF FOOD/NON-FOOD ASSISTANCE TO FORMER REBELS

Provision of food and non-food assistance to surfacing rebels while starting anew in the mainstream society.

	Office or Division	Provincial Social Welfare and Development Office
	Classification:	Complex
	Type of Transaction:	G2C
Ī	Who may avail:	Surfacing Rehals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Letter from Receiving Unit	1. AFP/PNP Unit
2. Profile Form, JAPIC and Enrollment Form	2. AFP/PNP Unit
3. Valid IDs	3. Client

CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's Logbook	1. Give logbook to client			
2. Present referral and/or submit self for interview, present and submit other documents	2.1 Receive and checks documents 2.2 Conduct intake interview to client 2.3 Conduct assessment of client's problem and needs 2.4 Recommend possible assistance		2 minutes 5 minutes 1 hour and 30 minutes	Social Welfare Officer I/ SC Focal Person Administrative Officer I/
3. Receive assistive device and sign Acknowledgement Receipt	3. Release of food/non- food assistance		30 minutes	
Receive cash assistance and sign payroll	Release of cash assistance		2 days	
	Total processing time	None	37 minutes	



PROVINCIAL GENERAL AND SERVICES OFFICE

(External Services)

1. Procurement Services

Includes request for numbering of purchase requests, request for preparation of waste material report, request for ocular inspection of deliveries and request for signing of inspection and acceptance report.

Office or Division	Provincial General Services Office, Property and Supply Management Division
Classification:	Simple to Complex
Type of Transaction:	G2G- Government to Government / G2C - Government to Citizen
Who may avail:	All clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request; Request of Waste Materials Letter Request		Provincial Government Offices		vernment Offices
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the logbook				
Request for numbering of Purchase Request Submit purchase request	1.1. Review items and price estimate Purchase Request in DTS 1.2. Number and encode the Purchase Request in DTS	none	20 minutes	Supervising Administrative Officer
2. Request for preparation of waste material report 2.1 Present Approval Purchase Request and waste materials form	1.1. Prepare waste materials report	none	19 minutes	Admin. Officer III
3. Request for ocular inspection of deliveries 3.1. Submit letter request 3 days earlier that the delivery date	1.1. Receive and log incoming request 1.2. Conduct inspection on the scheduled date	none	35 minutes	PGDH-PGSO Admin. Aide I
4.Request for signing of inspection and acceptance report 4.1. Submit Inspection and Acceptance Report form	1.1. Sign Inspection and Acceptance Report Form	none	5 minutes	Supervising Admin Officer Admin. Office III
	TOTAL processing time	None	79 minutes	

2. Storekeeping Services

Ensuring uninterrupted supply of materials and stores without delay to various production and service departments.

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Office or Division	Provincial General Services	Provincial General Services Office (PGSO)		
Classification:	Complex			
Type of Transaction:	G2G- Government to Gove	ernment / G20	C - Government	to Citizen
Who may avail:	All clients			
CHECKLIST OF	REQUIREMENTS		WHERE	TO SECURE
	ility Inquiry Form s Availability Inquiry	Provincial Government Offices		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Stocks Availability Inquiry				
1.1. Submit Request for stocks availability inquiry and wait for the reply.	1.1. Fax the request to Department of Budget Management (DBM)	none	20 minutes	Admin. Officer III
1.2. Wait for the reply	1.2. forward the reply to the requesting office	none	7 days	Admin. Officer III
2. Request for issuance of stocks		none	3 days	Admin, Officer III
2.1. Sign requisition and issue slip (RIS)		lione	3 3473	ra omder m
1 (-7	TOTAL processing time	None	10 days and 20 minutes	

3. Property Management ServiceService responsible for the day-to-day repairs and ongoing maintenance, security, and upkeep of properties.

Office or Division	Provincial General Services Office (PGSO)
Classification:	Complex
Type of Transaction:	G2G- Government to Government / G2C - Government to Citizen
Who may avail:	All clients

Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All issued properties and equipment Clearance forms		Provincial Government Offices		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Request for issuance of property clearance.			
Request to check accountability records against actual equipment returned or to be transferred	1.1. Turn over all issued property and equipment or request for transfer of accountability of equipment.	none	3 working days	Admin. Officer III
Request Prepared Memorandum Receipt (MR) for transfer	1.2. Verify clearance	none	2 working days	Admin. Aide IV Admin. Aide I
2. Request for issuance of stocks	1.3. Conduct for the Physical Inventory and Properties.	none		Admin. Officer III
	TOTAL processing time	None	5 working days	

4. Building and other Structure Maintenance Services

CHECKLIST OF REQUIREMENTS

Building repairs and maintenance services mainly includes works undertaken for maintaining proper condition of buildings, its services and works in ordinary use.

Office or Division	Provincial General Services Office (PGSO)		
Classification:	Complex		
Type of Transaction:	G2G- Government to Government / G2C - Government to Citizen		
Who may avail:	All clients		
•	1		

WHERE TO SECURE

All issued properties and equipment Clearance forms		Provincial Government Offices		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for estimate of materials or program of works				
1.1. Submit letter request	1.1. Prepared Job Order Form and assign personnel for estimate	none	15 minutes	Admin Assistant V
1.2. Sign Job Order Form and indicate the date the estimate was completed then return the same to the office.	1.2. Serve job order form	none	5 working days	Admin Aide I
2. Request for minor repair of buildings and other structures (including plumbing and electrical jobs)	1.1. Receive and log request and prepare Job Order Form and assign personnel for the job			
2.1. Submit letter request	1.2. Approved Request	none	15 minutes	PGDH- PGSO
2.2. Sign Job Order				
2.3. Sign Job Order Form and indicate the date the estimate was completed then return the same to the office.		none	2 working days	Admin Aide I
	TOTAL processing time	None	10 working days and 30 minutes	

5. Building and other Structure Maintenance Services

Provides logistics such as tables, chairs, sound system, etc. as well as manpower assistance to government sponsored and approved activities of the province

Office or Division	Provincial General Services Office (PGSO)
Classification:	Complex
Type of Transaction:	G2G- Government to Government / G2C - Government to Citizen
Who may avail:	All clients

Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request Acknowledgement Receipt Fuel Requirements		Provincial Government Offices		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for amenities (tables, chairs, tents, rostrum, electric fans, sound system, etc.)				
Submit letter request	1.1. Prepared Job Order Form and assign personnel for estimate	none	15 minutes	Admin Assistant V
Furnished copy to in- charge	1.2. Serve job order form	none	5 working days	Admin Aide I
2. Request for installation of tarpaulins, and other temporary structure	1.1. Receive and log request and prepare Job Order Form and assign personnel for the job			
2.1. Submit letter Request				
2.2. Provide fuel	2.1. Receive and log the request	None	15 minutes	PGDH- PGSO Admin Officer V
	2.2. Approved the request 2.3. Prepare Job Order Form and assign personnel for the job	none	30 minutes before the scheduled date	Admin Aide I
2.2. Sign Job Order				
2.3. Sign Job Order Form and indicate the date the estimate was completed then return the same to the		none	2 working days	Admin Aide I

office.

3. Request for hauling of various materials and equipment 3.1. Submit letter request	3.1. Received and log the request3.2. Approved the request / Perform hauling of various amenities	none	15 minutes	Admin Officer V PGDH- PGSO
3.2. Furnished copy to in-charge 3.3. Provide fuel	3.3. Assign vehicle and prepare Travel Order, Memorandum, Trip Ticket of assign personnel	none	Before the schedule date and time	Admin Aide I
4. Request for Physical Preparation				
4.1. Submit Letter Request	4.1. Receive and log the request and check schedule of activities and availability of venue 4.2. Approved request 4.3 Prepare and serve memorandum	none	15 minutes	PGDH - PGSO Admin. Officer V
	TOTAL processing time	None	10 working days and 30 minutes	

6. Janitorial Ground Maintenance Services

Meeting the need of our agency's maintenance and upkeep of properties across, ensuring the smooth running of the premises

Office or Division	Provincial General Services Office (PGSO)		
Classification:	Simple		
Type of Transaction:	G2G- Government to Government / G2C - Government to Citizen		
Who may avail:	All clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	

CHECKEIST OF REQUIREMENTS		WHERE TO SECORE		
Letter request Fuel/Gas Slip		Provincial Government Offices		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Grass Cutting and Lawn Mowing	1.1. Receive and log the request 1.2. Check availability of personnel 1.3. Approve request / Perform grass cutting and lawn mowing services	none	15 minutes	PGDH - PGSO Admin. Officer V
1.1. Submit Letter Request				Admin Assistant II
2.1. Provide fuel requirement	2.1. Prepare and serve memorandum of personnel assigned	none	one day before the schedule date	PGDH - PGSO
	TOTAL processing time	None		

7. Reproduction Services

The request for photocopy and reproduction of documents

Office or Division	Provincial General Services Office (PGSO)
Classification:	Simple
Type of Transaction:	G2G- Government to Government / G2C - Government to Citizen
Who may avail:	All clients

CHECKLIST OF	REQUIREMENTS		WHERE TO SECURE		
Request Form Official Receipt		Provincial Government Offices			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PROCESSING BE PAID TIME		PERSON RESPONSIBLE	
1. Request for photocopy	1.1. Photocopy	Php 2.00/ document	3 minutes		
1.1. Submit accomplishment reproduction form with official receipt	forms/documents 1.2. Approve request			Admin Aide I	
2. Request for copy printing					
2.1. Submit accomplished reproduction form	2.1. reproduce forms/documents 2.2. Approve request	Php 2.00/ document	3 minutes	Admin Aide I	
	TOTAL processing time				

8. Transportation Services

Provides transportation services and equipment maintenance service

Office or Division	Provincial General Services Office (PGSO)
Classification:	Simple
Type of Transaction:	G2G- Government to Government / G2C - Government to Citizen
Who may avail:	All clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Letter request Gas slip Accomplished Job Order Form Letter spare parts needed		Provincial Government Offices			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON R		PERSON RESPONSIBLE	
1. Request for transportation 1.1. Submit letter request 1.2. Provide Gas slip/fuel	1.1.1 Receive and log the request 1.1.2 Check availability of transportation 1.1.3 Approve request	None	15 minutes 30 minutes	PGDH-PGSO Admin Aide I	
2. Request for transportation and equipment maintenance service 2.1. Submit letter request 2.2. Sign Job Order Form and indicate the date the job was completed then returned	2.1.1. Receive and log the request 2.1.2. Prepare Job Order Form and assign personnel for the job 2.2.1. Serve job order form to assigned personnel and inform him of the availability of spare parts	none	3 minutes	Admin Aide VI Admin Aide	
	TOTAL processing time	None	48 Minutes		

9. Printing Services							
Office or Division	Provincial General Services	Provincial General Services Office (PGSO)					
Classification:	Simple						
Type of Transaction:	G2G- Government to Gover	rnment / G2C	- Government	to Citizen			
Who may avail:	All clients						
CHECKLIST OF	REQUIREMENTS		WHERE	TO SECURE			
Letter request Materials needed Accomplished Job Order Form		Provincial Government Offices					
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1.1. Submit letter request	1.1. Receive and log the request	None	3 Days	PGDH-PGSO Admin Aide I			
1.2. Sign Job Order Form and indicate the date the job was completed then return the same to the office	1.2. Prepare Job Order Form and assign personnel for the job 1.2.1. Approve request. 1.2.2. Serve job order form to assigned personnel.	None					
	TOTAL processing time	None	3 Days				

10. Administrative Services

Provides centralized receiving and releasing of all documents/communications for proper recording, routing procedures, mailing and delivery of correspondence.

Office or Division	Provincial General Services Office (PGSO)
Classification:	Simple
Type of Transaction:	G2G- Government to Government / G2C - Government to Citizen
Who may avail:	All clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Letter request			
Leave form	Provincial General Services Office, Administrative Section		
Daily Time Record (DTR)			
	FFFC TO	PROCECCING	
	FEES TO	PROCESSING	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits for receiving various types of communication letters and documents.	1.1. Receive and record all incoming and outgoing communication. 1.2. Forward / furnish Copies of all communication to the Provincial General Services Officer and concern division/staff for reference and appropriate action.	none	5 minutes	Admin Aide I
Submit office budget proposal	2.1. Preparation of Office budget proposal.	none	7 days	PGDH-PGSO Supervising Admin Officer Admin, Officer V Admin Assistant V
	TOTAL processing time		7 Days & 5 Minutes	

Provincial General Services Office (External Services)



PROVINCIAL HEALTH OFFICE

(External Services)

4. Book and the standard and the standar					
1. Receives written request for the desired services					
Office or Division	Administrative Division	า			
Classification	Simple				
Type of Transaction	G2G, G2C				
Who may avail?	All Clients				
CHECKLIST OF	REQUIREMENTS		WHERE TO	O SECURE	
Basic letter/comn	nunication/request		Concerne	ed Client	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit written request for the desired services	Receive and record the written request for the desired services.	None	5 minutes	Receiving Clerk	
	Forward the written request to the Provincial Health Officer II for appropriate instruction		30 minutes	Supervising Administrative Officer	
	Instruct the concerned coordinators/Admin Officer for appropriate action.		4 hours	Provincial Health Officer II	
Verify the status of the request	Inform the concerned client of the action taken regarding the request		3 hours	Administrative Officer/Program Coordinator	
	Total processing time	None	4 hours & 35 minutes		

2. Processing of Memorandum of Agreement/Contract of Affiliation and other similar documents				
Office or Division	Administrative Divisio	n		
Classification	Complex Technical			
Type of Transaction	G2G, G2C			
Who may avail?	Nursing/Midwifery Sch	ools, Departm	nent of Health, Non-Governme	ent Organizations
CHECKLIST OF	REQUIREMENTS		WHERE TO SECURI	
Draft of the Memor	andum of Agreement		Concerned Client	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the draft of Memorandum of Agreement	1.1. Records the document	None	5 minutes	Receiving Clerk
	1.2. Read through the MOA		4 hours	Supervising Administrative Officer
	1.3. Prepares the Endorsement of the MOA to the Office of the Governor		30 minutes	Clerk
	1.4. Comply the recommendations of the Provincial Legal Officer		2 days	Supervising Administrative Officer
	1.5. Reviews the MOA and instruct for its endorsement		4 hours	Provincial Health Officer II
	1.6. Prepares the Endorsement of the MOA to the Office of the Governor		30 minutes	Clerk
2. Wait for the SP Resolution granting the Governor authority to enter into MOA	2.1. Follow-up the schedule of the SP meeting			Supervising Administrative Office
3.Sign the MOA upon issuance of SP Resolution	3.1. Facilitate the signing of the MOA by the concerned authorities		3 days	Supervising Administrative Office
4. Get copy of the signed MOA	4.1. Release signed MOA to concerned clients		5 minutes	Supervising Administrative Office
	Total processing time	None	6 days ,1 hour,105 minutes	

2 Passing				
3. Receives writte	en request for the desired s	ervices.		
Office or Division	Administrative Division			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail?	All Clients	,		
CHECKLIST OF	REQUIREMENTS		WHERE TO SECUR	E .
Basic letter/com	munication/request		Concerned Client	ī.
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit written request for the desired services	1.1 Receive and record the written request for the desired services.	None	5 minutes	Receiving Clerk
	1.2. Forward the written request to the Provincial Health Officer II for appropriate instruction		30 minutes	Supervising Administrative Officer
	1.3. Instruct the concerned coordinators/Admin Officer for appropriate action.		4 hours	Provincial Health Officer II
2. Verify the status of the request	2.1. Inform the concerned client of the action taken regarding the request		3 hours	Administrative Officer/Program Coordinator
	Total processing time	None	4 hours & 35 minutes	

4. Processing of	Memorandum of Agreemer	nt/Contract of	Affiliation and other similar of	documents
Office or Division	Administrative Division	,		
Classification	Complex & Technical			
Type of Transaction	G2G, G2C			
Who may avail?		. Denartment	of Health, Non-Government ()rganizations
-	F REQUIREMENTS	bepartment	WHERE TO SECURE	organizacions
CHECKEIST	T REQUIREINIENTS		WIILKE TO SECORE	
Draft of the Mem	orandum of Agreement		Concerned Client	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the draft of Memorandum of Agreement	1.1. Records the document	None	5 minutes	Receiving Clerk
	1.2. Read through the MOA		4 hours	Supervising Administrative Officer
	1.3. Prepares the Endorsement of the MOA to the Office of the Governor		30 minutes	Clerk
	1.4. Comply the recommendations of the Provincial Legal Officer		2 days	Supervising Administrative Officer
	1.5. Reviews the MOA and instruct for its endorsement		4 hours	Provincial Health Officer II
	1.6. Prepares the Endorsement of the MOA to the Office of the Governor		30 minutes	Clerk
2. Wait for the SP Resolution granting the Governor authority to enter into MOA	2.1. Follow-up the schedule of the SP meeting			Supervising Administrative Office
3. Sign the MOA upon issuance of SP Resolution	3.1. Facilitate the signing of the MOA by the concerned authorities		3 days	Supervising Administrative Office
4. Get copy of the signed MOA	4.1. Release signed MOA to concerned clients		5 minutes	Supervising Administrative Office
	Total processing time	None	6 days ,1 hour,105 minutes	

E Provision of To	echnical Assistance to Mi	unicipal Progra	om Coordinators	
Office or Division	Technical Health Service		in Coordinators	
Classification	Simple			
Type of Transaction	G2G			
Who may avail?	17 Municipalities and 1	. City		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
Basic letter/comn	nunication/request	Local	Government Unit or City	/Rural Health Center
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LGU provides written request for technical assistance	1.1. Records the communication	None	5 minutes	Receiving Clerk
2. Concerned client verifies the status of the request	2.1. Provincial Health Officer II approves/disapproves the request/ invitation		1 hour	Provincial Health Officer II
	2.2. Prepares Travel Order if approved		15 Minutes	Program Coordinator
	2.3. Recommends Travel Order		30 minutes	Provincial Health Officer II
	2.4. Approves Travel Order		1 hours	Honorable Governor
3. Concerned client prepares the activity	3.1. Program Coordinator Provides Technical Assistance		6 hours	Program Coordinator
	Total processing time	None	8 hours & 50 minutes	

6. Provision of N	Medicines, Supplies and Lo	ngistics to 18	IGU's through the He	palth Centers & eight (8)
Government H	• • •	08131103 10 10	2003 tillough the ric	dien centers & eight (o)
Office or Division	Technical Health Services			
Classification	Simple			
Type of Transaction	G2G			
Who may avail?	18 LGU's and 8 hospitals			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
Basic letter/com	munication/request	City/N	1unicipal Health Officer	/Chief of Hospitals
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits inventory of supplies and report.	1.1. Records the document.	None	5 minutes	Receiving Clerk
	1.2. Prepares allocation of Medicine, Supplies and Logistics.		30 minutes	Program Coordinator
	1.3. Allocate the Supplies for distribution and prepares RIS		1 hour	Storekeeper
	1.4. Approves the Requisition Issue Slip		30 minutes	Provincial Health Officer
2. Signs the Request & Issue Slip	2.1. Release the supplies		1 hour	Storekeeper
	Total processing time	None	3 Hours & 5 minutes	

7. Testing of COVI	D-19 Suspect			
Office or Division	Technical Health Services Molecu	ular Laboratory	Y	
Classification	Technical			
Type of Transaction	G2G, G2C			
Who may avail?	Private & Government Hospitals,	City/Rural Hea	Ith Centers	
CHECKLIST	OF REQUIREMENTS		WHERE TO SE	
Swab specimen with line	e list and case investigation forms	Hospital/Mu	nicipal Epidemiolo	gy & Surveillance Unit
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits swab specim	en 1.1. Receives specimens	None	15 minutes	Medical Technologist
from suspect cases with line list and case investigation forms	1.2. Inspects the specimen and the case investigation forms and records in the log book	None	15 minutes	Medical Technologist
	1.3. Transports specimen and supporting forms/documents to Molecular Laboratory, Mlang District Hospital	None	1 hour	Medical Technologist
	1.4. Prepares the line list of the specimen batch to run	None	30 minutes	Medical Technologist
	1.5. Prepares the reagents, extract the RNA, amplify and run the test in the PCR Machine	None	3 hours	Medical Technologist
	1.6. Send results to pathologist for validation	None	1 hour	Medical Technologist
	1.7. Encode the results and send to PESU, RESU and CDRS	None	2 hours	Medical Technologist/Encoder
	1.8. PESU send results to MESU and HESU	None	1 hour	PESU Coordinator
	Total processing time	None	9 hours	

8. External Quality Assurance of Tuberculosis and Malaria Microscopy Laboratories				
Office or Division	Technical Health Service	es		
Classification	Simple			
Type of Transaction	G2G			
Who may avail?	18 LGUs			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Sputum	Concerned RHU			
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Municipal Medical Technologist/Microscopist submits sputum/ malaria slides	1.1. Collect and records sputum/ malaria slides for validation and assessment/		30 mins	NTP Coordinator
	1.2. Checks the slides		30 mins	Medical Technologist
	1.3. Perform slides assessment and validation		30mins	Medical Technologist
	1.4. Prepares feedback sheets and send to RHU Medical Technologist		30 mins	Medical Technologist
	1.5. Files the Slides		10 mins	Medical Technologist
	1.6. Prepares report and submit to PHO and DOH		1 day	Medical Technologist
	Total processing time	None	2 days & 20 mins	



COTABATO PROVINCIAL HOSPITAL

(External Services)

1. HOSPITAL TRANSPORT SERVICES (AMBULANCE CREW UNIT) SECTION

CHECKLIST OF REQUIREMENTS

The Hospital Transport Services charges reasonably and necessarily incurred in shifting the insured person for admission in emergency ward/ICU or from one Hospital/ Nursing Home to another Hospital/Nursing Home.

Office or Division	HOSPITAL TRANSPORT SERVICES (AMBULANCE CREW UNIT)	
Classification	Simple	
Type of Transaction	G2C	
Who may avail?	All Clients (Subject for Referral)	

WHERE TO SECURE

Ambulance vehicle, Referral Forms, Trip Tickets, Statement of Account (Billing Statement)/ Official Receipts, Consent for Referral, Personal Protective Equipment, Blood Pressure Apparatus, Stethoscope, Pulse Oximeter, Thermometer and other monitoring

devices.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING	PERSON
			TIME	RESPONSIBLE
1.FUEL ARRANGEMENT				
Receives information	Explains the reason of	Depending on	5 minutes	Ambulance Driver
about the possible	charges	the location of		
expenses of referral		the Referral		
		Facility		
			5 minutes	Ambulance Driver/
		Note: If unable		Ambulance Crew
		to pay, referred to Social		
		Worker/		
		Administrative		
		Officer		
2. TRANSFER TO		000.		
AMBULANCE	2.1 Safely transfer the			
Rides the wheelchair or	patient from his hospital	None	5 minutes	Ambulance Driver/
the ambulance stretcher	bed towards the			Station's Utility
towards the vehicle	ambulance			Worker/
				Ambulance Crew
	2.2 Records the data of the	None	2 minutes	
	patients as well as the			Ambulance Crew
	details of the			
	transportation on the Referral Logbook			
3. ASSESSMENT	3.1 Obtains Baseline Vital			
a. Submits himself for vital	Signs, check attachments	None	5 minutes	Ambulance Crew
signs taking and pertinent	(tubings, IVF flow, Oxygen,			
observations	Catheters, etc.) to check			
	the stability of the patient	None		Ambulance Crew
h Vauladiana faalinas af	during referral	None	2 minutes	, and did it could be
b. Verbalizes feelings of	3.2 Interviews about			
discomfort, pain and	patient's feelings thus to			
unusuality's	ensure needs are			
	addressed prior transport.			

4. TRANSPORTATION PROPER (DEPARTURE) Lies comfortably on the ambulance stretcher	Continuously monitors patient's vital signs and status	None	5 minutes	Ambulance Crew
5. ENDORSEMENT TO THE RECEIVING HOSPITAL'S HEALTHCARE WORKER Submits himself to the receiving healthcare worker	5.1 Endorses the patient with his referral form, other pertinent laboratory results and latest vital signs taken.	None	5 minutes	Ambulance Crew
	Total of Processing Time	None	34 minutes	

2. DELIVERY ROOM SECTION

The Delivery Room Services is a baby-friendly maternal and child unit which provides optimal quality health care dedicated for women undergoing obstetrical treatment and management.

Office or Division	DELIVERY ROOM	
Classification	Simple	
Type of Transaction	G2C	
Who may avail?	All Patients for Normal Delivery	
CHECKLIS	T OF REQUIREMENTS	WHERE TO SECURE

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's Data and Chart, Doctor's Order, Nurse's Documentation, Endorsement, BP Apparatus, Thermometer, Stretcher, Room, DR Bed, monitoring devices, DR light, Suction Machines, Swab test and Laboratory Results		Verbalization of Complaints, Interview, Assessment and Observation of Patient's Status, Patient Rounds, Proper communication, psychological preparation, Prenatal Booklet, Immunization Record		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepartum Phase 1. ARRIVAL OF PATIENT Arrives at the Delivery Room 1.1 Stays comfortable on Stretcher with patent Intravenous fluid line (when indicated)	1.1. a Receives proper endorsement of patient's condition, vital signs, progress of labor, and other	None	5 minutes	DR Nurse
1.2 b Arrives with sevendets	special procedures 1.1.b Checks for laboratory results 1.1.c Checks for the patency of tubings and other attachment	None None	1 minute 2 minutes	DR staff DR Nurse
1.2.b Arrives with complete requirements baby's layette and Adult Diaper, and medications or supplies	1.2.b Checks for availability of Baby's layette, medical supplies needed for delivery and medications	None	3 minutes	DR Nurse
2.TRANSFER TO DELIVERY ROOM				
2.1 Arrives at Delivery Room per wheeled stretcher2.2 Stays calm and relaxed on	2.1Transfers patient to designated Delivery Room	None	5 minutes	Utility Worker/ Orderlies DR Staff
Delivery Room table	2.2 Places patient to dorsal lithotomy position on Stir-ups	None	5 minutes	Utility Worker/ Orderlies DR Staff

3.1 Explains the rationale of monitoring which include Internal Examination (IE), and palpation of abdomen	None	2 minutes	DR Staff
	None	5minutes	DR Staff
3.2 Monitors for progress of labor: uterine contractions, its frequency, duration and intervals	None	5 minutes	DR Staff
3.3 Obtains Vital Signs, Fetal heart tone (FHT) and checks for abnormalities			
4.1.a Places to appropriate position (dorsal Lithotomy on stir ups) for proper visualization of perineal area	None	2 minutes	DR Staff
4.1.b Performs	None	3 minutes	DR Staff
preparation 4.1.c Instructs pushes while on uterine contractions	None	2 minutes	DR Staff
5.1.a Handles vaginal delivery and places baby on	None	10minutes	Obstetrician/ Nurse Midwife
mother's chest	None	2 minutes	Nurse/ Midwife
and kept him warm 5.1.c Expels placenta	None	5 minutes	Obstetrician
completely 5.1 d Starts surgical	None	2 minutes	Obstetrician
repair of perineal lacerations 5.1.e Performs after care of the mother and baby	None	5 minutes	Nurse/ Midwife
	rationale of monitoring which include Internal Examination (IE), and palpation of abdomen 3.2 Monitors for progress of labor: uterine contractions, its frequency, duration and intervals 3.3 Obtains Vital Signs, Fetal heart tone (FHT) and checks for abnormalities 4.1.a Places to appropriate position (dorsal Lithotomy on stir ups) for proper visualization of perineal area 4.1.b Performs aseptic perineal preparation 4.1.c Instructs pushes while on uterine contractions 5.1.a Handles vaginal delivery and places baby on mother's chest 5.1.b Dries newborn and kept him warm 5.1.c Expels placenta completely 5.1.d Starts surgical repair of perineal lacerations 5.1.e Performs after care of the mother	rationale of monitoring which include Internal Examination (IE), and palpation of abdomen None 3.2 Monitors for progress of labor: uterine contractions, its frequency, duration and intervals 3.3 Obtains Vital Signs, Fetal heart tone (FHT) and checks for abnormalities 4.1.a Places to appropriate position (dorsal Lithotomy on stir ups) for proper visualization of perineal area 4.1.b Performs aseptic perineal preparation A.1.c Instructs pushes while on uterine contractions None 5.1.a Handles vaginal delivery and places baby on mother's chest 5.1.b Dries newborn and kept him warm 5.1.c Expels placenta completely 5.1.d Starts surgical repair of perineal lacerations 5.1.e Performs after care of the mother	rationale of monitoring which include Internal Examination (IE), and palpation of abdomen None 3.2 Monitors for progress of labor: uterine contractions, its frequency, duration and intervals 3.3 Obtains Vital Signs, Fetal heart tone (FHT) and checks for abnormalities 4.1.a Places to appropriate position (dorsal Lithotomy on stir ups) for proper visualization of perineal area 4.1.b Performs aseptic perineal preparation A.1.c Instructs pushes while on uterine contractions None 5.1.a Handles vaginal delivery and places baby on mother's chest 5.1.b Dries newborn and kept him warm 5.1.c Expels placenta completely 5.1.d Starts surgical repair of perineal lacerations 5.1.e Performs after care of the mother

Postpartum Phase				
6. POSTPARTUM MONITORING				
6.1 Manifests stable vital signs and				
consciousness, free from profuse vaginal bleeding	6.1. a Monitors vital signs and status of	None	30 minutes	Nurse
	patient 6.1.b Provides dependent and	None	10minutes	Nurse
	independent nursing care management 6.1.c Gives Medications 6.1.d Makes	None None	10 minutes 10 minutes	Nurse Nurse
6. 2 Verbalizes relief from pain and	referrals to Obstetrician for profuse vaginal	None	30 minutes	Nurse
discomforts	bleeding and uterine atony 6.1.e Stabilizes postpartum condition	None	10 minutes	DR Staff
	6.2.a Monitors and evaluates care management provided			
7. TRANSFER OF PATIENT				
7.1 Manifest stable vital signs	7.1 Performs final monitoring of vital	None	10 minutes	Nursing Staff
7.2 Prepares for transfer to OB Ward 7.3 Stays comfortable on Stretcher	signs and condition of patient 7.2 Informs OB ward	None	2 minutes	DR Nurse
	Nurse about transfer of patient 7.3 Transfers to OB Ward	None	5 minutes	Nurse/ DR Staff/ Orderlies
8. ENDORSEMENT TO OB ward				
8.1 Receives information and reason for endorsement	8.1.a Explains the reason for	None	3 minutes	OR Nurse
	endorsement 8.1.b Endorses properly to OB Ward Nurse	None	10 minutes	OR Nurse
Total Processing Time from Arrival to	Delivery Room to OB Wa	ard of an	*3 hour and 43 m	inutes (postpartum
Imminent Delivery			monitoring includ	led)

3. IN PATIENT SERVICES/ADMISSION SECTION

The Emergency Room/Admission Section provides urgent pre-hospital treatment and stabilization for serious illness and transport to definite care.

Office or Division	EMERGENCY ROOM/ ADMISSION SECTION	
Classification	Simple	
Type of Transaction	G2C	
Who may avail?	Emergency Patients/Patients for Admission	

	WHERE TO SECURE					
CHECKLIST OF	CHECKLIST OF REQUIREMENTS		WHERE TO SECORE			
	Patient's Data and Chart, Medical History, Doctor's		Verbalization of Patients and Watchers, Interview,			
Order, Nurse's Documentati	on, Endorsement	Assessment a	and Observation of I	Patient's Status		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. SLIP						
1.1Referral from RHU's,				ER		
other private and	1.1.a Informs OHCC about					
government Hospitals:	availability of beds and	None				
	receives information about		5 minutes	ER Nurse/ Physician		
Doctor from referring	the patient					
facility calls up CPH hotline	1.1.b Receives information	None				
	about the patient		5 minutes	ER Nurse		
	1.1.c Triage Area prepares					
	for the arrival of patient	None				
			5 minutes	ER Physician		
	Interviews patient	None				
			5 minutes	Security Guard		
	2.1 Receives referral form			Triage Staff		
	and informs ER Physician	None		- · · · · · · · · · · · ·		
	2.2 Places patient to		5 minutes	Triage Staff		
1.2In patient care	comfortable position for					
Comes to Triage Area with	assessment					
patients	2.3.a Interviews patient	None				
2. PRESENTS REFFERAL	and watcher and gets accurate information	None	2 minutes	Triaga Staff		
FORM	2.3.b Obtains vital signs as	None	2 minutes	Triage Staff		
FORIVI	baseline data	None	2 minutes	ER Staff		
	2.3.c Classifies patient		2 minutes	LN Stail		
	2.3.d Explains status of					
	patient and need for	None				
	isolation to watcher	None	10 minutes			
	2.3.e Transfers patient,		10 1111111111111			
	based on classification, to:	None				
	a. Holding Area/Tent		5 minutes			
	b. Resuscitation Area	None				
	c. Admission Area		2 minutes			
	d. Delivery Room					
	Isolation					
	e. COVID Isolation	None				
	Ward		10 minutes			

	I	1	I .	
	3.2.a Interviews patient	None	10 minutes	ER Nurse/ Physician
	and watcher and gets			
	accurate information			
	3.2.b Obtains vital signs as	None	5 minutes	ER nurse/ Nursing
	baseline data			Attendant
	3.2.c Classifies patient			Accendance
	•	N	2	ED Dharaisis a
	3.2.d Explains status of	None	2 minutes	ER Physician
	patient and need for			
	isolation to watcher			
	3.2.e Transfers patient,	None	10 minutes	Utility Worker
	based on classification, to:			ER Nurse
	a. Holding Area/Tent			
	b. Resuscitation Area			
	c. Admission Area			
	d. Delivery Room			
	Isolation			
	e. COVID Isolation Ward			
	4.1.a Orders for	None	5 minutes	ER Physician
	laboratories, medications,			
	and other procedures		10 minutes	
	4.1.b Carries out	None		ER Nurse
	Physician's orders		5 minutes	ER Staff
	4.1.c Monitors Vital Signs	None	10 minutes	ER Nurse
	4.1.d Administers	None	10 minutes	Livivuise
		None	10	N A a alia a l
	emergency medications		10 minutes	Medical
	4.1.e Obtains specimen for	None		Technologist
	laboratory examinations		15 minutes	
	4.1.f Assists ER Physician in	None		ER Staff
	performing procedures		5minutes	
	4.1.g Encodes data of	None		ER Encoder
>In case	patient		2 minutes	
			2 minutes	ER Physician/ Staff
	4.2 In case patient need	None		Livering Stair
	resuscitative	None	30 minutes	
	4.2.a Obtains consent for			ER Physician/ ER
	resuscitative measures	None	5 minutes	Nurse and Nursing
	4.2.b Performs emergent			Attendant
	procedures, laboratories	None		
	· · ·	None	2 minutes	Medical
	and medications		5 minutes	Technologist
	4.2.c Monitors Vital Signs	None	Jiiiiiaccs	ER staff
	4.2.d Explains status of		10	ER Physician
	patient to the watcher		10 minutes	
	4.2.e Encodes data of	None		ER Encoder
	patient	None		
	4.3 Admits patient		5 minutes	
	4.3.a Orders for			ER Physician
	laboratories, medications,	None	10 minutes	ER Nurse
	and other procedures			ER staff
	4.3.b Carries out	None	5 minutes	ER Nurse
		None		Medical
	Physician's orders	None	10 minutes	Technologist
	4.3.c Monitors Vital Signs		10 minutes	2.28.2.
			10,111111111	
	4.3.d Initiates medications	None	20 minutes	ER Staff

	4.3.e Obtains specimen for laboratory examinations 4.3.f Assists ER Physician in performing procedures	None	2 minutes	ER Nurse
	4.4 Admission of Covid-19 patient	None	2 minutes 2 minutes	ER Nurse
	4.4.a Informs Nurse from COVID facility of the admission	None None	2 minutes	Security Guard
	4.4.b Informs Internist of admission	None	1 minute	
	4.4.c Directs referring ambulance to COVID	None	1 minuto	Obstetrician/ ER Physician
	facility 4.5Admission to facility room/isolation ward	None	1 minute	ER Nurse
	4.5.a Performs Internal Examination and Uterine contraction baseline data 4.5.b Informs Nurse from			Security Guard
	Delivery Room Isolation Ward of the admission 4.5.c Directs to the facility			
3. TRANSFER OF PATIENT	,			
3.1 To WARDS, OR and DR	3.1.a Sees to it that	None	5 minutes	ER Physician/ Nurse
Settles on wheelchair, stretcher or Ambulance if needed	patient's status and vitals are stable 3.1.b Transports/ ferries	None	10 minutes	Utility Worker ER Nurse
	patient to wards 3.1.c Endorses properly to Ward Nurse	None	10 minutes	ER Nurse
3.2 To Other Hospitals as Referral	3.2.a Sees to it that	None	5 minutes	ER Physician/ Nurse
Settles comfortably inside ambulance and prepares for transport	patient's status and vitals are stable 3.2.b Calls up Physician from the referral hospital	None	10 minutes	ER Physician
	for doctor-to-Doctor endorsement 3.2.c Prepares and places	None	2minutes	ER Staff/ Utility Worker
	patient to comfortable	None	1 minute	Ambulance Crew
	position inside ambulance	None	1-2 hours	Ambulance Crew
	3.2.d Logs out for	None	(external	Ambulance Crew Ambulance Driver
	departure 3.2.e Accompanies patient 3.2.f Endorses properly to ER staff of referral hospital		services) 15 min. (external services)	Ambulance Crew

3.3 To Morgue Dead Body shall be placed	3.3.a Pronounces time of death and signs Death certificate	None	2 minutes	ER Physician
inside cadaver bag	3.3.b Performs postmortem care	None	3 minutes	ER Staff
		None	2 minutes	
	3.3.c Places inside cadaver			ER Staff/ Utility
	bag	None	10 minutes	Worker
	3.3.d Transfers to Morgue			Utility Worker/ Orderlie
Total Processing Time * one patient classification: non infection general case				ninutes- from referral

4. HOSPITAL EPIDEMIOLOGY SURVEILLANCE UNIT (HESU) SECTION

The Hospital Epidemiology Surveillance Unit (HESU) portrays the ongoing systematic collection, analysis, and interpretation of health-related data essential to planning, implementation, and evaluation of public health practice.

Office or Division	HOSPITAL EPIDEMIOLOGY SURVEILLANCE UNIT (HESU)			
Classification	Simple			
Type of Transaction	G2C			
Who may avail?	All Patients, Employee and other Epidemiology Surveillance Units			

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Case Investigation Form and other Surveillance forms,	Verbalization of patients and Watchers; Findings from
cold-chain boxes, computer and other communication	the Assessment and other laboratory workups; reports
system (includes Regional, Provincial, City and	from other Epidemiology Surveillance Units
Municipal Epidemiology Surveillance Units hotline/s),	
Diagnostic paraphernalia	

Diagnostic parapriernalia				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DATA COLLECTION				
1.1 Submits one's self for an interview	1.1 Conducts information gathering from the patient and folks	None	5 minutes	Staff Nurse/Hospital Epidemiology Surveillance Officer
		None	5 minutes	
1.2 Undergoes deeper data gathering (like symptoms onset and possible contacts)	1.2 Categorizing patient for possible further diagnostic test/s			Staff Nurse/Hospital Epidemiology Surveillance Officer

2. SPECIMEN COLLECTION 2.1 Receives information about the importance to undergone further laboratory workups 2.2 Signs the waiver to perform	2.1 Explains the essence of conducting the identified tests and possible results that can be obtained from it	None	5 minutes	Attending Physician/ Hospital Epidemiology Surveillance Officer
the said test 2.3 Submits self for specimen collection	2.2 Witnesses the signi9ng of the waiver to perform	None		Staff
	the test 2.3.a Explains how the specimen be collected	None	2minutes	Nurse/Hospital Epidemiology Surveillance Officer
	2.3.b Performs the testing procedure		1 minute	Laboratory Personnel
3.TRANSPORTS THE SPECIMEN				
3.1 Receives the specimen in proper storage and properly labeled	3.1 Ensures that the specimen has been stored and labeled properly	None	2 minutes	Hospital Epidemiology Surveillance Officer
3.2 Receives the specimen within prescribed time	3.2 Transported the specimen on time	None	13 minutes	Hospital Epidemiology Surveillance Officer

4. NETWORKING WITH OTHER EPIDEMIOLOGY SURVEILLANCE				
4.1 Receives data of closely monitored diseases of patients and staff who underwent test/s	4.1 Send data to other concerned Epidemiology Surveillance units with utmost privacy	None	5 minutes	Hospital Epidemiology Surveillance Officer
4.2 Sends data of closely monitored diseases patients and staff who underwent test/s	4.2 Receives data from other concerned Epidemiology	None	5 minutes	Hospital Epidemiology Surveillance Officer
	Surveillance Units	None	2 minutes	
4.3 Receives a virtual endorsement of discharged patients diagnosed with highly contagious disease and need to be isolated	4.3 Informs the receiving Epidemiology Surveillance Unit of the patient for the continuation of isolation and		Zimilutes	Hospital Epidemiology Surveillance Officer
4.4 Provides the transport vehicle to fetch the patient	medication at their respective Quarantine Sites 4.4 Follows-up the transport vehicle to ensure the containment of the disease	None	5 minutes	Hospital Epidemiology Surveillance Officer
*Total of Processin	g Time	None	*54 m	inutes

5. NURSING SERVICES SECTION

CHECKLIST OF REQUIREMENTS

The Nursing Services is responsible for providing comprehensive, safe, effective and well-organized nursing care through the personnel of the department.

Office or Division	NURSING SERVICES OFFICE
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Nursing Staff

Application Letter, List of Requirements for application, Schedule of Orientation and Duties, Request Letters, Records, Documents, Purchase Request, Inventory Reports, Incident Logbook, Narrative Reports, Contract of Affiliation, Rotation Plan, Policies and Procedures

Concerns of Applicants, New employees, Patients, Watchers, Nursing Attendants, Staff Nurses, Head Nurses, Supervisors, Students, Clinical Instructors, and Program Coordinators

WHERE TO SECURE

of Affiliation, Rotation Plan,	1	FFFC TO DE	PDOCECCING	DEDCOM
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON
		PAID	TIME	RESPONSIBLE
1. ORIENTATION OF NEW				
STAFF				
1.1 Inquiries about	1.1.a Provides list of	None	15 minutes	Lynn O. Sambayon,
requirements for	requirements for			RN, RM, MAN
application for available	application		10 minutes	Lynn O. Sambayon,
positions of nursing service	1.1.b Endorses			RN, RM, MAN
1.2 Daytisinates in the	Application of new			
1.2 Participates in the orientation of nursing	applicants to Admin Office	None	1 hour	Lynn O. Sambayon,
policies to applicants and	1.2.a Conducts	None	1 Hour	RN, RM, MAN
newly hired Nursing staff	orientation to new		30 minutes	Lynn O. Sambayon,
licwiy iiirca ivarsiiig stair	nursing staff		50 minutes	RN, RM, MAN
	1.2.b Introduces new			
	nursing staff to other			
	hospital staff and physical			
	structure			
2.TRANSACTION WITH				
NURSING STAFF				
Comes to office for the				
following transactions:	2.1 Receives and notes	None	15 minutes	Lynn O. Sambayon,
2.1 Requests for leave of	application of leave and			RN, RM, MAN
absence	submits to admin office			
2.2 Request s for	for approval			
arrangement of schedule	2.2 Inquires reason and	None	20 minutes	Lynn O. Sambayon,
of duties	approves requested duty			RN, RM, MAN
2.3 Submits Daily Time	2.3 Checks and verifies			
Records and	DTR's and	None	10 minutes	Lynn O. Sambayon,
Accomplishment Reports	accomplishment reports			RN, RM, MAN
2.4 Submits updated	2.4 Monitors validity of	None	Eminutos	Lynn O. Cambayan
Personal Data Sheet, Professional Regulation	2.4 Monitors validity of PRC and updated	None	5 minutes	Lynn O. Sambayon, RN, RM, MAN
Commission (PRC) License,	credentials of nurses and			NIV, KIVI, IVIAIN
and training certificates for	midwives			
office files	IIIIUWIVES			
Office files				

3.TRANSACTION WITH HEAD NURSES AND				
SUPERVISORS				
Comes to office for the				
following transactions: 3.1 Submits schedule of	3.1 Checks and approves	None	5 minutes	Lynn O. Sambayon,
duties per station	schedule of duties		J	RN, RM, MAN
3.2 Submits narrative	3.2 Reviews /discusses	None	20 minutes	Lynn O. Sambayon,
reports, complaints, and concerns for disciplinary	reports, complaints, and concerns with the			RN, RM, MAN
conferences	involved staff together			
	with head nurses and			
	supervisors			
3.3 Requests for repair of equipment and facility	3.3 Verifies and submits	None	10 minutes	Lynn O. Sambayon, RN, RM, MAN
equipment and facility	job requests to Admin			KIN, KIVI, IVIAIN
3.4 Submits proposals and	office	None	1 hour	Lynn O. Sambayon,
request of equipment to be				RN, RM, MAN
allocated in annual investment plan and	3.4.a Consolidates and prioritizes equipment			
budget	need requested by all			
_	station as annual			
	investment plan			
	3.4.b Submits consolidated list of			
	equipment need to			
	Admin office for approval			
4. COORDINATION WITH HEALTH PROGRAM				
COORDINATORS (HIV-STI,				
NTP, VAWC, HESU, Family				
Planning, MBFHI, Animal				
Bite , Vaccination, SAM, KMC, NBS, Safety, etc.)				
4.1 Submits annual plans	4.1 Discusses plans and	None	30 minutes	Lynn O. Sambayon,
and activities of the	activities with nurse			RN, RM, MAN
program	coordinators	Ness	20 minutes	Luca O Carabana
4.2 Informs concerns, needs, and problems of the	4.2 Reviews and validates needs and problems of	None	20 minutes	Lynn O. Sambayon, RN, RM, MAN
program	the program			,,
4.3 Presents reports and accomplishments	4.3 Verifies and submits reports /	None	10 minutes	Lynn O. Sambayon, RN, RM, MAN
accomplishments	accomplishments to			INIA, INIVI, IVIANI
	Admin office for approval			
4. 4 Revisits and revises	of the Chief of hospital	None	20 minutes	Lynn O. Sambayon,
policies and procedures her/his program	4.4 Discusses and evaluates new policies			RN, RM, MAN
, 6. 20. 4.11	and submits to the Chief			
	of Hospital for approval			

5. COUNSELING (Nursing Staff) Visits Nursing office and seeks advices and help for errors committed as well as work related conflicts	Entertains narration of reports through letter and verbalizations, resolves problems among involved staff, and provides therapeutic counseling sessions	None	45 minutes	Lynn O. Sambayon, RN, RM, MAN
6. SUBMISSION OF REPORTS 6.1 Submits Narrative reports of unusual incidents happened in the workplace	6.1 Receives, verifies authenticity, and evaluates information about unusual incident	None	10 minutes	Lynn O. Sambayon, RN, RM, MAN
6.2 Submits monthly report and statistics of services provided in each department	submitted by the staff 6.2 Processes and discusses nature of the incident systematically with the involved staff 6.3 Provides resolution of the problems in coordination with Grievance committee	None None	30 minutes 15 minutes	Lynn O. Sambayon, RN, RM, MAN Lynn O. Sambayon, RN, RM, MAN
7.ATTENDANCE TO MEETING Attends regular and emergency meeting	Conducts emergency and regular meeting with nursing staff	None	45 minutes	Lynn O. Sambayon, RN, RM, MAN
8. AFFILIATION AND TRAINING OF STUDENT AFFILIATES 8.1 Submits request for affiliation and updated /approved Contract of Affiliation, Rotation Plan, and Schedule of Duty 8.2 Attends to orientation of hospital policies/ guidelines as well as responsibilities of student affiliates and clinical Instructors	8.1 Receives and verifies updated and approved Contract of Affiliation, Rotation Plan, and Schedule of Duty 8.2 Conducts orientation to student affiliates and clinical instructors	Affiliation Fees Per North Cotabato Provincial Manual of Operation: >200.00/ nursing student for 50-80 hours >100.00/ Midwifery Student for 30- 40 hours > 50.00/ Nursing Aid student for 40 hours	15 minutes 1 hour	Lynn O. Sambayon, RN, RM, MAN Lynn O. Sambayon, RN, RM, MAN

9. WARD DUTIES AND RESPONSIBILITIES 9.1 Informs problems in the wards such as the need for staff augmentation and other concerns	9.1.a Monitors needs of staff and patients in the wards 9.1.b Performs Ward rounds 9.1.c Reports for duty in the wards, and other sections when needed for staff augmentation	None None None	24 hours/ day 30 minutes 8 hours	Chief Nurse Chief Nurse Chief Nurse
10. MEDICAL SUPPLY MANAGEMENT				
10. 1 Central Supply Room In charge coordinates for	10.1.a Receives requests for medical supplies	None	5 minutes	Chief Nurse
needs, requests, list of undelivered supplies, advanced deliveries and inventories	10.1.b Assists in coordinating with suppliers for undelivered supplies and advances	None	15 minutes	Chief Nurse
inventories	10.1.c Monitors availability of supplies and inventories	None	20 minutes	Chief Nurse
11. MONITORING/ COACHING 11.1 Receives call to Nursing Service Office for coaching and mentoring	11.1 Mentors and coaches nursing staff	None	30 minutes	Chief Nurse
sessions on handling problems in the wards, nursing procedures and other concerns				

6. OPERATING ROOM SECTION

The Operating Room Services is designed and equipped to provide care to patients with a range of conditions.

Office or Division	OPERATING ROOM
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Perioperative Clients

CHECKLIST OF REQUIREMENTS			WHERE TO SEC	CURE
Patient's Data and Chart P	Perioperative History, Doctor's	Verhalization	of Complaints Ir	nterview, Assessment
Order, Nurse's Documentatio	and Observa	tion of Patient's St	atus, Patient Rounds,	
· · · · · · · · · · · · · · · · · · ·	s, OR light, Suction Machines,	'	mmunication,	Preoperative Visit,
· ·	Surgical Safety Checklist,	1 Sychologica	Гргерагастот	
Anesthesia Record, Periopera	ative Nursing Record , Schedule			
for Elective Surgery, Cardio	pulmonary Clearance, Blood,			
Informed Consent, Swab test	and Laboratory Results			
CLIENT CTERC	A CENIOV A CTIONIC	FFFC TO DE	DDOCECCINIC	DEDCON

Informed Consent, Swab test and Laboratory Results				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON
Duna ya ayatiya Dhaqa		PAID	TIME	RESPONSIBLE
Preoperative Phase 1. ARRIVAL OF PATIENT				
1. ARRIVAL OF PATIENT				
Arrives at the Operating				
Room				
1.1 Emergency Case	1.1. a Receives proper	None	5 minutes	Perioperative
Stays comfortable on	endorsement of patient's			Nurse
Stretcher with informed	condition, vital signs and			
consent, patent	other special procedures		2	
Intravenous fluid and blood	1.1.b Checks for availability	None	2 minutes	Dovienovativo
needed	of blood, informed consent, and pertinent laboratory			Perioperative Nurse
	results			Nuise
	1.1.c Checks for the patency			
	of tubings and attachment			
1.2 Elective Case				
	1.2 a. Receives proper			
1.2 a. Comes in comfortably on Stretcher with	endorsement of patient's	None	3 minutes	Perioperative
Intravenous lines	condition, and procedure to be performed, patency of			Nurse
intravenous infes	lines			
1.2.b. Arrives with	1.2.b Checks for availability			
complete requirements for	of operation requirements	None	3 minutes	Perioperative
elective surgical operative				Nurse
procedure such as Informed				
consent, blood, anesthetics,				
medical supplies and				
medications, Cardiopulmonary Clearance				
and Schedule of operation				
and seriedule of operation				

2.TRANSFER TO OPERATING				
ROOM				
2.1 Arrives at Operating	2.1Transfers patient to	None	5 minutes	Utility Worker/
Room in supine position on	designated Operating Room			Orderlie
stretcher	2.2 Places patient to a			Circulating Nurse
2.2 Stays calm and relaxed	comfortable position on OR			
on Operating Room table	table			
3. PREOPERATIVE	100.0			
PREPARATION				
(For elective surgery only)				
3.1 Psychological	3.1 Encourages verbalization	None	2 minutes	Nurse
_	of feelings of anxiety or fear	None	2 minutes	ivuise
Preparation	of feelings of anxiety of fear			
Expresses psychological				
readiness for operative				
procedure	2 2 6 4 6 4 4 4			
3.2 Physical Preparation	3.2 Checks for physical	None	2 minutes	Nurse
Manifests energy and	readiness of patient and			
willingness to be operated	quick head-to-toe			
3.3 Physiological	assessment	None	5 minutes	Nurse
Preparation	3.3 Obtains Vital Signs and			
Manifests Vital signs	checks for abnormalities			
within normal range				
Intraoperative Phase				
4.INDUCTION OF	4.1 a. Places to appropriate	None	2 minutes	Nurse
ANESTHESIA	position (side lying or supine)			Nursing Attendant
Receives information	for regional or general			
about required position for	anesthesia			
induction of anesthetics	4.1.b Performs aseptic skin	None	3 minutes	Anesthesiologist
	preparation on anesthesia			
	site	None	2 minutes	Anesthesiologist
	4.1.c Inducts anesthetics			_
5.START OF OPERATION				
5.1. Stays in supine	5.1 a Performs aseptic	None	5 minutes	Circulating Nurse
position on OR table for	perineal abdominal			Nursing Attendant
skin preparation	preparation	None	2 minutes	Circulating Nurse
P - P	5.1.b Calls for Safety Surgical			OR Team
	Checklist	None	1 hour and 30	564.11
	5.1.c Starts Incision of Skin		minutes	Surgeon/ OR team
	and proceed with operative			Scrub and
	procedure	None	2 minutes	Circulating Nurse
	5. 1.d Performs Sponge,	110110	2 minutes	Sirediating Naise
	Instruments, Needle (SIN)	None	5 minutes	Surgeon
	Count	NOTIC	Jiiiiiutes	Juigeon
	5.1.e Closes Incision			
	3.1.6 CIOSES ITICISION			

Postoperative Phase				
6. POSTOPERATIVE				
MONITORING				
6.1 Manifests stable vital	6.1. a Monitors vital signs	None	30 minutes	Nurse
signs and consciousness,	and status of patient			
free from side effects of	6.1.b Provides dependent	None	10minutes	Nurse
anesthesia	and independent nursing			
	care management	N1	10	N
	6.1.c Gives Medications	None	10 minutes	Nurse
	6.1.d. Makes referrals to	None	10 minutes	Nurse
	Anesthesiologist for adverse effects of anesthetics			
	6.1.e Stabilizes postoperative	None	30 minutes	Nurse
	condition	None	Johnnates	Nuise
6. 2 Verbalizes relief from	6.2.a. Monitors and	None	10 minutes	Anesthesiologist
pain and discomforts	evaluates care management			Surgeon
·	provided			Nurse
7. TRANSFER OF PATIENT				
7.1 Manifest stable vital	7.1 Performs final monitoring	None	10 minutes	Nursing Staff
signs	of vital signs and condition of			
	patient			
7.2 Prepares for transfer to	7.2 Informs RR Nurse about	None	2 minutes	OR Nurse
Recovery Room	transfer of patient			/ 0.7 0. 55/
7.3 Stays comfortable on	7.3 Transfers to Recovery	None	minutes	Nurse/ OR Staff/
Stretcher 8. ENDORSEMENT TO	Room	None	2 minutes	Orderlie OR Nurse
RECOVERY ROOM	8.1.a Explains the reason for endorsement	none	3 minutes	OK NUISE
8.1 Receives information	8.1. b Endorses properly to	None	10 minutes	OR Nurse
and reason for	RR Nurse	None	10 1111111111111	OK Warse
endorsement				
				I .
Total Processing Time from	Arrival to Operating Room to Rec	covery	*3 hour and 38 n	ninutes (postop
Room of an Elective Case			monitoring inclu	

7. OUT PATIENT DEPARTMENT SERVICES

The Outpatient Department Services is designed for the treatment of outpatient, people with health problems who visit the hospital for diagnosis or treatment, but do not at this time require a bed or to be admitted for overnight care.

Office or Division	OUT PATIENT DEPARTMENT
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Clients

Who may avair. All Clients					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Chief Complaints, Doct Documentation, OPD record Data Form, Laboratory red chart, referral form, official r	quest forms, admitting	Verbalization of Patients and Watchers, Interview Assessment and Observation of Patient's Status Laboratory and X ray results/ official findings		of Patient's Status,	
CLIENT STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Gets priority number	Gives priority Number	None	5 minutes	OPD Staff	

		PAID	TIME	RESPONSIBLE
1.Gets priority number from OPD counter	Gives priority Number and fills up OPD data form	None	5 minutes	OPD Staff
2.Verbalizes chief complaints	2.1 Interviews patient for chief complaints	None	5 minutes	OPD Staff
·	2.2 Records data on OPD Chart	None	5 minutes	OPD Staff
3.Proceeds to OPD clinics	3.1.a Directs client to respective clinic	None	2 minutes	OPD Staff
	3.1.b Conducts consultation, follow up	None	10 minutes	OPD Physician
	care, and treatment:	300.00 None	5 minutes	OPD Staff/ Surgeon
	Dressing of WoundNebulization	(patient's own Medication)	5 minutes 10 minutes 5 minutes	OPD Staff Animal Bite Nurse OPD Staff/ Surgeon
	Vaccination (Animal Bite)Removal of	2 pcs Syringe:15 each	3	S. S Starry Sargeon
	Stitches	None		

40.11.1	T			
4. Laboratory/Radiology				
follow-up	4.4.0	Nama	2	ODD Dhusisiss
4.1 Receives information	4.1 Orders pertinent	None	2 minutes	OPD Physician
on diagnostic	laboratory examinations			
examinations	and X-ray			
	4.2 Provides requests	None	2 minutes	OPD Staff
4.2 Receives Laboratory				
and X-ray Requests				
	4.3 Instructs to proceed	As prescribed	2 minutes	OPD Staff
4.3Pays to Cashier's office	to Cashier's Office for	under the		
the required fees for	payment	Revenue		
laboratory tests, X-ray and		code of the		
other procedures	4.4 Waits for the	province of	1 hour	OPD Physician
4.4 Proceeds to Laboratory	Laboratory and X-ray	North		
and Radiology Department	results	Cotabato		
AFTER 1 HOUR:	4.5. a Refers results to		1 minute	OPD Staff
4.5Patient's laboratory	the Physician for	None		
and X-ray results	evaluation			
	4.5.b Evaluates results		5 minutes	OPD Physician
	for medical management	None	3 minutes	OI B I Hysician
	or possible referral	None		
	4.5.c Orders for			
	treatment and home	None:	10 minutes	OPD Physician
	medications	Patient	10 111111111162	OFD Filysiciali
	medications			
		purchases meds outside		
E Cianadiafama assaut		meas outside		
5. Signed inform consent				
for minor surgery				
545				000.6
5.1 Receives information	5.1 Explains nature of	None	30 minutes	OPD Surgeon/
of indication for minor	disease, risks and			Physician
surgery	benefits, and possible			
	complications of surgical			
	procedure			
	5.2 Witnesses in signing	None	1 minute	OPD Staff
5.2 Signs informed consent	of informed consent for			
and pays fees for minor	minor surgical operation			
surgical operation				
5.3 Submits himself for	5.3. Performs minor	300.00	30 minutes	OPD Surgeon/
surgical procedure	surgery			Physician
6. Discharge of client				
Receives instruction on	Provides information on			
outpatient treatment	follow up consultation,	None	5 minutes	Physician/ Nurse
regimen	medication, wound care,			
	exercise and diet care at			
	home			

7. Referrals				
7.1 Goes to Emergency	7.1 a Prepares/ Fills up	None	20 minutes	OPD Physician
Room if he/she needs	admission chart			
admission	7.1.b Endorses to	None	5 minutes	OPD Nurse
	Emergency Room for admission			
7.2 Goes to Medical	7.2.a Makes referral	None	2 minutes	OPD Physician
Specialists/ Physicians	letter			
(EENT, Neurosurgeon,	7.2.b Prepares referral	None	2 minutes	OPD Nurse
Sonologist, Neonatologist,	letter and gives it to			
Oncologist, etc.) with	client			
referral letter for further				
evaluation				
Total Processing Time from Time of Arrival to discharge of a		ge of a Client	1 hour an	d 54 minutes
(ivieuic	(Medical Consultation only) *			

Out Patient Department (OPD) Schedule of Services:

Monday to Friday – 8:00am to 4:00 pm (No Noon Break)

No consultation, except Animal Bite Center during Sunday and Holidays

Please call our attention if you have waited for more than 3 hours without any intervention provided

Hospital Number: (064)521-8080 local 1512 (Admin Office)

8. WARD SERVICES SECTION

The Ward Services provides highest quality nursing care for patient and also provides a clean well-ventilated environment for patient and protect him from infection, accidents and hazards.

	WARD SERVICES (Medical, Surgery, Orthopedics, Pediatrics, Obstetrics- Gynecology,				
Office or Division	Isolation)				
Classification	Simple				
Type of					
Transaction	G2C				
Who may avail?	All Admitted Patients				

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Patient's Data and Chart, Medical History,	Verbalization of Complaints from Patients and Watchers,		
Doctor's Order, Nurse's Documentation,	Interview, Assessment and Observation of Patient's Status,		
Endorsement, Referrals, BP Apparatus,	Patient Rounds, Proper communication		
Thermometer, Stretcher, Wheelchair, Room,			
Patient's Bed, monitoring devices			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ARRIVAL OF PATIENT Arrives at the Station	Receives proper	None	5 minutes	Ward Charge Nurse
from Emergency Room,	endorsement of	None	3 minutes	ward charge nurse
OR/DR and other	patient's condition,			
stations per wheelchair or Stretcher	vital signs and other special procedures			
2.TRANSFER TO ROOM	special procedures			
2.1 Arrives at designated	2.1Transfers patient			Utility Worker/ Orderlies
room and ward	to designated ward	None	10 minutes	Ward Nurse
2.2 Stays calm and relaxed on bed	and room 2.2 Places patient to			
Telaxed off bed	a comfortable			
	position			
3. ASSESSMENT				
3.1 Submits himself for observation and	3.1.a Obtains Baseline Vital Signs,	None	10 minutes	Nurse Nursing Attendant
interview	check attachments			Nursing Attenuant
	(tubings, IVF flow,			
	Oxygen, Catheters,			
	etc.) 3.1.b Performs	None	5 minutes	Nurse
3.2 Verbalizes feelings of	Physical Assessment			
discomfort, pain and	from head to toe	None	5 minutes	Nurse
unusuality	(cephalocaudal)			
	3.2.a Interviews	None	2 minutes	Nurse/ Orderlies
	about patient's			
	feelings			
	3.2.b Places patient			
	to comfortable			
	position on bed			

4 DEMINIDED ON				
4.REMINDER ON CONFINEMENT Processes Phil health requirements	Reminds watcher to proceed to Records Section to process requirements for Phil health enrolment/approval	None	2 minutes	Nurse Nursing Attendant
5.PLANNING OF CARE Verbalizes complaints which need further care planning	Continues to observe status of patients and formulates plan of care based on complaints and observation	None	10 minutes	Physician Nurse Nursing Attendant
6. IMPLEMENTATION, MONITORING, EVALUATION of CARE PROVIDED				
6.1 Verbalizes untreated pain, sustained	6.1.a Conducts regular medical	None	10 minutes	Physician
discomforts, unusualities to nursing staff	rounds to patient 6.1.b Provides dependent and	None	10 minutes	Nurse
	independent nursing care management 6.1.c Gives	None None	10 minutes 10 minutes	Nurse Nurse
	Medications 6.1.d Makes referrals to Physician and other units	None	5 minutes	Nurse
6. 2 Verbalizes relief from pain and discomforts	6.1.e Coordinates with Physician and allied professional for care management 6.2.a Monitors and evaluates care management provided	None	10 minutes	Physician Nurse
7. DISCHARGE OF PATIENT 7.1 Completes all	7.1 Instructs to submit all	None	2 minutes	Nursing Staff
requirements for discharge	requirements and discharge slip to Records Section	None	1 minute	Nurse
7.2 Presents clearance for discharge	7.2 Accepts and verifies authenticity of discharge	None	5 minutes	Nurse
7.3 Receives discharge summery/ plan	clearance 7.3 Discharges patient and gives Discharge summary/plan with home instructions			

8. REFERRAL				
8.1 Receives information	8.1.a Explains the	None	3 minutes	Physician
and reason for referral	reason for referral			
	8.1.b Calls up referral	None	10 minutes	Physician
	hospital for			
8.2 Signs a waiver for	endorsement	None	10 minutes	Nurse
referral	8.2 Provides Waiver			
8.3 Receives further	for referral	None	5 minutes	Nurse
instructions for referral	8.3 Instructs about			
	use of ambulance,			
	hospital where to be			
	referred out,			
	ambulance crew			
8.4 Accepts referral note	accompaniment, and	None	10 minutes	Physician
8.5 Stays comfortably	status of watcher	None	2 minutes	Nurse
inside ambulance	8.4 Makes Referral			
8.6 Prepares for travel	Note	None	2 minutes	Nursing Staff
	8.5 Gives Referral			Utility Worker/ Orderlies
	Note made by			Driver
	Physician	None	1 minute	Ambulance Crew
	8.6.a Places patient			
	comfortably inside			
	ambulance			
	8.6.b Logs out for			
	referral and travel			
Total Processing Time from Arrival of Patient to the Ward			*1 hour and 52 min	utes per In- Patient day
until Discharge of In- pati	ent Day Case *			

9. CHIEF OF CLINIC SECTION

The Chief of Clinic Section is responsible for managing clinical operations, liaising between the administration and medical staff, and ensuring that patients receive the highest standard of medical care.

Office or Division	CHIEF OF CLINIC
Classification	Simple
Type of Transaction	G2C
Who may avail?	All clients

CHECKLIST OF REQUIREMENTS			WHERE T	O SECURE	
(CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Staff a. A b. A c. S c. S k a r d. S	Application for Leave of Absence Arrangement of duty schedules Submission of Diometrics record and accomplishment report Submission of PDS, PRC Licenses	*Receive, review and sign application of leave form *Checks monthly duty schedules *Checks and notes reports *Monitor and files updated licenses	None	3 minutes 5 minutes 3 minutes 2 minutes	Chief of Clinic
Services a. A b. A s c. S k a r a. S	ion with Ancillary Staff Application for Leave of Absence Arrangement of duty schedules Submission of biometrics record and accomplishment report Submission of PDS, PRC Licenses	*Receive, review and sign application of leave form *Checks monthly duty schedules *Checks and notes reports *Monitor and files updated licenses	None	3 minutes 5 minutes 3 minutes 2 minutes	Chief of Clinic
Ancillary a. S s b. S	ion with Medical and Unit heads Submission of schedules of duties per department Submission of accomplishment	*Checks and approves schedule of duty	None	10 minutes 10 minutes	Chief of clinic

c. reports and need of each department d. Discussion of narrative reports, disciplinary conference	*Review, discusses and forward reports and request to Admin office * Reviews and discusses report with department head		30 minutes	
Submission of reports a. Submits narrative report b. Submits DOH program reports c. Submits COVID-19 reports	*Receive, Review, make reports and submit Admin office	None	15 minutes	Chief of Clinic
Attendance to Meeting a. Attends and conduct emergency and regular meetings	*Conducts emergency and regular meeting with ither department heads called by the Chief of Hospital and IPHO	None	1 hour	Chief of Clinic
Orientation of New Staff a. Inquiries about requirements for application for medical and ancillary service position b. Conducts orientation for newly hired employees	*Provides list of requirements for application *Conducts orientation about hospital policies	None	5 minutes 1 hour	Chief of Clinic
Ward duties and responsibilities a. Monitors need of staff, patient and watchers. b. Staff augmentation	*Monitors and supports the need of ward *Goes on duty for staff augmentation	None	1 hour 24 hours	Chief of Clinic

Coaching/counseling a. Conducts counseling and disciplinary conference b. Conducts mentoring and coaching and coaching to medical and ancillary staff	*Gives advice to involve employee *Give lectures to medical and ancillary staff	None	30 minutes 30 minutes	Chief of Clinic
Policy making a. Formulate and amends hospital policies	*Make hospital policies especially about medical and ancillary services	None	8 hours	Chief of Clinic
*Total of Processing Time		None	*37 ho	urs and 36 minutes

10. NUTRITION AND DIETETICS SERVICES SECTION

The Nutrition and Dietetics Services has the responsibility for the food service to the clients according to their needs and doctor's prescription, and for health teaching in regard to proper diet of the client upon their discharge from the hospital.

Office or Division	NUTRITION AND DIETETICS SERVICE Work Flow Chart In-Patients
Classification	Simple
Type of Transaction	G2C
Who may avail?	All clients

CHECKLIST OF REQUIREMENTS			WHERE '	TO SECURE
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PROCEED TO WARD	>GATHERS DATA *Diet prescription/diet list	None	30 minutes	BARRIENTOS, SAMSON S. FARE, ROSEMARIE S. QUILATON, DEBORAH C. SURIAGA, EVELYN D. BACALSO, MARIA FE H. CABALUNA, ALEX M., JR. FALCO, ROGER F. FLORES, MARIA FE. H. MARALIT, AMADOR L., JR
	>MENU PLANNING * List and instruction		1 hour	EDILLOR, AMALIA F.
	>FOR PROCUREMENT (OPEN MARKET PURCHASES) *Food items		3 hours	EDILLOR, AMALIA F. DEVERA, ULYSSES A.
	>RECEIVING AND STORAGE		1 hour	BARRIENTOS, SAMSON S. FARE, ROSEMARIE S. QUILATON, DEBORAH C. SURIAGA, EVELYN D. BACALSO, MARIA FE H. CABALUNA, ALEX M., JR. FALCO, ROGER F. FLORES, MARIA FE. H. MARALIT, AMADOR L., JR

	>FOOD PREPARATION AND PRODUCTION *Prepared food >SERVICE AND		3 hours	BARRIENTOS, SAMSON S. FARE, ROSEMARIE S. QUILATON, DEBORAH C. SURIAGA, EVELYN D. BACALSO, MARIA FE H. CABALUNA, ALEX M., JR. FALCO, ROGER F. FLORES, MARIA FE. H. MARALIT, AMADOR L., JR BARRIENTOS, SAMSON S.
	DISTIBUTION		2 nours	FARE, ROSEMARIE S. QUILATON, DEBORAH C. SURIAGA, EVELYN D. BACALSO, MARIA FE H. CABALUNA, ALEX M., JR. FALCO, ROGER F. FLORES, MARIA FE. H.
PATIENT/WATCHERS BRINGS REFERRAL FORMS	>COLLECTION OF DATA BASE *Identification of problems by organizing and evaluation information *The plan should specify the goals to meet the patient nutrition requirements, the need for nutrition information, the areas of content and tentative period. *Specifying nutrition; diet modification and supple, orientation, teaching patient and family, resolving health problems and food assistance determining effectiveness of nutrition therapy DETERMINING EFFECTIVENESS OF NUTRITION THERAPY *Modification of strategies when needed.		1 hour	EDILLOR, AMALIA F.
*Total of Process	ing Time	None	*11 hou	urs and 30 minutes

11. HOSPITALVACCINATION HUB

The Hospital Vaccination Hub increases global prevention of death and disease through safe and effective vaccination.

Office or Division	VACCINATION HUB
Classification	Simple
Type of Transaction	G2C
Who may avail?	All clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	*Checking of requirements *Filling of forms	None	5 minutes	IPHO staff and Barangay Hall
2. orientation	*Orientation about the vaccine and its side effects, schedule of next dose	none	5 minutes	Social worker and IPHO staff
3. Vital Signs	*Checking and recording of vital signs	none	10 minutes	Nurse
4. Screening	*Check up with Physician	None	5 minutes	Screening physician
5. Vaccination	*Injection of the vaccine to the vaccinee	None	5 minutes	Nurses
6. Encoding	*Encoding of vaccinee	None	3 minutes	Encoder
7. Post monitoring	*Monitoring and vital signs taking after vaccination	none	15 minutes to 30 minutes	Nurses
*Total of Pro	cessing Time	None	*1 hour	and 3 minutes

12. DENTAL SERVICES SECTION

The Dental Services Section provides dental consultation, oral examinations, preventive, promotive, curative and restorative dentistry.

Office or Division	DENTAL SERVICES
Classification	Simple
Type of Transaction	G2C
Who may avail?	All clients

Who may avail?	All clients				
CHECKLIST OF	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basic letter/communication/request		Client's Concern			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Patients come for registration (Dental room)	1.Taking of patients history 1.1 30 years of age above need taking of blood pressure 1.2 Patients taking of name, age, and address 1.3 Patients come to cashier for payment according to number of teeth extracted for treatment. 1.4 Preparation of sterilized treatment for 30 minutes 1.5 Operations start: a. Setting position b. Anesthesia being place in tooth to be extracted c. Wait for 10-15 minutes for anesthesia to effect d. Per cure finest the tooth e. Extraction is being made f. Make patients comfortable by taking his goggle to make cavity clean g. Put cotton on cherry balls to the sachet h. Prescription is made instructing the patients		45 minutes per patient 45 minutes per patient	Dr. Agnes N.Abalos Arsenio P. Apolinario Dr. Agnes N. Abalos Arsenio P. Apolinario	
	to take for 7 days.				
*Tot	tal of Processing Time		*1 hour	and 30 minutes	

13. MEDICAL SOCIAL SERVICES AND MALASAKIT CENTER

The Medical Social Services assists in obtaining financial aid to clients and their families. This is also as liaison between the client and community agencies.

Office or Division	MEDICAL SOCIAL SERVICES AND MALASAKIT CENTER SECTION
Classification	Simple
Type of Transaction	G2C
Who may avail?	All clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission slip, Verification Slip, Birth certificate, Marriage certificate, Valid ID's, Certificate of Indecency from Barangay Captain (name of patient and name of the processing the assistance), Certificate of Residency, Affidavit of Guardianship (no parents/clients below 18 years of age), Social Care Study Report	

Care Study Report				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to Medical Social Services Office and MALASAKIT Center for Phil health enrollment (Point of Service)	1. Interviews client 1.1Evaluates and assess client 1.2 Gives list of documents and proper instruction 1.3Evaluate and check the requirements if complete already 1.4 If Complete-enroll in POS		1 hour-4 hours depending on the speed of internet	Social Worker
2. Client goes to MALASAKIT Center For laboratories/other special procedures, hospital bill and food assistance	Bring hospital bill for financial assistance 1.1 Submits needed documents at concern agency depending on the total amount of patient's hospital excess bill Submits		30 minutes-1 hour Depending on the availability of their documents	Social Worker AMBAG LOCAL PERSON
	laboratories/other special procedures request 2.1 Checks and evaluates needed documents 2.2 Referral to concern agency 2.3 Gives referral and other needed documents		30 minutes- 1 hour	 Social Worker DSWD-CIU PCSO GOVERNOR'S OFFICE

*Total	of Processing Time		*8 hou	urs and 30 minutes
for counseling (those are clients who are VAWC victims)	1. Interview, assess and counsel clients 2. Give psychosocial interventions 2. Give advice and refer clients to LGU-(Social Welfare Rev't Office) further evaluation and assistance and handling of the case	None	1 hour- 2 hours	SOCIAL WORKER MSWD STAFF of concern LGU
3. Clients goes to Medical Social Worker	3. Refer clients for food assistance	None	1-30 minutes	SOCIAL WORKER

14. PHARMACY SECTION

The Pharmacy has the responsibility for selecting, purchasing, compounding, storing and dispensing all drugs and medications.

Office or Division	PHARMACY
Classification	Simple
Type of Transaction	G2C
Who may avail?	All clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Client's Conce	Client's Concern	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
>For New admission patients	We received prescriptions, evaluate and dispensed medicines, and medical supplies.	None	5-10 minutes	ANALYN B. BELMIS,RPh, EUGENIA A. CONDEZ,RPh, KENNERR B. BELMIS,RPh, ROSE MARIE H. IMBANG,RPh, JASPER JAY A. VALLE, RPh, ALVIN GUIA T. CAOILE,RPh
>For Outpatient clients	We received prescriptions, evaluate, dispensed medicines and medical supplies and encoded all prescribed medicines and medical supplies	None	5-10 minutes	ANALYN B. BELMIS,RPh, EUGENIA A. CONDEZ,RPh, KENNERR B. BELMIS,RPh, ROSE MARIE H. IMBANG,RPh, JASPER JAY A. VALLE, RPh, ALVIN GUIA T. CAOILE,RPh
>For In patients	Due to pandemic all prescriptions are collected per stations and we prepared and dispensed and call the attention of nurse on duty if it is ready for pick up by the utility worker	None	30 minutes-1 hour	ANALYN B. BELMIS,RPh, EUGENIA A. CONDEZ,RPh, KENNERR B. BELMIS,RPh, ROSE MARIE H. IMBANG,RPh, JASPER JAY A. VALLE, RPh, ALVIN GUIA T. CAOILE,RPh
*Tota	*Total of Processing Time			ur and 20 minutes

15. RADIOLOGY SERVICES SECTION

Radiology Services provides quality radiographic images and accurate fast diagnostic reading using the state-of-the-art high end X-ray machines ensuring utmost safety and quality service to our clients.

Office or Division	PHARMACY
Classification	Simple
Type of Transaction	G2C
Who may avail?	All patient referred for X-ray

CHECKLIST OF REQUIREMENTS Doctor/Physicians request		WHERE TO SECURE Outpatient section		
1.Proceed to outpatient room	Interview patient and take vital signs	None	5 minutes	OPD clerk
2. Proceed to Doctor's room when called	Physical Examination/ history review 2.1 Fill-up medical records sheet for reference in preparation of Medical	None	30 minutes	Medical Officer on Duty
	Certificate 2.2 Carry out Doctor's order/request	None	5 minutes	Nurse on Duty
3. Proceed to Cashier	Issue Official receipt	PHP 200/view	5 minutes	Cashier
4. Proceed to Radiology section information counter	4. Received Official receipt and X-ray request with desired examination signed by the Physician. 4.1 Gather Patient data and encode to patient logbook/KPACS system 4.2 Schedule Patient with their desired procedure/Doctor's request 4.2.1. Radiology Services: Routine Procedures-Daily Special Procedures-Daily 6:00am Ultrasound Procedures-Wed. /Thurs.	None	5 minutes	Radiologic Technologist on Duty
5. Proceed to X- ray/Ultrasound room when called	5. Perform Radiographic/Ultrasound procedure based on Doctor's order/request	None	10 minutes	Radiologic Technologist on Duty

	5.1.1 LIST OF ULTRASOUND PROCEDURES 1.BPS 2. Breast Mass 3. Chest 4. Cranial 5. Hepatobiliary Tree 6. KUB 7.LumbarArea 8. Mass 9. Neck 10. Pelvis 11. Prostate 12. Scrotum 13. TAS	500 500 500 500 550 550 500 500 450 550 5		
	14. Testes 15. TVS 16. Whole Abdomen 18. PROS/KUB	500 800 700		
6. Patient waits at the customer lounge for release of X-Ray image print out and endorsed to OPD section	Release X-Ray image [print out	None	5 minutes	Radiologic Technologist on Duty
7. Patient return at the Radiology Section for releasing of Official result. Schedule of Result: Wednesday Thursday	Release X-Ray Official result	None	5 minutes	Radiologic Technologist on Duty Radiologist
*T	*Total of Processing Time			ur and 10 minutes

16. BILLING SECTION

The Billing Section is in charge calculating and collecting payments for medical procedures and services. This section is responsible for updating patient data, developing payment plans, and preparing invoices.

Office or Division	BILLING
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Clients

All Clients				
CHECKLIST OF RI			WHERE TO	SECURE
Ok Slip for Billing, PhilHe		FFFC TO DE	DDOCECCING	DEDCON DECRONCIPIE
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit "OK Slip for Billing" and PhilHealth Clearance	Assort/Clerk and Arrange patients slip	None	3 minutes	Nurse on Duty
Clients may go back to their respective room and will wait to be called through paging system	Prepares billing of statement of Account Check and verifies patients availment of PHIC Benefit	None	10 minutes	Clerk on Duty
Pays to Cashier Office	Issue Official Receipt	Actual Bill Amount	5 minutes	Cashier
If with excess bill Clients may go to MALASAKIT Office to ask for financial Assistance in case Referral, Indigents, Death)	Clerk on duty will refer clients to MALASAKIT Office to ask for availment of Financial Assistance	None	30 minutes	Medical Social Worker
Clients may ask for Promissory Note in case of referral, Death, Positive to Covid-19 patients	Client refers to Admin Office/Medical Social Worker	Specified Bill	5 minutes	AO III/MSW
Pays specified amount/Sign Promissory Note and return to Billing Section	Retrieves Statement of Account and Clearance; gives final copy to the watcher	Specified Bill	2 minutes	Clerk on Duty

Bring the Billing Statement, Official Receipt and Clearance to Nurse Station	Receives and checks the patient's Billing Statement, Official Receipt and clearance	None	2 minutes	Nurse on Duty
*Total of Processing Time			57 minutes	

Billing Time

Monday to Friday 8:00AM-5:00PM Saturday 8:00AM-4:00PM Sunday 8:00AM-4:00PM Holidays 8:00AM-4:00PM

Note: Submission of "OK Slip and PhilHealth Clearance time" up to 3pm only for Monday-Friday.

Submission of "OK Slip and PhilHealth Clearance time" up to 2pm only for Saturday and Sunday.

17. CASHIER SECTION

The Cashier is in charge with the collection of payment for hospital fees, sales from pharmacy and medical/surgical supplies, professional fees of agency-credentialed physicians and billed through charge slips, statement of accounts, order slips and professional fee.

Office or Division	CASHIER
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Clients

wno may avail?	All Clients			
CHECKLIST OF	CHECKLIST OF REQUIREMENTS		WHERE TO S	ECURE
	oratory request/ X-Ray	Clients/Patients		
Request/ Animal Bite				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON RESPONSIBLE
		PAID	TIME	
Proceed to Cashiers	 Payment of 	Actual	10 minutes	Billing In charge
(8:00AM to	Hospital	Charges/Fees		
5:00PM, Monday to	Charges/Fees			OPD/ER Nurse
Friday only)	2. Issuance of			
	Official Receipt			
Or				
Proceed to				
Pharmacy				
(5:00PM to				
8:00AM, Monday to				
Friday)				
(24hrs. Saturday,				
Sunday)				
,,				
		1		
*Tc	otal of Processing Time		*10 minutes	

18. HOSPITAL INFORMATION MANAGEMENT UNIT SECTION

The Hospital Information Management Unit directs and ensures an organized system of processing, analyzing, maintaining and safe keeping of all patient's data and records including the release of medical records and consolidation of hospital data and statistics.

Office or Division	HOSPITAL INFORMATION MANAGEMENT UNIT (Window 1)			
Classification	Simple			
Type of Transaction	G2C			
Who may avail?	All Clients			

	l Clients			
CHECKLIST OF REQU	CHECKLIST OF REQUIREMENTS		WHERE TO	O SECURE
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Window 1(Insurances)	1			
1.Proceed to HIMO Window 1 with insurance Claim Form Benefits Form	1.1 Interview the clients and ask for discharge summary or	None	2 minutes	Lovella R. Laturgo
	cleared Statement of Account 1.2 Collect the Insurance	None	1 minute	Lovella R. Laturgo
	Claim Benefit form for Medical Officer completion and signature 1.3 Releases of claim stub and Schedule for Claiming active filesafter 1 week inactive-after 1 month	None	1 minute	Lovella R. Laturgo
1. Proceed to HIMO Window 1	1.1 Interview the client and ask for Cleared Statement of Account and collect needed supporting documents from claimant. 1.2.a PATIENT Birth Certificate or Marriage	None	2 minutes	Lovella R. Laturgo

Certificate or			
Any			
Government			
Issued ID			
1.2.b SPOUSE			
Marriage			
Certification			
1.2.c CHILDREN			
Birth	None	5 minutes	Lovella R. Laturgo
Certification of			C
Claimant or			
Marriage			
Certification			
And any of the	None	5 minutes	Lovella R. Laturgo
following:	110116	3 111114163	Lovella III Latai go
-Marriage			
Certificate of			
patient	None	2 minutes	Lovella B. Laturas
-Valid ID of	none	2 minutes	Lovella R. Laturgo
patient			
1.2 Prepares Draft			
Certificate for			
clients review and			
validation of			
Information.			
1.3 Final printing of			
4 original	None	1 minute	Lovella R. Laturgo
copies Death			
/certificate for			
signature of			
informant and			
clerk.			
1.4 Release of			
Death			
Certificate and			
give step by			
step Instruction			
to client for			
registration.			
1.4.a Embalmer			
1.4.b City Health			
Office			
1.4.c City Civil			
-			
Registrar			
1.5 Receiving of			
Certification in			
Death Logbook			
Death Logotok			

Window 1 (Issuance of Medic	al Certificates, Medico	Legal Certifi	icates)	
1. Proceed to HIMO	1.1 Interviews the	None	2 minutes	Lovella R. Laturgo
Window 1	Client and ask for			9
	discharge summary			
	or cleared			
	Statement of	None	5 minutes	Lovella R. Laturgo
	Account	110110	· · · · · · · · · · · · · · · · · · ·	2010
	1.2 Collects data			
	and prepares			
	certificates for	None	10 minutes	Lovella R. Laturgo
	signature of	None	10 111111111111111111111111111111111111	Lovella II. Lataigo
	medical certificate			
	1.3 Medical officer			
	reviews and signs			
	the certificate			
Proceed to Cashier	2.1 Issues Official	Medico	5 minutes	Cashier
Proceed to Casillei			5 minutes	Castilei
	Receipt	Legal -		
		200		
3. Proceed to HIMO	3.1 Releases	None	2 minutes	Lovella R. Laturgo
Window 1 and present the	Certificate			J
Official Receipt				
Window 1 (Issuance of Birth (Certificate)		'	
1. Proceed to HIMO	1.1 Interviews the	None	2 minutes	Lovella R. Laturgo
Window 1 with	client; reviews			
1.1 Baby's	the Baby's			
information	Information			
Sheet OR/DR	Sheet Data and			
1.2 Supporting	collection			
documents	needed			
	supporting			
	documents			
	1.2.a MARRIED:			
	Marriage			
	Certificate			
	1.2.b NOT			
	MARRIED:			
	A. Cedula (both			
	partner)			
	B. Birth			
	Certificate			
	(both)			
	or any of the	NI -	F'.	La alla B. L.
	following:	None	5 minutes	Lovella R. Laturgo
	-Voters ID or			
	Affidavit			
	-School Record		_	
	(Form)	None	5 minutes	Lovella R. Laturgo
	-Passport			
	-Government			
	Issued ID			

	1.2 Prepares Draft Certificate for client review and validation of information. 1.3 Final Printing of 3 original copies of Birth Certificate for signature of client and clerk. 1.4 Receiving of Certificate in Birth Logbook and releasing of claim stub(to claim after 3 weeks)	None	1 minute	Lovella R. Laturgo
*Total of Pr	ocessing Time		*	*56 minutes

19. HOSPITAL INFORMATION MANAGEMENT UNIT SECTION

The Hospital Information Management Unit directs and ensures an organized system of processing, analyzing, maintaining and safe keeping of all patient's data and records including the release of medical records and consolidation of hospital data and statistics.

Office or Division	HOSPITAL INFORMATION MANAGEMENT UNIT (Window 2)				
Classification	Simple				
Type of Transaction	G2C				
Who may avail?	All Clients				

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Window 2(Submission	of PhilHealth Papers)		·	
1. Proceed to HIMO Window 2 with admission Slip from Admission Section	1.1 Ask for Admission Slip, check patient data and verifies the PhilHealth membership of patient 1.1.a If Membership belongs to Government Employed, Private Employed, Individually Paying, Indigent, and Lifetime Member IF PATIENT IS THE MEMBER, PLEASE PRESENT ANY OF THE FOLLOWING: -Valid ID -Birth Certificate -Marriage Certificate IF PATIENT IS THE SPOUSE PLEASE PRESENT OF THE FOLLOWING: -Marriage Certificate IF PATIENT IS THE FOLLOWING: -Marriage Certificate	None	7 minutes	Lovella R. Laturgo

	1.1.b If 4P's Member please present the following: 1. Municipal link Certificate (ML Certificate) 2. 4P's ID along with: IF PATIENT IS THE MEMBER WITH DEFICIENCIES, PLEASE PRESENT ANY OF THE FOLLOWING: -Valid ID -Birth Certificate -Marriage Certificate IF PATIENT IS THE SPOUSE WITH DEFENCIENCIES PLEASE PRESENT THE FOLLOWING: -Marriage Certificate IF PATIENT IS THE CHILD WITH DEFENCIENCIES PLEASE PRESENT THE FOLLOWING: -Marriage Certificate IF PATIENT IS THE CHILD WITH DEFENCIENCIES PLEASE PRESENT THE FOLLOWING -Birth Certificate along with Valid ID of Member 1.2 Prepares PhilHealth CSF, CF1, CF2, PMRF for Member's Signature	None	2 minutes	Lovella R. Laturgo
2. Clients Bring PhilHealth forms to	2.1 Rechecks the completeness of	None	1 minute	Lovella R. Laturgo
member for signature	documents 2.2 Issuance of	None	1 minute	Lovella R. Laturgo
	Clearance for Billing 2.3 Tagging of Complete PhilHealth Papers to System	None	1 minute	Lovella R. Laturgo
*Tota	of Processing Time		*	12 minutes

20. SECURITY SECTION

The Security Section is a responsible for ensuring the security and safety of the hospital plan, personnel, patients and public as well as regulating the traffic within the hospital premises.

Office or Division	SECURITY SECTION
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Clients

CHECKLIST OF REQUIREMENTS			WHERE TO SEC	CURE
	_			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON
1 PROCEED TO	Fatura and Catal	PAID	TIME	RESPONSIBLE
1. PROCEED TO:	Entrance Gate:	NI	4	
a. Outpatient	>Interview patients/clients	None	1 minute	
b. Medical Records	>Inspection of bags/ scan			
c. Laboratory	CCTS ID and check			
d. Pharmacy	temperature, and apply			
e. MALASAKIT	the implementation of			
f. Watcher:	hospital policies			
-NS 1	>Inspection of watcher ID	None	1 minute	
-NS 2				
-NS 3				
g. Others:				
MGH- may go home	>Show their	None		Guard on Duty
h. CADAVER:	clearance/discharge			
-NS 1	summary and return			
-NS 2	watcher's ID			
-NS 3	>Interview, fill up	None		Guard on Duty
	CADAVER Logbook, the			
	claimant and funeral			
	services will sign after			
	release.			
*T	otal of Processing Time		*2	? minutes



PROVINCIAL COMMUNITY HOSPITAL

(External Services)

1. EMERGENCY ROOM REGISTRATION PROCESS

Registration process for patients requiring immediate medical management and treatment.

Office or Division	HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICES DIVISION (Admitting Section)
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Emergency Room Form	
ER Stub	
Hospital Card	
Patient Information Form	Business Office
Order of Payment	
Official Receipt	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON RESPONSIBLE
		PAID	TIME	
1. For new and old patient. Present the ER Stub and Hospital Card or Valid ID. Answer the Patient Information Form.	Accept the ER Stub and let the patient/patient's relative answer the Patient Information Form.	None	10 minutes	Admitting Clerk Admitting Section
2. Accept the Order of Payment and proceed to the cashier for payment.	Issue an Order of Payment and instruct client to proceed to the cashier for payment.	None	3 minutes	Admitting Clerk Admitting Section
3. Present the Order of payment form and pay the amount indicated. Client will receive an official receipt after payment.	Accept the Order of payment form and payment. Issue an official receipt.	50.00	3minutes	Cashier Cash Section
4. Present the official receipt to admitting clerk and accept the Emergency record form with the ER stub. For new patients, they will be given a new hospital card. After the transaction, return to Emergency Room.	Inspect the Official Receipt, release the Emergency Room Record Form and instruct client to go back to the Emergency Room.	None	3 minutes	Admitting Clerk Admitting Section
	Total of Processing Time		19 minutes	

2. ADMISSION PROCESS

Process for patients requiring hospital admission.

Office or Division	HOSPITAL OPERATIONS AN (Admitting Section)	ID PATIENT S	UPPORT SERVICES DIV	/ISION
Classification	Simple			
Type of Transaction	G2C			
Who may avail?	All Clients			
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE
Admission and Discharg	e Record			
Hospital Card		Bı	usiness Office	
Reminders to Patients \	Watchers and Visitors Form			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Present Hospital Card, patients valid ID and Admission and Discharge form to Admitting Section. 	Accept the Hospital Card, Patient's Valid ID and Admission and Discharge Form.	None	3 minutes	Admitting Clerk Admitting Section
2. Answer the Patient Data Sheet	Instruct client to answer the Patient Data Sheet and transfer information to Patient's Ledger.	None	10 minutes	Admitting Clerk Admitting Section
3. Will be given 2 copies of Reminders to Patient, Watchers, and Visitors Form. Read and sign the form.	Instruct client to read and sign the Reminders to Patient, Watchers and Visitors Form.	None	10 minutes	Admitting Clerk Admitting Section
4. Will receive an accomplished Admitting and Discharge form.	Return the Admission and Discharge form and instruct client to go back to the			

Discharge form. Emergency Room. Return to Emergency Room after the For Phil health members: transaction. Admitting Clerk Instruct client to the Billing 3 minutes None and Claims Section for the Admitting Section required Phil health documents. Instruct client to go to the Medical Social Service for Phil health application instructions. **Total of Processing Time** 26 minutes

3. STATEMENT OF ACCOUNT PROCESS

Process for patients requesting for an issuance of Statement of Account.

	HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICES DIVISION		
Office or Division	(Billing and Claims Section)		
Classification	Simple		
Type of Transaction	G2C		
Who may avail?	All Clients		

Who may avail?	All Clients			
CHECKLIST	OF REQUIREMENTS		WHERE TO S	SECURE
Hospital Card Pre-billing Notification Slip Statement of Account		Ві	usiness Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the Hospital C and accomplished prebilling notification slip. For non-Philhealth members: They will be instructed to	pre-billing notification slip. For non-Philhealth members: Instruct client to go to Medical Social Service.	None	3 minutes	Billing Clerk/ Philhealth Clerk Billing and Claims Section
Medical Social Service. 2. Accept the Statement Account Form and do following: a. Proceed to the Admitting Section for Clearance. b. Proceed to the Medical Social Servif needed. c. Proceed to the Cashier for payment	the prepare the Statement of Account and release it to the client with instructions of the following: a. Proceed to the Admitting Section. b. Proceed to the Medical Social Service if needed. c. Proceed to the	None	45 minutes	Billing Clerk/ Philhealth Clerk Billing and Claims Section

None

48 minutes

Total of Processing Time

5. PHILHEALTH PROCESSING

For Philhealth member, procedure and requirements for Philhealth processing.

	HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICES DIVISION		
Office or Division	(Billing and Claims Section)		
Classification	Simple		
Type of Transaction	G2C		
Who may avail?	All Clients		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CF1 (1 original copy) CF2 (1 original copy) CE1 (1 original copy)	Business Office

MDR (1 original copy)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 For Employed or Member in Formal Economy 1.1 Answer CF1 and CF2 Form 1.2 Ask Employer for Certificate of Contribution with signature of employer and MDR 1.3 Or may go to directly Philhealth Office of your area to get the MDR. 1.4 OFW Member 1.4.1 Present MDR 1.4.2 If Eligibility of benefits covers hospital admission, answer CF1 and CF2 Form. 1.4.3 If not, you may proceed to Medical Social Service for further instructions. 1.5 For individual paying, self-employed, or voluntary 1.5.1 Present the receipt of contribution and MDR. 1.5.2 If Eligibility of benefits covers hospital admission, answer CF1 and CF2 Form 	Instruct client to accomplish and complete all required documents depending on the Philhealth Member Classification.	None	5 minutes	Billing Clerk/ Philhealth Clerk Billing and Claims Section

1.7 Lifetime or Senior Citizen				
1.7.1 present Philhealth				
lifetime ID/Senior Citizen Card/MDR				
·				
answer CF1 and CF2 Form				
2. Submit all accomplished	Verify submitted			Billing Clerk/
documents to Billing and	documents and	Nama	2	Philhealth Clerk
Philhealth Section.	attached to patient's	None	3 minutes	Billing and Claims
	ledger.			Section
	Total of Processing	None	8 minutes	Jection
	Time	140110	5 minutes	

6. PAYMENT PROCESS

Steps on the payment process for availed hospital products and services.

	HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICES DIVISION		
Office or Division	(Cashier Section)		
Classification	Simple		
Type of Transaction	G2C		
Who may avail?	All Clients		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Hospital Card (1 original copy) Order of Payment (1 original copy) Statement of Account (1 original copy)	Business Office

Official Receipt (1 original cop	y)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON RESPONSIBLE
		PAID	TIME	
1. Present Hospital Card, Order of Payment, Statement of Accounts and pay the indicated amount.	Accepts Order of Payment, Statement of Accounts and indicated amount.	Depends on the amount indicated in the Order of Payment, Statement of	3 minutes	Cash Clerk/ Cashier Section
		Account		
2. Will receive an Official Receipt and will be instructed to go back to the respective ward/unit/section.	Issues Official receipt and instruct client to go back to the respective ward/unit/section.	None	3 minutes	Cash Clerk/ Cashier Section
	Total of Processing Time		6 minutes	

7. LABORATORY EXAMINATION PROCESS

Steps for patients requesting for laboratory examinations as requested by the physician.

Office or Division	ANCILLARY SERVICES DIVISION (Laboratory Department)
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Clients

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Hospital Card (1 original copy)

Laboratory Request signed by APCH doctor
(1 original copy)

Order of Payment (1 original copy)

Business Office

Official Receipt (1 original copy)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON RESPONSIBLE
		PAID	TIME	
Present Hospital Card and Laboratory Request signed by the doctor. 1.2 Will receive necessary instructions depending on the requested examination. 1.2 For nations with	1.2 Instruct patient according to the requested examination.			
1.3For patients with request from other hospital, they have to consult with APCH doctor to acquire new laboratory request. 2.Will receive an order of payment and proceed to cashier section for payment.	2.1 Give an order of payment and instruct to proceed to cashier for payment.	None	3 minutes	Medical Technologist/ Laboratory Department
2.2For patients who cannot pay the indicated amount, they may proceed to Medical Social Service for assistance.	CLINICAL CHEMISTRY TEST BUA 150.00 CHOLESTEROL 150.00 CREATININE 150.00 FBS 150.00 RBS 150.00 TRIGLYCERIDES 150.00			

3.	Present the order of	Fecalysis 60.00 Pregnancy Test 150.00 Urinalysis 60.00 HEMATOLOGY TEST Abo and RH typing 120.00 CBC 180.00 Hematocrit 75.00 Hemoglobin 75.00 Platelet Count 80.00 IMMUNOSEROLOGY TEST HBSAG 175.00 SEROLOGY TEST Dengue IgM and IgG Free	None	3 minutes	Cash Clerk/ Cashier Section
	payment and pay the indicated amount. Get official receipt.	payment and indicated amounts. Give official receipt.	None	3 minutes	Cashier Cash Section
4.	Present the official receipt to the Laboratory Department.	Verify official receipt and list on patient's registry.	None	3 minutes	Medical Technologist/ Laboratory Department

5.1Submit specimen (urine, stool, etc.)	Accept specimen and verify identification by asking patient's name.			
5.2Undergo blood extraction	Verify identification by asking patient's name prior to blood extraction.	None	10 minutes	Medical Technologist/ Laboratory Department
5.3Will receive instructions regarding release of examination's official results.	Will receive instructions regarding release of examination's official results.			
6.Steps to claim results, present hospital card, valid ID or official receipt before claiming the official examination result.	Verify Hospital Card, valid ID or official receipt and issue official examination results.	None	2 minutes	Medical Technologist/ Laboratory Department
	Total of Processing Time	None	25 minutes	

8. RELEASE OF HOSPITAL DOCUMENTS PROCESS

Steps when requesting a certified true copy of anesthesia record/operating room technique/discharge summary/clinical abstract for discharged patients.

Office or Division	ANCILLARY SERVICES DIVISION (Health Information Management -Medical Records Section)
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Clients

	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
C (1 O C A V R O O	lospital Card (1 original copy) ertified True Copy of Anesthesia Record 1 original copy) perating Room Technique/Discharge Summary 1 original copy) linical Abstract (1 original copy) suthorization Letter (1 original copy) if needed falid ID (1 photocopy) epresentative's Valid ID (1 photocopy) order of Payment (1 original copy) official Receipt (1 original copy)	Health Information Management (Medical Records Section)

Request Form (1 original copy)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request form and present patient's hospital card. For patient representative the following are required: - Hospital Card - Authorization letter - Copy of patient's Valid ID with signature - Copy of Representative's Valid ID with signature	Accept Request Form, Valid ID and Authorization Letter.	None	2 minutes	Medical Records Clerk/Medical Records Officer Health and Information Management
Will receive instructions on when to claim the document.	Give instructions to comeback after 7 working days for the release of requested document.	None	10 minutes	Medical Records Clerk/Medical Record Officer Health and Information Management

3. Will receive an order of payment and proceed to the cashier section for payment.	Give an order of payment and instruct to proceed to the cashier section for payment.	None	5 minutes	
4. Present Order of payment and pay indicated amount. Will receive an official receipt.	Accept order of payment and indicated amount. Issue an official receipt.	80.00 (per document)	10 minutes	
To claim the document: 5. Present the official receipt to the medical records section and claim the requested document.	Verify official receipt and release the requested document.	None	2 minutes	
	Total of Processing Time		30 minutes	

9. RETRIEVAL OF PATIENT'S OLD CHART PROCESS

Steps to retrieve old patients / discharged patient's chart.

	ANCILLARY SERVICES DIVISION (Health Information Management -Medical Records Section)
Office or Division	,
Classification	Simple
Type of Transaction	G2G
Who may avail?	All Clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card (1 original copy)		Medical Records		
CLIENT STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Hospital Card at the Medical Records card box.	Accept and verify patient's hospital card.	None	2 minutes	Medical Records Clerk/Medical Records Officer Health and Information Management
2. Wait for your name to be called.	Give instructions to wait for the name to be called.		2 minutes	Medical Records Clerk/ Medical Records Officer Health and Information Management
	Total of Processing Time		6 minutes	

10. RETRIEVAL OF PATIENT'S OLD CHART PROCESS (WITHOUT HOSPITAL CARD)

Steps to retrieve old patients/ discharged patient's chart. (Without hospital card)

	ANCILLARY SERVICES DIVISION
Office or Division	(Health Information Management -Medical Records Section)
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Clients

All clicits	
CHECKLIST OF REQUIREMENTS	S WHERE TO SECURE
Lost Data Sheet Form (1 original copy) Order of Payment (1 original copy) Official Receipt (1 original copy) New Hospital Card (1 original copy)	Medical Records

PERSON RESPONSIBLE CLIENT STEPS AGENCY ACTIONS FEES TO **PROCESSING BE PAID** TIME Accept lost card data **Medical Records** 1. Accomplish and present lost card data sheet to sheet form. Clerk/Medical Records the medical records Officer None 2 minutes section. Health and Information Management 2. Wait for the retrieval of Give instructions to wait Medical Records Clerk/ old Hospital Number. for the retrieval of old Medical Records Officer None 30 minutes hospital number in the Health and Information database. Management 3. Will receive an order of Give order of payment Medical Records Clerk/ payment and proceed to and instruct the client to Medical Records Officer cashier section for the proceed to the cashier None 30 minutes Health and Information section for the payment. payment. Management 4. Present order of Accept order of payment and indicated payment and pay the Cashier indicated amount. Will amount. Give official None 3 minutes **Cash Section** receive an official receipt. receipt. 5. Present official receipt at Verify official receipt Medical Records Section. and issue new hospital Will receive new hospital card with same number. Medical Records Clerk/ card with the same Give instructions to go Medical Records Officer 2 minutes hospital number with the back to OPD None Health and Information lost card. Proceed back Emergency Room and Management to OPD or Emergency wait for their name to Room and wait for your be called name to be called. **Total of Processing** 40 minutes

None

Time

11. PURCHASING MEDICINES PROCESS

CHECKLIST OF REQUIREMENTS

Steps on how to purchase medicines for out-patient clients.

Office or Division	ANCILLARY SERVICES DIVISION (Pharmacy Records Section)
Classification	Simple
Type of Transaction	G2C
Who may avail?	All Clients

WHERE TO SECURE

Hospital Card (1 original copy) Prescription signed by the Doctor (1 original copy) **Pharmacy Section**

Official Receipt (1 original copy)

Order of Payment (1 original copy)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present hospital card and prescription signed by the Doctor.	1.1Accept prescription signed by the doctor. 1.2Check stock availability: 1.2.1If not available, ask the doctor for alternative medicine. 1.2.2If still not available, give instructions to buy outside.	None	3 minutes	Pharmacist Pharmacy Section
 Will receive order of payment and proceed to cashier section for the payment. For patients who cannot pay the indicated amount, may ask for assistance at the Medical Social Service of the hospital. 	Give order of payment and instruct client to proceed to the cashier section for payment	Depends on the requested medicine.	3 minutes	Pharmacist Pharmacy Section

Present the order of payment and pay the indicated amount. Will receive an official receipt.	Accept order of payment and indicated amount. Give official receipt.	3 minutes	Pharmacist Pharmacy	Section
Present the official receipt at the Pharmacy Section.	Verify the Official Receipt.	3 minutes	Pharmacist Pharmacy	Section
Claim the requested medicine and instruction on how to take the purchased medicines. Sign the logbook for release.	Release the requested medicines and give instructions on how to take it. Let the client sign the releasing logbook.	5 minutes	Pharmacist Pharmacy	Section
	Total of Processing Time	20 minutes		



ALEOSAN DISTRICT HOSPITAL

(External Services)

1. ISSUANCE OF ADMISSION SLIP

Office or Division	Nursing Service Section
Classification	Simple
Type of Transaction	G2C, G2G
Who may avail?	ALL PATIENTS

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Admission s	lip/ Doctor's order	Attending Physician/ duty ER Nu		ty ER Nurse (ER/OPD)	
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Prepares admission slip	Admission slip/ Doctor's order	none	5 minutes	Duty Medical Officer / duty ER Nurse	
2. Presents admission slip	Admission slip/ Doctor's order	none	5 minutes	Patient's companion/aide	
3. Checks PHIC status	Admission slip/ Doctor's order	none	5 minutes	Admitting Clerk	
4. Checks room/bed vacancy		none	5 minutes	Duty ER Nurse/Aide/UW	
5. Verifies/issues hospital card0	Patient card/HOMIS	none	5 minutes	Duty Admitting clerk	
6. PHIC requirements	PHIC ID, MDR	none	5 minutes	Duty Admitting clerk	
7. Completes admission forms for signature	Admission forms	none	5 minutes	Duty ER Nurse	
8. Informs patient/watchers of hospital	Consent, patients, right forms, etc.	none	5 minutes	Duty ER nurse/ NA	
9. Notifies ward nurse of the admission		none	5 minutes	Duty ER nurse/ NA/UW	
10.Transport patient	Completed patient's chart	none	5 minutes		
	Total of Processing Time	None	50 MINUTES		

2. ISSUANCE OF DOCTOR'S ORDER

Office or Division	Nursing Service Section
Classification	Simple
Type of Transaction	G2C, G2G
Who may avail?	ALL PATIENTS

CHECKLIST OF REQUIREMENTS Doctor's Order/Clearance slip		WHERE TO SECURE Attending Physician/ Duty Ward Nurse			
Issues clearance slip, instructs what to do	Clearance slip	None	5 minutes	Duty Ward Nurse	
2. Presents clearance: Billing/cashier	Clearance slip	None	10 minutes	Watcher/Relative of patient, Duty Billing Clerk, duty Collecting Officer	
3. Presents completed clearance	Completed clearance slip	None	1 minutes	Watcher/relative of patient	
4. Checks clearance slip, issues discharge slip, home medications and follow-up, consult	Completed clearance slip, discharge slip	None	5 minutes	Duty Ward Nurse	
5. Brings down/ wheels patient to exit	Completed clearance slip	None	5 minutes	Duty Utility worker	
6. Gives clearance to Guard on duty	Completed clearance slip	None	1 minutes	Watcher/relative of patient	
	Total of Processing Time	None	27 Minutes		

3. FILLING UP OF TRIAGE FORMS

Office or Division	Nursing Service Section
Classification	Simple
Type of Transaction	G2C, G2G
Who may avail?	ALL PATIENTS

CHECKLIST OF REQUIREMENTS WH		WHERE TO	SECURE	
Triage	forms	Triage Nurse on duty/ Security Guard		/ Security Guard
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Instruct patient companion		None	1 minute	Duty Security Guard
2. Ask patient's name, injury or illness and Covid-19 related questions and instructs	Triage forms	None	3 minutes	Triage Nurse on duty
3. Directs patient to designated ER (Regular ER or Covid ER)		None	2 minutes	Duty ER nurse/NA
4. Examines/assess patient's condition	ER Kardex	None	5 minutes	Duty Medical Officer
5. Prepares prescription and/or request/s for ancillary procedures	Prescription form; lab/x-ray request forms	None	5 minutes	Duty Medical Officer/Duty ER nurse
6. Checks prescriptions /request and instructs patient/ relative	Prescriptions/ request forms	None	5 minutes	Duty ER Nurse
7. Gives medications per doctor's orders	Prescription	None	3 minutes	Duty ER Nurse
8. Evaluates results of ancillary	Results of ancillary request	None	5 minutes	Duty Medical Officer
9. Determines disposition of patient (to be admitted, sent home or referred to higher institutions)	Doctor's order, admission slip, referral form, kardex, ER logbook	None	5 minutes	Duty Medical Officer
10. Gives ER clearance slip after treatment is done	ER clearance slip	None	3 minutes	Duty ER Nurse
	Total of Processing Time	None	37 Minutes	

4. ISSUANCE OF CLEARANCE SLIP-FOR OPERATION **Nursing Service Section** Office or Division Classification Simple Type of Transaction G2C, G2G Who may avail? **ALL PATIENTS CHECKLIST OF REQUIREMENTS** WHERE TO SECURE **Clearance slip** Ward / OR Nurse **CLIENT'S STEPS AGENCY ACTIONS FEES TO PROCESSING** PERSON RESPONSIBLE **BE PAID** TIME 1. Pre-Operative A. Interview/take patient's None 10 minutes OR NOD history 2. Intra-Operative A. Assist anesthesiologist for the induction of anesthesia A.1. Prepare supplies, medicines B. Assist surgeon of the procedure to be done. B.1. Prepare instruments and supplies to be used. None 10 minutes Circulating Nurse B.1. Assist surgeon during procedure. *Drape patient 1-2 hours Scrub Nurse None *Give instrument to surgeon correctly *Complete counting of sponges, instruments and needles *Apply dressings to operative site 3. Post-Operative A. Take vital signs. *Transport patient to records room safety None 4 hours OR NOD *Carry out doctor's order *Monitor vital signs and oxygen set 6 HOURS & 20 **Total of Processing Time MINUTES**

5. ISSUANCE OF D	OCTOR'S ORDER- FOR DELIVERY	′		
Office or Division	Nursing Service Section			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may avail?	ALL PATIENTS			
•	OF REQUIREMENTS		WHERE TO) SECURE
CHECKLIST	OF REQUIREMENTS		· · · · · · · · · · · · · · · · · · ·	3 3 2 2 3 1 E 3 1 E 3 1 E 3 1 E 3 1 E 3 1 E 3 1 E 3 1 E 3 1 E 3 1 E 3 1 E 3 1 E 3 1 E 3 1 E 3 1 E 3 1 E 3 1 E
Doctor's Or	der/Clearance slip	Atten	ding Physician/E	ER/WARD/DR Nurse
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Labor / Antepartum	A. Receive patient from ward	None		
2. Delivery	A. Assist patient on delivery table *Position patient *Instruct patient on proper technique of bearing down *Assist resident of doctors during delivery, epissiorhapy if necessary *Administer medicine as ordered *Kept patients uterus contracted. -Massage Uterus -Apply cold compress on *Hypogastrium -Take vital signs B. Routine New Born Care *Secretions suctioned *Kept warm and thermo regulated *Credes Prophylaxis. *Vit. K, Hepa B, and BCG administered *Anthropometric			
3. Post-Partum	A. Initiate Breast Feeding *Assist transfer to stretcher			
	*Administer medicines			
	ordered			
	*Instruct proper hygiene			
	*Health Teaching			
	*Assist transfer to ward *Endorsed properly			
	Total of Processing Time	N1 -		
	Total of Flocessing Time	None		

6. ISSUANCE OF DOCTOR'S ORDER- FOR LABORATORY SERVICES **Ancillary Department** Office or Division Classification Simple **Type of Transaction** G2C, G2G Who may avail? **ALL PATIENTS CHECKLIST OF REQUIREMENTS** WHERE TO SECURE Doctor's Order/Laboratory Request form Nurse on duty **CLIENT'S STEPS AGENCY ACTIONS FEES TO PROCESSING PERSON BE PAID** TIME **RESPONSIBLE** 1. Gives laboratory request form to Properly filled up laboratory Duty Ward Nurse/ medical 5 minutes None Technologist on request form **Nursing Attendant** duty 2. Accepts the request and inputs laboratory request Medical to patient's Laboratory request form None 5 minutes Technologist on account through I duty **HOMIS** 3. Proceeds to area where patient is Medical admitted & 15 minutes Technologist on Laboratory request form None extracts/collects duty blood 4. Goes back to laboratory & Medical processes samples None None Technologist II or I & updates the on duty **iHOMIS** 5. Inputs lab results in form manually Medical with copy at Laboratory request form None 5 minutes Technologist on logbook "paid" on duty the request 6. Presents stamped depends lab request form with OR number to Stamped lab request form on corres-Patient/relative or 3 minutes the Med Tech on and official receipt ponding watcher lab request duty

7. Verifies the client information then proceeds to extraction and/or receive specimen	Completely filled up lab request form	None	10 minutes	Medical Technologist on duty
8. Provides claim slip for claiming of results	Claim slip	None	2 minutes	Medical Technologist on duty
9. Processes and analyzes specimen according to the procedure requested		None	Routine: within 2 hrs of receiving of samples. Routine Blood Chemistry: 4 hrs of receiving of samples/s	Medical Technologist on duty
10.Presents claim slip and signs releasing logbook upon claiming the laboratory results	Laboratory result form/s	None	5 minutes	Medical Technologist on duty
	Total of Processing Time	None		

7. ISSUANCE OF PRESCRIPTION FORM **Ancillary Department** Office or Division Classification Simple **Type of Transaction** G2C, G2G Who may avail? **ALL PATIENTS CHECKLIST OF REQUIREMENTS** WHERE TO SECURE **Prescription form** Nurse on duty/Pharmacist on duty **FEES TO PROCESSING PERSON CLIENT'S STEPS AGENCY ACTIONS BE PAID** TIME **RESPONSIBLE** 1. Present Ward Nurse on duty/ prescription Properly filled up **Nursing Attendant** 3 minutes None prescription form on duty 2. Checks the completeness and correctness of the Pharmacist on duty Prescription form None 3 minutes prescription and the medicines 3. Processes prescriptions and dispenses Prescription forms of Pharmacist on duty medicines and corresponding None 30 minutes bring them to the patients Nurse's station 4. Receives and checks dispensed medicines and logs Ward/OR/DR nurse on Prescription's medication received medicines 10 minutes None duty or NA on duty chart or supplies on the chart 3 minutes 5. For unfilled prescriptions: Asks permission to the COH for emergency **Pharmacist** purchase of Unfilled prescriptions None 10 minutes unavailable medicines and supplies thru petty cash fund

None

56 Minutes

Total of Processing Time

8. ISSUANCE OF PHYSICIAN REQUEST – X-RAY SERVICES **Ancillary Department** Office or Division Classification Simple **Type of Transaction** G2C, G2G Who may avail? **ALL PATIENTS CHECKLIST OF REQUIREMENTS** WHERE TO SECURE **Doctor/Physician Request** Ward Nurse /Patients/Watchers (In-Patient) **CLIENT'S STEPS AGENCY ACTIONS PROCESSING FEES TO PERSON BE PAID** TIME RESPONSIBLE 1. Presents duly accomplished x-ray Ward nurse on Properly filled-up x-ray 150.00 Xrequest form to 3 minutes duty/nursing the Radiology request form ray fee attendant on duty Room 2. Receives patient's duly accomplished x-ray request form and checks for Radiologic completeness of X-ray request form 3 minutes None Technologist on duty data and inputs to patients account thru iHOMIS 3. Prepares materials for procedure and requests utility Radiologic worker to bring X-ray request form 5 minutes None Technologist on duty patient patients to the x-ray room 4. Transport patient Utility worker on duty to the x-ray room None 5 minutes 5. Verifies identify of patient and performs Completely filled-up x-ray Radiologic None 20 minutes requested x-ray request Technologist on duty procedure 6. Transports patient back to room or ward after the None 5 minutes Utility worker on duty procedure

7. Bring film to Radiologist for official reading	X-ray request form	100.00 reading fee	1 day official result	Radiologist on duty/ ambulance driver on duty
8. Claims official result from Radiologist		None	None	Radiologist on duty/ ambulance driver on duty
9. Presents official result to Nurse on duty with releasing logbook	X-ray official result Logbook	None	3 minutes	Radiologic Technologist on duty
10.Receives official result and signs releasing logbook	X-ray official result Logbook	None	2 minutes	Nurse on duty/Nursing Attendant on duty
	Total of Processing Time		1 Day & 46 Minutes	

CHECKLIST	OF REQUIREMENTS	WHERE TO SECURE		ECURE
	Doctor/Physician Request (In-Patient)		Ward Nurse /Patients/Watchers	
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
Presents duly accomplished x- ray request form to the Radiology Room	Properly filled-up x-ray request form	None	3 minutes	Patient relative or watcher
2. Receives patient's duly accomplished x-ray request form and checks for completeness of data & issues order of payment & directs to the cashier for payment	X-ray request form & charge slip	None	5 minutes	Radiologic Technologist on duty
3. Receives charge slip & proceed to the cashier for payment of corresponding amount	X-ray request form & charge slip	None	3 minutes	Patient relative or watcher
4. Receives payment, issues official receipts & stamp "paid" on x-ray request form	x-ray request form & Official Receipt	150.00 x- ray fee	15 minutes	Collecting officer on duty
5. Returns to x-ray room and presents stamped paid	Stamped paid & charge slip	None	3 minutes	Patient relative or watcher
	Total of Processing Time		29 Minutes	

10. ISSUANCE OF PHYSICIAN REQUEST – LABORATORY SERVICES **Ancillary Department** Office or Division Classification Simple Type of Transaction G2C, G2G Who may avail? **ALL PATIENTS CHECKLIST OF REQUIREMENTS** WHERE TO SECURE **Doctor/Physician Request** Ward Nurse /Patients/Watchers **Laboratory Request Form FEES TO PROCESSING PERSON CLIENT'S STEPS AGENCY ACTIONS BE PAID** TIME **RESPONSIBLE** 1. Presents laboratory request form to Properly filled-up x-ray Patient relative or Medical None 5 minutes request form watcher technologist on duty 2. Reviews submitted laboratory request/s and provides Medical Technologist 5 minutes Laboratory request form None instruction for on duty procedure 3. Returns laboratory request to client with written corresponding Laboratory request form amount and Medical Technologist with written amount of 5 minutes None instructs to proceed on duty payment to cashier for payment of corresponding fees 4. Present laboratory request to cashier for payment and Laboratory request form Patient relative or None 5 minutes pay corresponding with written amount watche amount 5. Issues Official Receipt, writes OR Depends on number on Lab Lab Request form with corresponding request form and 15 minutes Cashier on duty amount corresponding amount stamps charge slip with OR number 6. Receives stamped Radiologic paid charge slip with Stamped paid charge slip None 2 minutes Technologist on duty OR number

7. Call patient for X-ray procedure and performs the requested X-ray procedure		None	30 minutes	Radiologic Technologist on duty
8.Informs the patient when to return for the official result, issues claim slip & instructs the client to bring required documents upon claiming the results Option: *send out film to patient for them to bring it for official reading to the radiologist after signing release logbook	X-ray request logbook	None	5 minutes 20 minutes (drying of film & placement in envelope	Radiologic Technologist on duty
9.Returns for releasing of official result on scheduled date and presents required documents		none	3 days	Patient/relative or watcher
	Total of Processing Time		4 days & 32 minutes	

1. ISSUANCE OF TRIP TICKETS AND CLEARANCE **Administrative Department** Office or Division Classification Simple Type of Transaction G2C, G2G Who may avail? **ALL PATIENTS CHECKLIST OF REQUIREMENTS** WHERE TO SECURE Trip Ticket, Clearance Patient/watcher/Relative & ROD clearance **FEES TO BE PROCESSING PERSON CLIENT'S STEPS AGENCY ACTIONS PAID** TIME **RESPONSIBLE** 1. Assess and determines patients None 15 minutes Doctor on duty for referral 2. Accomplished Referral form None 5 minutes Doctor on duty referral form 3. Informs ambulance None 5 minutes Nurse/ NA on duty driver of referral 4. Prepares ambulance Ambulance driver Signed Trip Ticket None 2 minutes for transport on duty 5. Bills patient & Billing form None 5 minutes Nurse on duty instructs 6. Receives billing form Billing form 2 minutes and proceeds to cashier for payment including ambulance None Relative/ watcher *If unable to pay, accomplishes Promissory note 3 minutes promissory note 7. Receives payment & Depends on Collecting Officer issues official receipt corresponding 2 minutes on duty amount 8. Presents official None 1 minute Relative/watcher receipt to ER staff 9.Informs ER staff patient is indigent **Collecting Officer** and unable to pay None 1 minute on duty and with promissory note 10.Transport and Utility worker on assists patient to the Referral note None 3 minutes duty ambulance **Total of Processing Time** 44 Minutes

2. ISSUANCE OF DIET CHECKLIST					
2. ISSOANCE OF BIE	CHECKLIST				
Office or Division	Ancillary Department				
Classification	Simple				
Type of Transaction	G2C, G2G				
Who may avail?	ALL PATIENTS				
•	OF REQUIREMENTS		WHERE TO SE	CURE	
Diet Checkli	Diet Checklist Patients Chart			rt	
CLIENT'S STEPS	AGENCY ACTIONS	AGENCY ACTIONS FEES TO BE PROCESSING PERSO PAID TIME RESPONS			
Prescribed diet ordered by the physician on chart	Patient's chart	None	20 minutes	Medical Officer on duty	
2. Prepares diet checklist	Diet checklist	None	10 minutes	Nurse on duty	
3. Collects diet checklist	Diet checklist	None	10 minutes	Nurse on duty	
Prepare/cook and serve patient's meals with diet counselling	Diet checklist	None	1 hour	Nutritionist-Dietitian/ FSW	
5. Conduct diet counselling	Logbook	None	45 minutes	Nutritionist-Dietitian	
	Total of Processing Time	None	2 hours & 25 minutes		

3. ISSUANCE OF REF	ERRAL SLIP						
Office or Division	Ancillary Department	Ancillary Department					
Classification	Simple						
Type of Transaction	G2C, G2G						
Who may avail?	ALL PATIENTS						
CHECKLIST C	OF REQUIREMENTS		WHERE TO SE	CURE			
Referral slip			Attending Physi	cian			
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Present the referral slip	1. Received Referral Slip 1.1 Performs Nutritional Assessment based on the anthropometric data, and medical diagnosis, interviews patients on food intake/preference 1.2 Computes for patient's body mass index (BMI) determine Nutritional status and calculate recommended energy intake. 1.3 Nutrition counseling for intervention/ provision of IEC materials	None	1 minutes 15 minutes 5 minutes	Nutritionist/ NDMD			
	Total of Processing Time	None	36 minutes				

4. ISSUANCE OF MEDICAL RECORDS **Administrative Department** Office or Division Classification Simple Type of Transaction G2C, G2G Who may avail? **ALL PATIENTS CHECKLIST OF REQUIREMENTS** WHERE TO SECURE MEDICAL RECORDS Admin Office **FEES TO BE PROCESSING PERSON CLIENT'S STEPS AGENCY ACTIONS PAID** TIME **RESPONSIBLE** 1. Client fills up request form for issuance of 5 minutes Request form None certificate 2. Determine the purpose of the requested certificate/s: Admitted Patients-Certificate of 3 minutes Medical Records Clerk Request form None confinement Discharge Patients-Medical Certificate 3. Client pays Depends on corresponding fee Request form corresponding 3 minutes Cashier amount 4. Print the certificate & endorse to the MOD for signature (For Medical records Clerk 30 minutes Medical Officer on request of None admitted/and for duty discharge patients)

None

None

None

5 working days

5 working days

3 minutes

10 Days & 44

minutes

Medical Records Clerk

Medical Records Clerk

Medical Records Clerk

5. For request of medical certificate of discharge

For issuance purposesOperative Technique

Request form

Birth certificate/

Total of Processing

Logbook

Time

death certificate

patients:

6. Request of birth

certificate

certificate/ death

7. Clients presents Official receipt & claims the

requested certificate and signs logbook



ARAKAN VALLEY DISTRICT HOSPITAL

(External Services)

Office or Division Administrative Department Classification Simple Type of Transaction G2C, G2G Who may avail? ALL PATIENTS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE						
Admission Referral Slip (issued from ED (Admission Referral Slip (
ER/Admitting clerk) (1, Original) Any of the following:							
1. Philhealth ID							
Any valid ID's If "NO" upon checking to PHIC portal:							
1. PMRF	Admin Office						
2. Official receipts of PHIC remittance for							
3. Birth Certificate and/or (1, photocopy)	Informal Economy Members (1, original) 3. Birth Certificate and/or (1, photocopy)						
Marriage certificate (1, photocopy)							

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up personal data in form	Check Philhealth Membership status	None	10 minutes	Medical Social Worker
2. If YES, proceed to step 4	2.1 If YES, print PBEF 2.2 If NO, interview with DOH assessment tool	None	10 minutes	Medical Social Worker
3. Submit Required documents	3.1 Check and verify completeness & authenticity of documents 3.2 Enroll to Philhealth POS	None	15 minutes	Medical Social Worker
4. Submit documents to billing Section	Check & verify completeness of submitted documents	None	5 minutes	Billing Staff
	Total of Processing Time	None	40 Minutes	

1. ISSUANCE OF REFERRAL SLIP

ADMINISTRATIVE SERVICES (Issuance Of Medical Records/Information - Medical Certificate/ Medico-Legal Certificate)					
OFFICE or DIVISION	edical Record	Medical Rec		ertificate/ iviedico-L	egai Certificate)
CLASSIFICATION		Simple	orus Section		
TYPE OF TRANSACTION)N	G2C- Govern	ment to Clie	ents	
WHO MAY AVAIL?	514				ico-legal and other information.
CHECKLIST OF REQU	IREMENTS	7 patronto		WHERE TO SEC	
Request Letter from (medico-		Police stat	:	
legal certificate)					
Request Form		OPD Staff			
Official Receipt			Cashier		
CLIENT STEPS	AGENCY A	CTION	FEES TO	PROCESSING	PERSON RESPONSIBLE
			BE PAID	TIME	
For Medico-legal issuance:			None		Resident on duty
1.Have a medical treatment					
1. Request for	2.Issues order of No		None	5 minutes	Admin staff
medical certificate for	' '	nd indicate			Medical Records
medico-legal/	1	epending on documents			section
medical	needed	documents			section
certificate	0.1	r	6		
2. Proceeds to the cashier to pay	and advice	ficial receipt	See table of fees	5 minutes	Cashier
applicable fees.	back to me		and		
	records		charges		
3. Returns on the	3.1. Transc	ribes/	None		Admin staff
medical records	prepar Medica	e/fill-up the			Medical Records
to get the requested	Certific				section
documents	Medico	o-legal			section
END OF TRANSACTIO	certific	ate I of Processin	g Time	10 minutes	
LIND OF TRANSACTIO					
		LIST OF MEDIC	CAL RECORD	S SERVICES AND FEE	S
	TYPE				AMOUNT
Medical Certificate				Php 80.00	
Medico-Legal Certific	ate			Php 265.00	
			FOR VAWC VICTIMS (no charge)		

2. ADMINISTRATIVE SERVICE	
· ·	cate and Death Certificate)
OFFICE or DIVISION	Administrative Section
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C- Government to Clients
WHO MAY AVAIL?	All inpatients requesting for Birth certificate and Death Certificate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If married:	
 Marriage contract 	-Patient's watcher/Representative
1.1. Certificate of Birth	- Nursing Attendant on Duty
If not married:	
1.2. Birth Certificate of	-Patient/Watcher
the mother	-Patient/Watcher
1.3. Birth certificate of	-Patient/Watcher
the father	
1.4. Valid id of the	-Attorney
father (voter's id,	
voter's certification	
or Cedula)	
1.5. Affidavit to use the	
surname of the	
father	
For death Certificate:	
1.6. Marriage	-Patient's Watcher/ Representative
Contract/Birth	
Certificate	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Provide all the requirements	1.Receives all requirements, obtains necessary data from watcher; 1.1. make Birth/Death certificate in 3 copies; 1.2. Forward to Medical Officer for signature 1.3. Advises watcher for registration at respective Local Civil Registrar.	None	30 minutes	Resident on duty

2. Proceed to the Local Civil Registrar for Registration		None	20 minutes	Local Civil Registrar Staff
3. Return one (1) copy of birth certificate/death certificate after the registration to the Medical Records for filing of record.	Receives a Copy of Death/Birth Certificate	None	5 minutes	Admin staff Medical Records Section
	Total of Processing Time	None	55 Minutes	

	3. DIETARY SERVICES						
(Provision of Diet Counseling) OFFICE or DIVISION Dietary Services Section							
OFFICE or DIVISIO	ON		ervices S	ection			
CLASSIFICATION		Simple					
TYPE OF TRANSA		G2C- Gove					
WHO MAY AVAIL		All patient	ts needii	ng dietary counseling			
	REQUIREMENTS			WHERE TO SECU			
Request form for	diabetic counseling			Attending Physic	cian		
CLIENT STEPS	AGENCY ACTION	ON	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present the Request form for Dietary Counseling	1. Receives Request Form		None	1 minute	Nutritionist/Dietician		
	3.2. Performs Nutrition Assessment based anthropometric of medical diagnosis interviews patient intake/preference 3.3. Computes for parabody mass index determine Nutritistatus and calcularecommended en intake.	d on the lata and s, ts on food e tient's (BMI) ional ate	None	15 minutes	Nutritionist/Dietician		

None 30 minutes

46 Minutes

None

Nutritionist/Dietician

3.4. Prepares patients meal

3.5. Nutrition counseling for intervention/provision of

Total of Processing Time

IEC materials

plan

4. LABORATORY SERVICES					
	ry examinations of blood				
OFFICE or DIVIS		Ancillary- Laboratory Service Section Simple			
		G2C- Government to Clients			
WHO MAY AV		All in-patients	Clients		
	OF REQUIREMENTS	All III-patients	WHERE TO SECURE		
	Request (1 original)		Laboratory Register		
	Specimen				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Receive request and specimen	1. Receives request and sort out as to Stat, Routine or Special Procedure and encodes in the Laboratory Register and Computer.	- Stool exam: 60.00 - Urinalysis: 60.00 - CBC : 100.00 - Plt Ct : 75.00	10 minutes per request	Medical Technologist/ Laboratory Aide	
2.Perform Requested Procedure	1 Performs requested laboratory procedure and reads result: > Stat Procedure > Routine Procedures > Blood Chemistry > Serologic Tests	-FBS : 150.00 -Creatinine: 150.00 -Cholesterol: 150.00 -Uric Acid : 150.00 -BUN : 150.00 -HBsAg : 175.00 -RAT FOR COVID: 900.00	> 20 MINUTES > 2 HOURS > 4 HOURS > 40 MINUTES	Medical Technologist/ Laboratory Aide	
3. Recording	1.Encodes result 1.1. Signs printed result 1.2. Files the request 1.2. Receive and record incoming specimens in Registry Logbook	None	> 30MINUTES	Medical Technologist/ Laboratory Aide	

4. Release of results	Forward Official result: To ward for admitted patients To OPD Staff for out-patient To patients for walk-ins	None	➤ 5 MINUTES PER RESULT	Medical Technologist/ Laboratory Aide
	Total of Processing Time		7 hours and 45 minutes	

5. PHARMACY SERVICES **OFFICE or DIVISION** Ancillary Services – Pharmacy Services Section **CLASSIFICATION** Simple **G2C- Government to Clients TYPE OF TRANSACTION** In-patients with Philhealth under basic accomodation WHO MAY AVAIL? **CHECKLIST OF** WHERE TO SECURE **REQUIREMENTS** Prescription (completely **Resident on Duty** filled)(1 original) Charge slip(1 original) Claims department (Philhealth) **AGENCY ACTION CLIENT STEPS FEES PROCESSING PERSON RESPONSIBLE** TO BE TIME PAID **Pharmacist** 1. Presents the prescription 1.Reviews the None 5 minutes prescription and check and charge slip to the Pharmacist. the availability of the medicines/medical supplies 1.1. Prepares charge slip and the requested medicines/medical supplies 2. Gets the 2.Dispenses the None 5 minutes **Pharmacist** medicines/medical supplies medicines/medical and sign the prescription and supplies and record the charge slip. 2.1. Explains to the client the proper use of the medicine/s

None

10 Minutes

Total of Processing Time

6. RADIOLOGY SERVICES							
OFFICE or DIVISION	Medical Services – Radiolog	Medical Services – Radiology Service Section					
CLASSIFICATION	Simple	-					
TYPE OF TRANSACTION	G2C- Government to Citizer	1					
WHO MAY AVAIL?	All patients needing radiolo						
CHECKLIST OF REQUIREMENTS		WHE	RE TO SECURE				
Official Receipt	Cashier						
Request Form	Resident on Duty						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
Present the Request form to the Radiology Department Information	Prepares in-patient and performs the specified procedure.	None	15 minutes per request	X-ray Technician			
area	1.2.1.1. Prepares x-ray films/to be sent out for reading.						
2.Receiving Xray Results	Forwards original copy of the result in the ward and files the second copy.	None	5 minutes	X-ray Technician			
	1.1. Files result and X-ray films.						
	Total of Processing Time	None	20 Minutes				

7. INTERNA	L AVAILMENT OF MSWD SER	RVICES			
OFFICE or DIVISIO	N	Medical Social Worl	k Department		
CLASSIFICATION		Simple			
TYPE OF TRANSAC	TION	G2C- Government to	o Clients		
WHO MAY AVAIL?		All inpatients needi	ng social work services		
CHECKLIST	OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assista		4 Billion Cont.			
	of Account (SOA) (1	1. Billing Section 1.1 Patients			
Original) 1.1. Valid Id		1.2. Baranga	s and Representative		
1.2. Certificate	of Indigency	_	I Records Section		
1.3. Medical Ce			l Social Worker		
1.4. Social case			/Representative		
1.5. Letter of Ir	<u>.</u>		/ Representative		
1.6.4ps ld (if 4	ps member)		/ Representative		
1.7. Phil Health	n Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON	
				RESPONSIBLE	
1.Provide all the	1. Informs and Orients				
requirements	patient or relative				
·	regarding hospital				
	policies, available			Medical Social	
1.1. Request for	services, scope and	None	10 minutes	Worker	
Social Case Study	limitations of MSWD				
Report to	services depending on				
Medical Social	patient's category.				
Worker					
	1.1. Conduct psychosocial				
	counseling (small				
	talk) as needed				
	For Making a case study				
	report:				
	1.2. Gather personal			Medical Social	
	information of the	None	1 hr. per patient	Worker	
	client so as the	None	I III. per patient		
	patient, the family				
	background, presenting problem,				
	brief history of the				
	case, assessment and				
	recommendation.				
	Total of Processing Time	None	1 Hour & 10 Minutes		

8. NURSING SERVICES (Out-Patient S				
OFFICE or DIVISION		Nursing S	ervices Section	
CLASSIFICATION		Simple		
TYPE OF TRANSACTION			ernment to Client	
WHO MAY AVAIL?		All patien	ts	
CHECKLIS	ST OF REQUIREMENTS		WHERE TO	O SECURE
Vaccination Card		Watcher		
Hospital card Hospital card (If done	consulted/admitted)	Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the Patient Information slip (PIS) 1.1. Hospital Card (if still have)	1. OPD duty gives priority number to patient/watcher 1.1. Retrieves OPD chart from file 1.2. For new patient, makes record and issues MRN.	None	10 minutes	Nursing Attendant
2. Submit for initial assessment	 Takes patient's vital signs and reason for consultation. Gives OPD record to the Medical Officer. Advises patient to wait for his/her name to be called. 		10 minutes	Nurse
3. Submit for consultation and receive instructions as prescribed	 3. Examines and evaluates patient and gives prescription and/or lab request. 3.1. Makes referral slip if for referral. 3.2. May refer to Nurse for further instructions. 		10 minutes	Resident on Duty
	3.3. Collects OPD records and encodes in the OPD Register.		10 minutes	Nursing Attendant
	3.4. Collects necessary data for notifiable diseases and for other statistical reports.		30 minutes once a month	
	Files OPD records in filing cabinet.		30 minutes per duty	Nurse and Nursing Attendant
	Total of Processing Time	None	1 hour and 40 minutes	

9. NURSING SERVICES		_,			
OFFICE or DIVISION	ROM OTHER UNIT/WAR		rsing Services	s section	
CLASSIFICATION		Sim		3 3000011	
TYPE OF TRANSACTION			' C- Governme	nt to Client	
WHO MAY AVAIL?			in-patients	THE CO CHICAGO	
CHECKLIST OF R	EQUIREMENTS			WHERE TO SE	CURE
Written Physician order f	or trans-in			Resident on	Duty
CLIENT STEPS	AGENCY ACTION		FEES TO	PROCESSING	PERSON RESPONSIBLE
			BE PAID	TIME	
1. Requests/written	1. Receives request and		None	25 minutes	Resident on Duty/Nurse
order for transfer of	verify the written order		None	25 minutes	Resident on Duty/Nuise
services	transfer of service	-			
	1.1. Advises and give notice to the				
	patient/relatives				
	regarding the				
	procedure for				
	transfer.				
	1.2. Prepares necessary				
	documentary requirements				
	1.3. Prepares transfer sli	in			
	and forward it to				
	information section				
	for transfer of service				
2 Cafaly transfor	in the Hospital. 2. Receives the			10 minutes	Posident on Duty/Nurse
2. Safely transfer patient	2. Receives the patient and transfer to			10 minutes	Resident on Duty/Nurse
patient	bed assignment.				
3. Verbalizes past	3. Performs assessment	t,		20 minutes	Resident on Duty/Nurse
medical history	history taking and initia	ı			
	vital signs.				
4. Understand/listen to	4. Orients patient (and			10 minutes	Resident on Duty/Nurse
facility rules policies	watcher) to unit/facility				
including patient safety	rules and policies				
precautions	including patient safety				
	precautions				
	Total of Processing Tim	e	None	1 Hour and 5 minutes	

10. NURSING SERVICES (TRANS-OUT PATIENTS FROM OTHER SERVICE/WARD)

(11111111111111111111111111111111111111	(· · · · · · · · · · · · · · · · · · ·		
OFFICE or DIVISION	Nursing Services section		
CLASSIFICATION	Simple		
TYPE OF TRANSACTION	G2C- Government to Client		
WHO MAY AVAIL?	All in-patients		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Written Physician order for trans-out	Resident on duty		

written Physician orde	i ioi tians out			Resident on duty	
CLIENT STEPS	AGENCY ACT	TION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests/ written order for transfer of services	1. Receives request and written order of transfer 1.1. Advises and give not patient/relatives regprocedure for transfer 1.2. Prepares necessary requirements 1.3. Prepares transfer sliit to information sect transfer of service in Information System Citizen specific: For basic accommodation Proceed to step to 2. For pay patient: Provide and settles hospital bill patransfer.	tr of service tice to the garding the fer. documentary p and forward ction for the Hospital (HIS) on:	None	25 minutes	Resident on Duty/Nurse
Citizen specific: Settle hospital bill 2.Safely transfer patient 3. Verbalizes past medical history	Citizen specific: Receives the payment, processes the official receipe and affix signature in the slip. 2. Receives the patient to bed assignment. 3. Performs assessment and initial vital signs.	t to the client e clearance t and transfer		10 minutes 20 minutes	Resident on Duty/Nurse Resident on Duty/Nurse
4. Understand/ listen to facility rules policies including patient safety precautions	and initial vital signs. 4. Orients patient (and vicinity rules and population patient safety precaution) Total of Processing Time	olicies including ns	None	10 minutes 1 Hour and 5 minutes	Resident on Duty/Nurse

11. NURSING SERVICES (ADMISSION PROCEDURES)	
OFFICE or DIVISION	Nursing Services section
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C- Government to Clients
WHO MAY AVAIL?	All in-patients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BHERT	Patient/ Watcher
VACCINATION CARD	Patient/Watcher
RAT RESULT	Patient/Watcher
For citizen's information:	
Minor age and Senior citizens are not allowed	
to be patient's watcher.	

to be patient's wa				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up the admitting form	1. Takes patient's vital signs, chief complaint; 1.1. Fills-up demographic data on the Clinical Cover Sheet (CCS); 1.2. Asks patient/watcher to sign consent for Hospitalization; 1.3. Informs Medical Officer on Duty (MOOD).	None	10 minutes per patient	Triage Nurse
3. Assess with the Doctor	3.1. Takes history, examines and evaluates patient;3.2. Fills-up chart and makes admitting orders3.3. Gives chart to Nurse		10 minutes per patient	Resident on Duty
	 3.4. Carries out admitting orders and gives initial medications; 3.5. Makes charting; 3.6. Orients patient/companion about hospital protocols; 3.7. Endorses patient and medical record to the Ward Nurse; 		20 minutes	ER NURSE
	3.8. Enters admission data in the register 3.9. Files OPD chart in the filing cabinet.		10 minutes	OPD NURSE
3.Transfer the patient safely	3. Transfer patient to the ward.			Utility on Duty
	Total of Processing Time	None	50 minutes	

12. NURSING SERVICES (WARD PROCEDURES) OFFICE or DIVISION CLASSIFICATION Simple TYPE OF TRANSACTION G2C- Government to Clients WHO MAY AVAIL? All in-patients CHECKLIST OF REQUIREMENTS WHERE TO SECURE For citizen's information: Minor age and Senior citizens are not allowed to be patient's watcher.

	nt's watcher.	FFFC		
CLIENT STEPS	AGENCY ACTION	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives patient and medical record of new admission. 1.1. Carries out doctors' orders, prepares nursing care plans 1.2. Makes charting	None	10 minutes per patient	Nurse In-Charge
	1.3. Prepares and gives Medicines		3 minutes per patient	Medicating Nurse
	Monitors patient by taking vital signs according to doctor's order and fills-up TPR/MIO sheets		3 minutes per patient	Nursing attendant
	2.1. Conducts daily ward rounds to monitor status of patients. 2.2. Make necessary documents for discharge or referral		10 minutes per patient	Resident on Duty
	3. Informs Billing Section of discharge 3.1. Prepares discharge summary 3.2. After Billing and Payment, gives instruction to patient/watcher 3.4. Makes Charting		5 minutes per patient	Discharge Nurse
	4. Makes referral slip and call hospital where patient is to be referred.			Utility on Duty
	4.1. Informs Billing Section of referral4.2. After Billing and payment, gives instruction to patient/watcher4.3. Makes charting			
	5. Encodes request for lab/x-ray /Notifies laboratory or radiology department.			
	Total of Processing Time	None	31 minutes	



FR. TULIO FAVALI MUNICIPAL HOSPITAL

(External Services)

1. Patient's Post-triage disposition at the Emergency Room

Proper patient disposition (admission, referral or discharge) at the ER ensures efficient services, better health outcomes and satisfied clients.

Office/Division:	Emerge	ncy Department				
Classification:	Simple					
Type of		·				
Transaction:	Govern	Government-to-Citizen				
Who May Avail:	All patie	ents directed to ER				
CHECKLIST OF RE	QUIREM	ENTS		WHERE T	O SECURE	
Emergency Room Form			Triage Sect	ion		
Admission and Discharge	Record		Admitting S	Section		
Prescription			Attending I	MD/ Nurse		
Diagnostic Request			Attending I			
Referral form, if applicab	le		Referring u	nit/hospital		
CLIENT STEPS	5	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Receives post triage ad	vice	1.Receives patient with ER Form stating post Triage assessment	None	2minutes	Nurse on Duty	
Patients for Admission						
Patient or Significant signs consent for C Management a		Gives Order of Admission and provides necessary management at the	None	30 minutes		
Admission Significant other procee Admitting Section Admission Slip then, s and sign the Admission Discharge form.	eds to with ecure	management at the Emergency Room Provides Admission Slip and directs significant other to the Admitting Section for issuance of Admission and Discharge form	None	2minutes	Physician on Duty Nurse on Duty Nurse on Duty	
Returns to the Emer Room with the se Admission and Discharge from the designated st the Admitting Section.	cured form	Receives Admission and Discharge Form from the designated staff of the Admitting Section	None	10 minutes	Nurse on Duty	
		Total of Processing Time	None	42 Minutes		

2. Patient's Triage at the Emergency Room

Patient triaging using the three (3) point triage scale category is done to ensure efficient services at the Emergency Room.

Office/Division:	Emergency Department
Classification:	Simple
Type of Transaction:	Government-to-Citizen
Who May Avail?	All patients for triage

Who May Avail? All patients for triage				
CHECKLIST OF REQUIRE	EMENTS	WHERE TO SECURE		
Referral form, if applicable		Referrin	g unit/hospital	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Triage Area for assessment and submission of related documents (Note: Attendance to patient's medical needs shall be given utmost priority and the following steps may be withheld temporarily for an Obviously emergency case) 2. Provides requested data for	1. Receives patient and patient's related documents such as referral form if available	None	2minutes	Triage Nurse on Duty
proper assessment and recording	Does initial client assessment and data recording in the ER form	None	5minutes	Nurse on Duty
FOR EMERGENT CASE/S Receives information regarding prioritization of care in the Emergency Room. Maybe directed to designated area in the Emergency Room immediately upon entry as necessary. FOR URGENTCASE/S	Gives advice that their case has 1st priority in the provision of clinical management. May transfer client directly to designated area in the Emergency Room.	None	5 minutes	Nurse on Duty
Receives information regarding prioritization of care in the Emergency Room.	Gives advice that their case has 2 nd priority in the provision of clinical management.	None	15minutes	Nurse on Duty

FOR NON-URGENTCASE/S Receives information regarding prioritization of care In the Emergency Room	Gives advice that their case has 3 rd priority in the provision of clinical management.	None	30 minutes	Nurse on Duty
3.Transfers to Emergency Room for Post-triage assessment and disposition	3. Transports to designated area in the emergency room for post-triage assessment and disposition	None	2minutes	Nurse on Duty Nursing Attendant
	Total of Processing Time	None	5 minutes For Emergent Ca 15 minutes For Urgent Case 30 minutes For Non-Urgent Case	

${\bf 3. \ \ Availment\ of\ Out\mbox{-}Patient\ Department\ Consultation}$

The Out-Patient Department Consultation caters only non-emergent medical health cases ofpatients.

Office/Division:	Outpatient Department (OPD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail?	OPD Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OPD Registration Form (ORF) – 1 copy	OPD
Patient's Information/Data	

CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If Old Client:				
Presents oneself to OPD Nurse	Verifies patient's information/ data on the Patient's Indexes	None	3 minutes	
If New Client / Old Client(Without ID):				
Secures Patient's Information/Data Form	Instructs to fill out Patient's Information/ Data Form Receives the form and	None		
	transfers the data in the patient's index card		7 minutes	
2. Presents self for assessment and vital signs checking and waits name to be called for consultation	2. Interviews patient regarding their medical condition and checks vital signs then issues queuing number accordingly	None	20 minutes	
Presents self for Physical Consult	3. Provides Clinical Consultation	None	20 minutes	
Receives instruction forDiagnostics examination, medications and follow-up check-up	4. Carries out doctor's order	None	15 minutes	
	Total of Processing Time	None	1 Hour & 2 Minutes	

4. Availment of Nutritional and Dietetics Service

The Nutrition and Dietetics Section is responsible in the provision of optimal nutrition care through quality food service. Client starts from presenting the required documents until receiving of dietary instruction.

Office/Division:	Nutritional and Dietetics Service
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail?	In-Patient Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Laboratory Result/s	In-Patient
In-Patient Dietary Form	In-Patient

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the filled-out In-Patient Dietary Form	1. Receives required form	None	2 minutes	Dietitian on Duty
2. Receives dietary instruction	2. Prepares necessary instructional materials and provides dietary instruction regarding prescribed diet	None	15 minutes	Dietitian on Duty
	Total of Processing Time	None	17 minutes	

5. Verification of PHIC Eligibility Status

The Billing Section is in charge for the verification of the patient's PHIC eligibility prior to patient's availment of the PHIC Benefits/Package.

Office/Division:	Billing Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All Patients with PhilHealth

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
 * Any of listed documentary requirements, as applicable: Birth Certificate with Registry Number for undeclared child - (1 copy) Marriage Contract with Registry Number for undeclared spouse - (1 copy) MDR - (1 copy) Valid ID(Government Issued I.D.) - (1 copy) 	 Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) PhilHealth Office Public Attorneys' Office Employer BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO, COMELEC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for PHIC Eligibility Status and presents documentary requirements as necessary	Asks client some key point Information and any documentary requirements as necessary for searching and verification of PHIC Eligibility Status in PHIC Portal/eClaims	None	3 minutes	Billing and Claims Frontline Staff
2. Receives PHIC Eligibility Status	2. Informs client's PHICEligibility Status if Not Eligible: Instructs clients to submit pertinent documents as applicable	None	3 minutes	Billing and Claims FrontlineStaff
	Total of Processing Time	None	6 minutes	



MLANG DISTRICT HOSPITAL

(External Services)

1. OPERATING ROOM				
Office or Division	NURSING SERVICE DEP	ARTMENT/ML	ANG DISTRICT HOSP	PITAL
Classification	Simple			
Type of Transaction	G2C			
Who may avail?	PATIENTS			
CHECKLIST OF	REQUIREMENTS		WHERE T	O SECURE
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON RESPONSIBLE
PRE-OPERATIVE	A. Interview/ take patients' history. - Check signed consent.	BE PAID	30 Minutes	OR NOD
	Prepare patient/wheeled to operating room.Take vital signs, position patient.			
INTRA-OPERATIVE	B. Assist anesthesiologists for the induction of anesthesia		15 Minutes	Circulating Nurse
	-Prepare Supplies, medicines.			
	C. Assist surgeon of the procedure to be done.			
	-Prepare instruments and supplies to be used.		2 Hours	Scrub Nurse
	Assist surgeon during procedure.			
	*Drape patient.			
	* Give instrument to surgeon correctly.			
	*Complete counting of sponges, instruments and needles.			
	*Apply dressings to operative site.			

POST- OPERATIVE	D. Take vital signs. - Transport patient to records room safety. - Carry out doctor's order. - Monitor vital signs and oxygen set administer. - Give instructions - Inform ward duties - Transfer patient to ward. - Endorsed properly.		4 Hours	OR NOD
	Total of Processing Time	None	6 hours & 45 minutes	

2. DELIVERY ROOM				
Office or Division	NURSING SERVICE DEPA	RTMENT/MLA	ANG DISTRICT HOSP	ITAL
Classification	Simple			
Type of Transaction	G2C			
Who may avail?	PATIENTS			
CHECKLIST OF	REQUIREMENTS		WHERE T	O SECURE
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
LABOR/ ANTEPARTUM	A. Receive patient from ward. Prim gravid- 8 cm Multigravida -6 cm -Interview / Take patients history. -Take vital signs. -Monitor PHT and POL -Internal Examination -Refer to Resident of Doctors status of patient.		Case to Case Basis	DR NOD/MOD
DELIVERY	B. Assist Patient on Delivery table. - Position patient. -Instruct patient on proper technique of bearing down. - Assist Resident of Doctors during delivery, Episcopacy if necessary. - Administer Medicine ordered. - Kept patient's uterus contracted. * Massage Uterus * Apply Cold compress on Hypogastrium.		1 Hour	DR NOD/MOD

	Total of Processing Time	None	1 hour and 45 minutes	
	-Endorsed Properly.			
	-Assist transfer to ward			
	-Health Teaching.			
	-Instruct proper hygiene			
	-Administer medicines ordered.			
	stretcher.			
POST PARTUM	Initiate Breast Feeding – Assist transfer to		30 Minutes	DR ROD/ MOD
	Measurement.			
	- Anthropometric			
	-Vitamin K, Hepa B and BCG administered.			
	- Credes Prophylaxis.			
	- Kept warm and Thermo regulated.			
	with mother.			
	- Skin to skin contact			
	- Secretions suctioned			
	Care.			
	- Take vital signs. C. Routine New Born			

3. ISOLATION FAC	CILITY				
Office or Division	NURSING SERVICE DEPART	MENT/MLA	ANG DISTRICT HOSP	TAL	
Classification	Simple	Simple			
Type of Transaction	G2C				
Who may avail?	COVID-19 PATIENTS				
CHECKLIST	OF REQUIREMENTS		WHERE	TO SECURE	
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Step 1. Walk-in Admission/ Referral from OHCC, CESU, MESU ETC.	 Making of referral slip, CIF of official result. ROD to ROD endorsement. Initial Vital signs. IUF line established. 	I Alle	30 Minutes – 2 Hour	All TTMF, MESU, CESU, other Private Hospital ETC.	
Step 2. ER Admission/ Procedures	 History taking. Vital Signs taken and recorded. Doctor's Assessment and history taking. Established IV lines. Carry out Doctors order. Giving of Stat medication. Requisitions of laboratory, Radiology ETC. Prescription of medicine. Performed nebulization, Dressing and other minor procedure. 		30 Minutes – 1 Hour	ER staff, ROD, NOD and Nursing Attendant	
Step 3. Proceed to Ward	 Vital signs monitoring. Giving of free medication. Follow-up laboratory result and laboratory request. carry out Doctors order. Documents every procedure. Makes Charting. Makes referral slip 		3 – 5 minutes	Ward Nurse, ROD, NOD and Nursing Attendant	

	Conduct Daily ward rounds. Prepare discharge Summary. • Encodes all medication and supplies used. • Perform health education.			
Step 4. Patients For Discharge	 Carry out doctors' order. Prepares Discharge Summary. Makes Prescription. Accounts all hospital charges. Informs Billing Section regarding of discharge. After Billing and Payment gives instruction to patient and watcher. Informs the receiving facility (TTMF, MESU/CESU/ETC). of the said discharge. Discharge the patient Makes charting 		1-2 Hours	Ward Nurses, Billing, Phic, Etc.
	Total of Processing Time	None		

4. Out-Patient Depa	artment			
Office or Division	NURSING SERVICE DEPA	ARTMENT/ML	ANG DISTRICT HOSP	ITAL
Classification	Simple			
Type of Transaction	G2C			
Who may avail?	ALL OPD PATIENTS			
-	REQUIREMENTS		WHERE T	O SECURE
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient Arrival in	>Ask for properly			
OPD	filled-up patient			
	information sheet.		2 Minutes	Patient/Patient
	> Ask for covid-19			companion
	related questions			
	and give		2 Minutes	OPD nurse/NA
	instructions to			,
	patient or			
	companion.			
			2.4.	000/414
	>Ask patient chief		3 Minutes	OPD/NA
	complaints.			
	>Take vital signs.		5 Minutes	N/A
	>Physician		15 Minutes	ROD
	consultation.			
	>Carry out		1 Minute	NOD/NA
	Doctor's order.			
	>Giving of Stat		3 Minutes	NOD
	medicines.			
	>Prepare patient		20 Minutes	NOD/NA
	and assist			
	physician's			
	diagnostic and therapeutic			
	procedures.			
	procedures.		3 Minutes	NOD/NA
	>Give follow-up		5	
	instructions and			
	explain properly			
	medicines			
	prescribed.			

2. Proceed to Animal Bites Treatment center (ABTC)	>Ask for patient record from OPD.	1 Minute	ABTC in-charge
center (t.e.t.e)	>Assessment by ABTC in-charge.	2 Minute	ABTC in-charge
	>Prioritization according to security or category of bite.		ABTC in-charge
	>Give instruction (Health Trading).		ABTC in-charge
	>Treatment Plan -Category II		
	-Category III	20 Minute 1 Hour	
	>Give follow-up		
	instructions and issuance of PEP card.	1 Minute	
	issuance of the card.		ABTC in-charge
	Total of Processing Time	2 hours & 17 minutes	

5. Administrative Support Services

Office or Division	NURSING SERVICE DEPARTMENT/MLANG DISTRICT HOSPITAL				
Classification	Simple				
Type of Transaction	G2C				
Who may avail?	ALL CLIENTS				

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request for Point of Care (POS)	
2.Request for Medical Certificate/Billing	
Statement	
3. Request for Medical Records	
4.Request for Authentication	

CLIENT'S STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON RESPONSIBLE
		BE PAID	TIME	
1. Go to the office of the Medical Social Worker for the requirements. >Secure Certificate of Indigency from Barangay and other documents like Birth Certificate/Marriage Contract.	Enroll to Philhealth as Point of Care (If requirements are submitted).	NONE	30 Minutes	Melany Gella
2. Patient may ask personally for Medical Certificate from Billing Section. >If not the patient, authorization from the patients is needed and present valid ID. > Watcher/Patient	Prepares the Medical Certificate for signature of the Attending Physician.	NONE	30 Minutes 3 Minutes	Kyle Rieven Pural Fe May Cabangon Jefrey Flores
proceeds to Billing Section for Statement of Accounts. >If Statement of Account is with excess — proceed to Cashier for	the Statement of Account. Cashier issues the Official Receipt and signed the Statement	Excess of Hospital Bill	2 Minutes	Fe May Cabangon Leila Ledesma
payment. >If patient is No Balance Billing proceed to Cashier for signature as cleared.	of Account as cleared. Signs the Statement of Account as cleared.		1 Minute	Leila Ledesma

3. Patient goes to Records Clerk for Medical Records (for claiming insurance). >If representative, needs authorization to get patient's record.	Retrieve Medical Records from Nurse Station or from Records Room.	NONE	1 Hour (New) 3 Days (Old)	Rosalie J. Tayong
4. Request for authentication. >Present original copy and photocopies of the document.	Authenticate the documents.	P5.00/pag e	2 Minutes	Leila Ledesma Pilar Dañucop
	Total of Processing Time			

6. Nursing Services

CHECKLIST OF REQUIREMENTS

Office or Division	NURSING SERVICE DEPARTMENT/MLANG DISTRICT HOSPITAL			
Classification	Simple			
Type of Transaction	G2C			
Who may avail?	ALL PATIENTS			

WHERE TO SECURE

•				
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.From Emergency room to ward	1. Received endorsement of patient/patient's record from ER 1.1 Check patient's data 1.2 Prepare room and bed 1.3 Position patient on bed/rechecked vital signs 1.4 Check patient's IVF/site/any tubing attached 1.5 Administer oxygen inhalation/insertion of urinary catheter etc. 1.6 Orient patients and watcher about house rules (visiting hours, Cleanliness, Waste segregation etc.) 2. Recording to admission logbook 3. Reading of doctor's		10 mins/patient 2mins/chart 10 mins/chart	NOD/Nursing Attendant NOD/Nursing Attendant NOD
	order/Carrying out Doctor's order 3.1 Transcribing doctor's order to medication sheet/making medication tickets 3.2 Performing hand hygiene and preparing and giving initial/due mediations 3.3 observing any untoward side effects of medication		10mins/chart	NOD/Nursing Attendant

	4 Follow up laboratory request/provision of ecimen receptacle		Nursing Attendant Nursing Attendant NOD/Nursing Attendant
	3.5 Documentation	5mins/patient	NOD/Nursing Attendant NOD/Nursing Attendant
lab	Receiving and referring poratory	5 mins	NOD
Du	results to Residents on ty 4.1 Carry out new	5 mins	
do	ctor's order 4.2 Prescribing new	1 hour	
ord	dered medications		NOD/NA
giv	4.3 Preparing and ing new	1hour	NOD
me	ordered edications		NOD/Nursing Attendant
5. \	Vital sign taking		NOD
	Intravenous nsertion/termination	1hour	NOD/Nursing Attendant
7.1	Follow up IV fluids		110 by Italiania / Italia
tea	Prepartum and stpartum care 8.1 Pre partum health aching 8.2 Labor/Fetal heart ne monitoring		
cer	Neonatal care 9.1 Cord care/bathing 9.2 Follow up birth rtificate 9.2 Follow up newborn reening and other poratory procedures		
10.	. Preoperative and post-	30mins to 1hour	
	erative Care 10.1 Pre-operative/ ocedures health	30 mins/shift	
	aching 10.2 Prepares and do	1-2 hours	
Che	e-operative ecklist/ signing of nsent for procedure	2 mins	
(co	onsent for surgical occedure/consent for	10mins	

anesthesia) by patient or	5 mins	
significant others		
10.3 Prepares and		
give pre operative	30 mins	
medications		
10.4 Performs post-		
operative	30 mins	
procedures (Vital sign		
monitoring, giving post		
operative medications		
10.5 Changing surgical		
site dressing, draining of	5 mins	
urinary secretions, surgical		
site secretions etc.		
7. Endorsement/Receiving	10 mins	
of endorsement		
8. Making nursing rounds		
9. Assist doctors during		
morning and PRN rounds		
10. Carrying out doctor's		
order		
11.Assist Resident on duty		
during procedures		
12.Giving of stat		
medications		
13. Making prescription		
and issuance of		
prescription to pharmacy		
14.Receiving medicine and		
medical supplies from		
Pharmacy and put into		
each patient's medicine		
cubicle		
15. Making and giving		
request to		
laboratory/Radiology		
department		
16.Prepare patient for		
discharge		
16.1. Prepare chart for		
billing		
16.2 Re-inform patient		
and watcher about the		
plan for		
discharge/referral		
16.3 Charged all		
patient's medications,		
supplies, and		
procedures		

2.Proceed to billing	1. Endorsed patient's chart to billing section 2. Inform patient/ watcher to proceed to billing section 3. Watcher secure statement of account/clearance if no excess 4. Get patient's chart from billing section		Watcher/Cashier
3. Proceed to Cashier	Give statement of account to cashier 1.1 Secure official receipt if with payment	5 mins	
4 December 6	1.2 Secure clearance	20	Market and Control of
4. Proceed to Social Worker	Present statement of account if without Phil health/ secure financial assistance	30 mins	Watcher/Social worker
5. Proceed to Nurse's Station	1. Give statement of account if cleared 1.1 Let watcher return all borrowed bed sheet 1.2Prepare and provide discharge summary/referral sheet/health teachings 1.3 Prepare and give prescription and laboratory requests if any 1.4 Terminating iv fluids 1.5 Inform ambulance driver if patient is for referral 1.6 Inform utility on duty to wheel patient outside, clean patient's room	10 mins	Watcher/NOD/NA/Utility
6.Proceed to security Guard	 Patient/watcher show statement of account/discharge summary to security guard on duty/clearance Return watchers ID to security guard. Guard logs patient's actual time of discharged. End 		Watcher/Patient/utility/Security Guard
	Total of Processing Time		

7. Administrative Support Services

Office or Division	ADMINISTRATIVE DEPARTMENT/MLANG DISTRICT HOSPITAL			
Classification	Simple			
Type of Transaction	G2C			
Who may avail?	ALL CLIENTS			

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request Office and Housekeeping Supplies	
2.Request for Payroll and other Documents	
3. Request for Transport Services	
4.Request for Dietary (Osterized Food)	

CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employee/section proceed for the needed office supplies.	Log-in/records in the logbook and releases the being requested.		3 Minutes	Rowena Dimzon
2. Employee concern will be requested for payroll and other documents for legal purposes.	Retrieve files for Photocopying and authentication of the documents. Encodes/Computerized Certificate of Employment.		15 Minutes	Rowena Dimzon Leah Mae Agoilo Pilar Dañucop
3. Nurses on Duty inform the Admin for transport of in-patient for referral.	Ambulance Driver prepares the trip ticket and for signature of Chief of Hospital, Administrative Officer or Resident Doctors on Duty.		15 Minutes after settlement of hospital.	Ambulance Driver On-Duty
4. Patient/Watcher goes to Dietitian for osteorized.	Dietitian/Cook desired food as prescribed by the doctor.		30 Minutes	Phebe Bergante Narlene Papna
	Total of Processing Time	None	1 hour & 3 minutes	

8. Administrative Support Services

Office or Division	ADMINISTRATIVE DEPARTMENT/MLANG DISTRICT HOSPITAL		
Classification	Simple		
Type of Transaction	G2C		
Who may avail?	ALL CLIENTS		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request for Point of Care (POS)	
2.Request for Medical Certificate/Billing Statement	
3. Request for Medical Records	

4.Request for Authentication

·	4.request for reaction		PROCESSING	PERSON
CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	RESPONSIBLE
1. Go to the office of the	Enroll to Phil health as point	NONE	30 Minutes	Melany Gella
Medical Social Worker for	of Care (If requirements are	INCINE	30 Milliares	ivicially delia
the requirements.	submitted).			
>Secure Certificate of	submitted).			
Indigency from Barangay				
and other documents like				
Birth Certificate/Marriage				
Contract.				
2. Patient may ask for	Prepares the Medical	NONE	30 Minutes	Kyle Rieven Pural
Medical	Certificate for signature of the		22 111114663	Fe May Cabangon
Certificate from Billing	Attending Physician.			
Section.	, , , , ,			
>If not the patient,				
authorization from the				
patients is needed and				
present valid ID.				
> Watcher/Patient	Cashier issues the Official		2 Minutes	Leila Ledesma
proceed to Billing	Receipt and signed the			
>If Statement of Account	Statement of Account as			
is with excess – proceed to	cleared.			
Cashier for payment.	_			
	Signs the Statement of		1 Minutes	Leila Ledesma
>If patient is No Billing	Account as cleared.			
Balance proceed to				
Cashier for signature as cleared.				
ciearea.				
3. Nurses on Duty inform			15 Minutes	Ambulance
the admin for transport			after	Driver On-Duty
of in-patient for referral.			settlement of	Direct On Duty
			hospital.	
	Total of Processing Time	None	30 Minutes	

9. X-ray, Ultrasound and ECG

Office or Division	RADIOLOGY SERVICES SECTION/MLANG DISTRICT HOSPITAL	
Classification	Simple	
Type of Transaction	G2C	
Who may avail?	ALL PATIENTS REFERRED TO RADIOLOGY DEPARTMENT	

CHE	CHECKLIST OF REQUIREMENTS		W	/HERE TO SECURE
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
IN-PATIENT Proceed to Emergency Room	Interview patient and take vital signs and what procedure to be perform	None	5 minutes	Outpatient/emergency Room Nurse/Nursing Attendant
Proceed to Radiology Department	Perform the desire procedure	None	5 minutes	Radiologic/X-ray Technologist on Duty
Proceed to the ward	After the procedure is done	None	5 minutes	Utility on Duty
Wait for the result in the Nurse Station	Radiologist interpret the Radiograph/Ultrasound	None	For X-ray results/Ultrasound Tuesday and Friday	Radiologic/X-ray Technologist on Duty
Proceed to Billing	Prepare all Radiographic Procedure Charges	None	10 minutes	Clerk on Duty
	Total of Processing Time	None		

10. PHARMACY

Ensure continuous supply of drugs and medicine to patients.

Office or Division	PHARMACY DEPARTMENT /MLANG DISTRICT HOSPITAL		
Classification	Simple		
Type of Transaction	G2C		
Who may avail?	All patients, watchers with prescription		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE		WHERE TO SECURE	

CHECKLIST	OF REQUIREMENTS	REMENTS WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For in patients	,			
1. Patient's watcher receive prescription from the ER.	Interview the watcher and confirm if he brings his patient's prescription			
2. Watcher goes to the pharmacy to give the	Read carefully and prepare the prescribed medicine.			
prescription	Pharmacist dispenses the available medicines.			
3.Watcher brings the medicines to the ER	NONE	NONE	1 Minute	Pharmacist on duty
1.Patients bring prescription to the pharmacy.	Pharmacist reads the prescription and checks the availability of the prescribe drugs.	Fees- subject to kind of medicine as prescribed.	1 Minute	Pharmacist on duty
2. Patient receives medicines with their respective prices	Pharmacist advice the patient to the cashier for payment	Depending on the total amount of his medicines.	1 Minute	Pharmacist on duty
3. Patient brings back the prescription from the cashier to the pharmacy with a receipt	Pharmacist reviews the paid medicines.	NONE	3 Minutes	Pharmacist on duty
4.Patient receives the medicines with proper instructions from the pharmacist	Pharmacist dispenses the prescription with an instruction on how to use his medicines using layman's terms	NONE	3 Minutes	Pharmacist on duty
	Total of Processing Time	None	9 Minutes	



PRESIDENT ROXAS PROVINCIAL COMMUNITY HOSPITAL

(External Services)

1. Outpatient Consultation and Treatment

This process covers outpatient and treatment to all new and old patients in order to provide quality supportive care to patient who does not need hospitalization, inclusive of promotive, preventive and primary health care in support to the DOH program. The outpatient department opens from Monday to Friday excluding holidays from 7:00am to 4:00pm.

Office or Division:	WARD SERVICE				
Classification:	Simple				
Type of Transaction:	G2C				
Who may avail?	All patients ne	eeding outpatient consul	tation, assessme	nt, evaluation and	d treatment
CHEC	KLIST OF REQU	IREMENTS		WHERE TO SEC	CURE
Face Mask, Face Sh Vaccination Card	nield, Brgy. Cert	tification, and		Patient	
Hospital card (1 or Hospital card (If de		admitted)	OPD departmer Patient	nt	
CLIENT S	TEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the Patier Information slip (P 1.1. Provide Hospit still have)	IS)	1. Gets MRN from patient/watcher 1.1. Retrieves OPD chart from file 1.2. For new patient, makes record and issues MRN.	None	15 minutes	OPD Nursing Attendant I
2. For initial Assess	sment	2. Takes patient's vital signs and reason for consultation. 2.1. Gives OPD record to the Medical Officer. 2.2. Advises patient to wait for his/her name to be called.	None	15 minutes	OPD Nurse
3. For consultation		3. Examines and evaluates patient and gives prescription and/or lab request. 3.1. Makes referral slip if for referral. 3.2. May refer to Nurse for further instructions.	None	15 minutes	Medical Officer on Duty
		3.3. Collects OPD records and encodes in the OPD Register.	None	15 minutes	Nursing Attendant I
END OF TRANSACT	IONS				
		Total Processing Time	None	60 minutes	

2. Dispensing of Me	dicine and/or Medical Supplies			
Office or Division:	HO- Pres Roxas Provincial Community Hospital- Pharmacy Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Patients			
CHECKLIS	T OF REQUIREMENTS		WHERE TO SEC	URE
Prescription (completely	filled) (1 original)	Prescribing Do	octor	
Charge slip (1 original)		Billing/Philhea	lth Section	
Will avail discount: 1. PWD/Senior ID and bo 2. For Gov't Employee: W employment (1 original)		1	City Hall (DSWD/ t Agency (Emplo	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the prescription/s and documents (for discount to the pharmacist and was for the total computation	ait the requested	See Menu Card/Price List		Pharmacist
2. Settles payment in the cashier and wait for the official receipt.	2. Prepares and dispense the medicine/ medical supplies.2.1. Explains to the client the proper use of the medicine/s.			
END OF TRANSACTIONS				
	Total Processing Time			

3. LABORATORY SERVICES

This covers all Out-patients needing laboratory examinations of blood and other body fluids that will help in the diagnosis of disease.

Office or Division:	Laboratory Section		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All out-patients needing Laboratory examinations Of blood and other body fluids for analysis		
CHECKLIST OF DECLUDEMENTS		WILEDE TO CECUPE	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Laboratory request done in triage	Charged Nurse
Hospital Card (Original)	Information Section/OPD Section
Official Receipt	Cashier

Official Receipt		Casnier			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Receive request and Official	1. Receives request and sort out as to Stat, Routine or Special Procedure and encodes in the Laboratory Register and Computer.	Stool exam: 60.00 Urinalysis: 60.00 CBC: 100.00 Plt Ct: 75.00	5 minutes per request		
	1.Performs requested laboratory procedure and reads result:	FBS : 150.00 -Creatinine : 150.00 -Cholesterol: 150.00 -Uric Acid : 150.00 -BUN : 150.00 -HBsAg : 175.0			
2.Perform Requested Procedure	Stat Procedure		20 minutes		
	Routine Procedures		Medical Technologist		
	Blood Chemistry				
	Serologic Tests		40 minutes		
3. Recording	1.Encodes result 1.1. Signs printed result 1.2. Files the request 1.2. Receive and record incoming specimens in Registry Logbook	30 minutes			
4. Release of results	Forward Official result: Ø To OPD Staff for out-patient Ø To patients for walk-ins		Ø 5 minutes per result		
END OF TRANSACTION	END OF TRANSACTIONS				
Total Processing Time (Average Only depending on Lab procedures)			2 hours and	d 30 minutes	

4. DIETARY SERVICES

The process covers patient and personnel who need Nutrition intervention. Computation of patients and personnel caloric requirement. Sharing of ideas, beliefs, attitudes and understanding about food.

Office or Division:	Dietary Section
Classification:	Simple
Type of Transaction:	G2C
Who may avail?	All out-patients needing dietary counseling

The state of the s				
CHECKLIST OF REQUIREMENTS WHERE TO SECURE		RE		
Referral slip for diabetic counseling		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Referral slip for Dietary Counseling	1. Receives Referral slip	none	5 minutes	
	1.1. Performs Nutritional Assessment based on the anthropometric data and medical diagnosis, interviews patients on food intake/preference 1.2. Computes for patient's body mass index (BMI) determine Nutritional status and calculate recommended energy intake.	none	15 minutes	Nutritionist NDMD
	1.3. Nutrition counseling for intervention/provision of IEC materials	none	15 minutes	
END OF TRANSACTIONS				
To	otal Processing Time		35 m	inutes

5. Nursing Services (Trans-Out Patients from another Unit/Ward)

This procedure covers **trans-out** of patients from one service ward to another unit.

Office or Division:	IPHO- Pres Roxas Provincial Community Hospital- Nursing Service (Trans-Out Patients from other Unit/Ward)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All in-patients

•	CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
	Vritten Physician order for trans-out		Attending Physician			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Requests/written order for transfer of services	1. Receives request and verify the written order of transfer of service 1.1. Advises and give notice to the patient/relatives regarding the procedure for transfer. 1.2. Prepares necessary documentary requirements 1.3. Prepares transfer slip and forward it to information section for transfer of service in the Hospital Information System (HIS) Citizen specific:		25 minutes	Attending Physician/Nurse Clinical Area		
Citizen specific: Settle hospital bill	For basic accommodation: Proceed to step to 2. Citizen specific: Receives the payment, prints and issues the official receipt to the client and affix signature in the clearance slip. 2. Receives the patient and					
2.Safely transfer patient	transfer to bed assignment.		10 minutes			
3. Verbalizes past medical history	Performs assessment, history taking and initial vital signs.		20 minutes			
4. Understand/listen to facility rules policies including patient safety precautions	4. Orients patient (and watcher) to unit/facility rules and policies including patient safety precautions		10 minutes			
END OF TRANSACTIONS	END OF TRANSACTIONS					
Total Processing Time			1 hour a	and 5 minutes		

6. Nursing Services (Admission)

It covers the admission procedures

Office or Division:	Nursing Service (Admission)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All in-patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BHERT, Vaccination Card, Rat Result	Patient and Watcher
For citizen's information: Minor age and Senior citizens are not allowed to be patient's	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up the admitting form	1. Takes patient's vital signs, chief complaint; 1.1. Fills-up demographic data on the Clinical Cover Sheet (CCS); 1.2. Asks patient/watcher to sign consent for Hospitalization; 1.3. Informs Medical Officer on Duty (MOOD).		10 minutes per patient	Triage Nurse
2. Assess with the Doctor	2.1. Takes history, examines and evaluates patient;2.2. Fills-up chart and makes admitting orders2.3. Gives chart to Nurse		10 minutes per patient	MEDICAL OFFICER on duty
	Carries out admitting orders and gives initial medications; 2.5. Makes charting; 2.6. Orients patient/companion about hospital protocols; 2.7. Endorses patient and medical record to the Ward Nurse;		20 minutes	ER NURSE
	2.8. Enters admission data in the register 2.9. Files OPD chart in the filing cabinet.		10 minutes	OPD NURSE
3.Transfer the patient safely	3. Transfer patient to the ward.		5 minutes	Utility on Duty
END OF TRANSACTIONS				
	Total Processing Time		55 m	ninutes

7. RADIOLOGY SERVICES

It refers to the field of medicine that uses non-invasive imaging scans to diagnose a patient. The test and equipment used sometimes involves low doses of radiation to create highly detailed images of an area.

equipment used sometimes involves low doses of radiation to create highly detailed images of an area.							
Office or Division:	Radiology Se	Radiology Section					
Classification:	Simple	Simple					
Type of Transaction:	G2C						
Who may avail:	All patients r	All patients needing radiological procedures					
CHECKLIST OF REQUIREMENTS WHERE TO SECURE							
Official Receipt				Cashier			
Request Form			ROD				
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present the Request form to the Radiology Department Information area		 Prepares in-patient and performs the specified procedure. Prepares x-ray films/to be sent out for reading. 	See Menu Card/Price List	30 minutes per request	Xray Technician		
2.Receiving Xray Results		1. Forwards original copy of the result in the ward and files the second copy. 1.1. Files result and X-ray films.	none	10 minutes per request	recimical		
END OF TRANSACTION	NS						
Total Processing Time 40 minutes							

FEEDBACK AND COMPLAINTS MECHANISM How to send feedback Fill up the feedback form and drop it in the designated drop box located at the Public Assistance Desk located at the main entrance of the Capitol Building. The representative of the Provincial Human Resource Management Office How feedbacks are processed opens the drop box, compiles and records all feedback submitted. Feedback requiring answers are forwarded to the concerned department and require to answer it within 3 days upon receipt of the feedback. The answer of the concerned department is then relayed to the client. For inquiries and follow ups, clients may contact the following telephone number: (064) 521-8080 or Local 1221-1222 Fill up or answer the Complaint Form and drop it in the designated drop How to file a complaint box located at the Public Assistance Desk located at the main entrance of the Capitol Building. Complaints can be filed via telephone. Make sure to provide the following details: Name of person being complained Incident, Place and Date Evidence For inquiries and follow ups, clients may contact the following telephone number: (064) 521-8080 or Local 1221-1222 How complaints are processed The complaints officer will open the complaints drop box on a daily basis and evaluate each complaint.

Upon evaluation, the Complaints officer shall start the investigation and forward the complaint to the concerned office for their explanation. The complaints officer will create a report after the investigation and shall submit it to the Head of office for appropriate action. The complaint officer will give the feedback to the client. For inquiries and follow ups, client may

contact telephone number (042) 332 1177- HRMO

ARTA: complaints@arta.gov.ph;

CCB: 09088816565 (SMS)

1-ARTA (2762) PCC: 6666

Contact Information of CCB, PCC,

ARTA

GOVERNMENT SERVICE:

Animal Health Services (Veterinary Mission and Rabies Vaccination)

SERVICE INFORMATION: The program includes vaccination, deworming, treatment and vitamin supplementation of animals. It is also aimed at conducting disease monitoring and surveillance as well as establish the epidemiology of emerging and re-emerging animal diseases in the province.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total	Total Fees
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	to be Paid
Letter of Intent (e- letter/hard copy)		1. Submit letter request which indicates the following, to wit: • target number of animals; • type of Animal Health Service you want to avail; and • proposed schedule and venue of the		5 minutes	
		activity 1. Receive the approved		1 day (if to	
Approved letter request		letter thru email/hard copy.		travel to area)/ 5 minutes (thru internet)	
Animals		 Submit the animals for inspection and evaluation; Assist in restraining of animals during the 		15 minutes	
		inspection and evaluation, and actual activity.			
Payment	Provincial Ordinance No. 618 known as the Revised Revenue Code of the Province of Cotabato of 2018	1. Pay the corresponding fee which depends on the type of veterinary medicine given to the animal.	Provincial Ordinance No. 618 known as the Revised Revenue Code of the Province of Cotabato of 2018		
Signature		Affix the signature in the veterinary health services form.		5 minutes	

GOVERNMENT SERVICE: Office of the Provincial Veterinarian

SERVICE INFORMATION: Operation Askal

Operation Askal was created pursuant to Executive Order No. 3, Series of 2006. It is a six-man team tasked to conduct catching, impounding of stray dogs and elimination of unclaimed dogs. The dog owners were given five days to claim their dogs and they were obliged to pay a fine of two hundred fifty pesos per dog for the first offense as per Provincial Ordinance No. 618 known as the "Ordinance Adopting the Revised Revenue Code of the Province of Cotabato of 2018".

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total	Total Fees
Requirement	Legal Basis Client Steps/Procedures as indicated in the Citizen's Charter		Legal Basis	Processing Time	to be Paid
Letter of Intent (e- letter/hard copy)		Submit letter request from MLGU which indicates the proposed schedule.		5 minutes	
Approved letter request		Receive the approved letter thru email/hard copy.		1 day (if to travel to area)/5 minutes (thru internet)	
Area		1. The MLGU must coordinate with the different BLGU and PNP to prepare and secure the target area.		1 day	
Payment/Claiming of Captured Dogs	Provincial Ordinance No. 618 known as the Revised Revenue Code of the Province of Cotabato of 2018 and Executive Order No. 3, s. 2006.	1. Pay the corresponding fee which depends on the number of captured dogs per owner. 2. Pet owners must claim their dogs within 5 days only. Unclaimed dogs will be subjected for euthanasia.	Provincial Ordinance No. 618 known as the Revised Revenue Code of the Province of Cotabato of 2018 and Executive Order No. 3, s. 2006.	5 minutes	

GOVERNMENT SERVICE: Office of the Provincial Veterinarian

SERVICE INFORMATION: Barangay Animal Health Providers Training

The Barangay Animal Health Providers (BAHP) are the additional workforce of the office in the barangays. Each barangay has a trained BAHP and is given a monthly honorarium of P 500.00. These BAHPS were tasked to assist in the conduct of animal health services, monitoring of animal dispersal projects and conduct survey of the animal population in their respective barangays.

SERVICE INFORMATION							
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDU	JRES	Total	Total Fees to be Paid		
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time			
Letter of Intent (e- letter/hard copy)		1. Submit letter request which indicates the name, address, and commodity to avail. The applicant will be validated.		5 minutes			
Orientation and Seminar/Memorandum of Agreement		 The beneficiaries will undergo Orientation and Seminar on Livestock Production and Management. The beneficiaries will affix signature on the MOA and will be interviewed by the facilitators. 		1 day			
Receiving of Animals		The beneficiaries will receive the animal and will be documented by the		5 minutes			

facilitators.

GOVERNMENT SERVICE: Office of the Provincial Veterinarian

SERVICE INFORMATION: Artificial Insemination in Swine and Large Animals

Artificial insemination (AI) is a powerful tool for genetic improvement and production gains. It can produce more offspring, superior ones compared to natural service. All is currently the most used method in terms of genetic improvement, thus the provincial government thru the OPVET embarked on this technology over the years and is continually supporting it.

SERVICE INFORMATION								
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDU	JRES	Total	Total Fees			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	to be Paid			
Message A.I. Technician		 Send request for artificial insemination (large animal/ swine) services via text messaging; Provide the details of the status of the animal. 		5 minutes				
Animals		1. Submit the animal for inspection/ evaluation and assist in restraining the animal.		15 minutes				
Payment	Provincial Ordinance No. 618 known as the Revised Revenue Code of the Province of Cotabato of 2018	1. Pay Php 50.00 per head either Swine, Cattle, or Carabao.	Provincial Ordinance No. 618 known as the Revised Revenue Code of the Province of Cotabato of 2018	5 minutes				
Signature		Affix signature in the veterinary health services form.		5 minutes				

GOVERNMENT SERVICE: Office of the Provincial Veterinarian

SERVICE INFORMATION: Provincial Animal Health Clinic (Livestock and Poultry)

The clinic is housed at OPVET, Amas, Kidapawan City. It is established to cater those walk-in animal raisers who would seek consultation services and surgical procedures as well as collect field laboratory samples for routine disease surveillance. It also undertakes other services such as vaccination, deworming, vitamin supplementation and treatment of the animals of our walk-in clients.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total	Total Fees
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	to be Paid
History Taking		1. Report the health status of the animal, and all necessary information asked by the veterinarian.		10 minutes	
Payment	Provincial Ordinance No. 618 known as the Revised Revenue Code of the Province of Cotabato of 2018	1. Pay the corresponding fee which depends on the type of veterinary medicine given to the animal.	Provincial Ordinance No. 618 known as the Revised Revenue Code of the Province of Cotabato of 2018	5 minutes	
Release of Veterinary Drugs/Biologics		1. Show the Official Receipt to receive the veterinary drugs/biologics.		Depends on the severity of the disease	
Signature		Affix signature in the veterinary health services form.		5 minutes	

GOVERNMENT SERVICE: Office of the Provincial Veterinarian

SERVICE INFORMATION: Veterinary Quarantine Services (Checkpoint)

Each Veterinary Quarantine Services Center (VQSC) is being manned by Veterinary Quarantine Aides (VQAs) who do the inspection of pertinent travel documents of onboard animals, animal products and its byproducts, disinfect vehicles carrying animals, monitor the movement of animals as well as apprehend animals and or confiscate animal by-products unlawfully shipped or transported in and out of the province.

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total	Total
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	Fees to be Paid
Documents	Provincial Ordinance No. 558	Submit the necessary documents to the Veterinary Quarantine Aides for shipment.	Provincial Ordinance	5 minutes	
Animals and VCAs	series of 2015, also known as Veterinary Quarantine Ordinance of Cotabato Province	 Submit the vehicles carrying animals (VCAs) for the actual head counting of the animals onboard. The VCAs will be subjected to disinfection, with or without animals onboard. 	No. 558 series of 2015, also known as Veterinary Quarantine Ordinance of Cotabato Province	20 minutes	
Release of Veterinary Drugs/Biologics		Show the Official Receipt to receive the veterinary drugs/biologics.		Depends on the severity of the disease	
GOVERNMENT SERVICE :	Issuance o	of Veterinary Health Cer	tificate		
Documents	Provincial Ordinance No. 558 series of 2015, also known as Veterinary Quarantine Ordinance of	1. Submit the required documents for the issuance of Veterinary Health Certificate, viz: • Veterinary Health Certificate/ Animal Inspection Report from the Municipal Agriculture Office • Laboratory Test Result (Swine, Duck) • ASF Free Certificate (Swine)	-		
	Cotabato Province	ASF Free Certificate (Swine)Credentials (Large			

Veterinary Health Certificate		 Police Clearance (Large Animals) 			
Payment	Provincial Ordinance No. 618 known as the Revised Revenue Code of the Province of Cotabato of 2018	1. Pay the corresponding veterinary fee depending on the commodity to be shipped.	Provincial Ordinance No. 618 known as the Revised Revenue Code of the Province of Cotabato of 2018	5 minutes	
Signature		1. Affix signature in the logbook.		5 minutes	

GOVERNMENT SERVICE: Office of the Provincial Assessor

SERVICE INFORMATION: Real Property Appraisal and Assessment

LIST OF REQUIREMENTS LIST OF STEPS AND PROCEDURES Total Total							
·		Client	Legal Basis	Processing Time	Fees to		
Requirement	Legal Dasis	Steps/Procedures as indicated in the Citizen's Charter	Legal Dasis		be Paid		
a.) New: Original & photocopy of Title; Free Patent, Homestead Patent, Miscellaneous Sales, Certificate of Stewardship & Certificate of Land Ownership Award	 R.A 7160, Title II - Real Property Taxation, Section (a) to (e) - Real Property shall be appraised at its current and fair market value; Chapter V, Section 1 of Manual on Real Property Appraisal and Assessment Operations 	1. Hand over Field Appraisal and Assessment Sheets (FAAS), Notice of Cancellation of Assessment (NC) prepared by Municipal Assessors		 Party-Waiting 5 minutes, Municipal Accomplishmen t - 15 minutes 			
b.) Revised Transfer - Untitled Property: Deed of Absolute Sale/Deed of Donation,DENR documents - Transfer of Property: Clearance of payment of real property taxes from PTO/MTO, Certificate, authorizing registration from BIR (previous owner), Transfer Tax Payment (original receipt) & Sworn Statement of true & current market value of real property		2. Wait and respond to inquiries by the personnel in the Assessment Records Management Division		 Party-Waiting 5 minutes, Municipal Accomplishmen t - 5 days 			

c) Physical Change - Reference from previous records, Certification from Barangay Chairman d.) Notice of Cancellation (NC)		3. Wait and respond to inquiries by the Examiner when called-up		●Party- Waiting - 5 minutes, ●Municipal Accomplish ment - 15 minutes 15 minutes	
of Assessment	2.1 Wait and respond to inquiries by the personnel in the Assessment Records Management Division		 Party-Waiting 5 minutes, Municipal Accomplishmen t - 5 days 		2.1 Wait and respond to inquiries by the personnel in the Assessment Records Management Division
	2.1 Wait and respond to inquiries by the Examiner when called-up		 Party-Waiting 15 minutes, Municipal Accomplishmen t - 5 days 		2.1 Wait and respond to inquiries by the Examiner when called- up
	4. Submit FAAS/NC to Taxmapping Division		Party-Waiting5 minutes,MunicipalAccomplishment - 5 days		4. Submit FAAS/NC to Taxmapping Division
	5. Submit FAAS/TD/NC to the Assistant Provincial Assessor for final review		 Party-Waiting 5 minutes, Municipal Accomplishmen t - 5 days 		5. Submit FAAS/TD/NC to the Assistant Provincial Assessor for final review
	6. Submit FAAS/TD/NC to the Provincial Assessor /Assistant Provincial Assessor for approval		 Party-Waiting 5 minutes, Municipal Accomplishmen t - 5 days 		6. Submit FAAS/TD/NC to the Provincial Assessor /Assistant Provincial Assessor for approval

	7. Return approved FAAS/NC & TD to the Incharge for numbering		5 minutes		7. Return approved FAAS/NC & TD to the Incharge for numbering
	8. Receives owner's copy of Tax Declaration		5 minutes		8. Receives owner's copy of Tax Declaration
a.) New: Original & photocopy of Title; Free Patent, Homestead Patent, Miscellaneous Sales, Certificate of Stewardship & Certificate of Land Ownership Award	● R.A 7160, Title II - Real Property Taxation, Section (a) to (e) - Real Property shall be appraised at its current and fair market value; ● Chapter V, Section 1 of Manual on Real Property Appraisal and Assessment Operations	1. Hand over Field Appraisal and Assessment Sheets (FAAS), Notice of Cancellation of Assessment (NC) prepared by Municipal Assessors		 Party- Waiting - 5 minutes, Municipal Accomplish ment - 15 minutes 	

GOVERNMENT SERVICE: Office of the Provincial Assessor

SERVICE INFORMATION: ISSUANCE OF CERTIFICATIONS (Total Landholding & Non-Landholding)

LIST OF REQUIREMENTS		LIST OF STEPS AND PROC		Total	Total Fees to
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	be Paid
Letter Request/Request Form		Hands in Letter Request or fills up Request Form to the Inchagre			
	Ordinance NO. 618, Revised Revenue Code of the Province of Cotabato Chapter III. Provincial Impositions, Article X - Section 159. Provincial Assessor's Fees and Charges	2. Pays to the Provincial Treasurer's Office and submits the receipt to the Incharge			Certified true copy of Tax Declaration - P70,00.00 Certification of No Landholding - P70,00.00 > current year (per Page) - P70,00.00 > previous year (per Page) - P100,00.00 Research Fee (retrieval of assessment records) > Current - P70.00. > previous P100.00 Other Certifications - P70.00

3. Submit Official Receipt to personnel in the Records Division	10 minutes	
4. Submit Certification to the Assistant Provincial Assessor for final review	5 minutes	
5. Submit Certification to the Provincial Assessor/Assistant Provincial Assessor for approval	5 minutes	
6. Return approved Certification to Records Division	5 minutes	
7. Receive the approved Certification	5 minutes	

GOVERNMENT SERVICE: Office of the Provincial Assessor

SERVICE INFORMATION: ANNOTATION OF REAL ESTATE MORTGAGES, BAILBOND, LIENS AND ENCUMBRANCES

LIST OF REQUIREMENTS		LIST OF STEPS AND PRO	CEDURES	Total	Total Fees to
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	- Processing Time	be Paid
Documents/Contract on Mortgage, Bail	Ordinance NO.	1. Fill up Request Form		5 minutes	
bond, Liens & Encumbrances, (Tax Declaration (current), Tax Clearance	Revenue Code of the Province of Cotabato Chapter III. Provincial Impositions, Article X - Section 159. Provincial Assessor's Fees and Charges	2. Pays to the Provincial Treasurer's Office and submits the receipt to the In charge			●P10,000.00 & below - P300.00 ●Above P10,000.00 - P100,00.00 - P500.00
					●Above P100,00.00 to P500,000.00 - P1,000.00 ● Above P500,00.00 to P1Million -
					P2,000.00 P1 Million and above - P3,000.00
		3. Submit Official Receipt to personnel responsible in the Records Division		1 hour	True copy of TD (current) - P70.000 Total Landholding- P70.000
		4. Present mortgage/bail bond documents to responsible personnel			
				15 minutes	

5. Submit mortgage/bail bond documents to the Assistant Provincial Assessor for final review and initialing of annotation for approval	10 minutes
6. Submit mortgage/bail bond documents to the Provincial Assessor for approval of annotation	10 minutes
7. Return annotated mortgage/bail bond documents to responsible personnel for recording and releasing	5 minutes
8. Receive annotated mortgage/bail bond documents	5 minutes

GOVERNMENT SERVICE: Office of the Provincial Assessor

SERVICE INFORMATION: EXTRACTION OF TAX MAPS

LIST OF REQUIREMENTS		LIST OF STEPS AND PRO	CEDURES	Total	Total Fees to
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Time	be Paid
Letter Request/Request Form	Ordinance N0. 618, Revised Revenue Code of	1. Hand in Letter Request or fill up Request Form		5 minutes	
	the Province of Cotabato Chapter III. Provincial Impositions, Article X - Section 159. Provincial Assessor's Fees	2. Pays to the Provincial Treasurer's Office and submits the receipt to the In charge for extraction of requested maps		2 days	●Barangay Map - P300.00 ●Municipal Map - P400.00 ●Provincial Map - P600.00
	and Charges	3. Receive the requested map responsible in the Records Division		5 minutes	

GOVERNMENT SERVICE: Office of the Provincial Assessor

SERVICE INFORMATION: ISSUANCE OF CERTIFICATION ON EXACT LOCATION

LIST OF REQUIREME	ENTS	LIST OF STEPS AND PROCE	DURES	Total	Total Fees to be Paid		
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	- Processing Time			
Letter Request/Request	Ordinance NO. 618, Revised	1. Hand in Letter Request or fill up Request Form		5 minutes			
Form	Revenue Code of the Province of Cotabato Chapter III. Provincial Impositions,	2. Pays to the Provincial Treasurer's Office and submits the receipt to the in-charge for extraction of requested maps		20 minutes	Certification Fee - P70.00		
	Article X - Section 159. Provincial Assessor's Fees and Charges	3. Receive the Certification		5 minutes			

GOVERNMENT SERVICE: Office of the Provincial Assessor

SERVICE INFORMATION: ISSUANCE OF CERTIFICATION ON ASSESSMENT HISTORY

LIST OF REQUIREMENTS		LIST OF STEPS AND PRO	OCEDURES	Total Processing	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Time	be raid
Letter Request/Request Form	Ordinance NO. 618, Revised Revenue Code of	1. Hand in Letter Request or fill up Request Form		5 minutes	
	the Province of Cotabato Chapter III.	2. Pays to the Provincial Treasurer's Office		20 minutes	Certification Fee - P70.00
	Provincial Impositions,	3. Receive the Certification		5 minutes	
	Article X - Section 159. Provincial Assessor's Fees	4. Submit Certification to the Assistant Provincial Assessor for final review		5 minutes	
	and Charges	5. Submit Certification to the Provincial Assessor for approval		5 minutes	
		6. Return approved Certification to Records Division		5 minutes	
		7. Receive the approved Certification		5 minutes	

GOVERNMENT SERVICE: Office of the Provincial Assessor

SERVICE INFORMATION: ISSUANCE OF CERTIFICATION ON ASSESSMENT HISTORY

LIST OF REQUIREMENTS		LIST OF STEPS AND PRO	CEDURES	Total	Total Fees to
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Processing Time	be Paid
●Letter Request/ Request Form,	Ordinance NO. 618, Revised Revenue Code of	1. Hand in Letter Request or fill up Request Form		5 minutes	
Data such as:Name of PropertyOwner, Location of	the Province of Cotabato Chapter III.	2. Pays to the Provincial Treasurer's Office		5 minutes	Certification Fee - P70.00
Property, Title Number, Lot Number	Provincial Impositions, Article X - Section 159. Provincial Assessor's Fees	3. Submit Official Receipt to personnel in the Records Division for research of data in computer and hardbound files		5 days	
	and Charges	4. Submit Certification to the Assistant Provincial Assessor for final review		5 minutes	
		5. Submit Certification to the Provincial Assessor for approval		5 minutes	
		6. Return approved Certification to Records Division		5 minutes	
		7. Receive the approved Certification		5 minutes	

GOVERNMENT SERVICE: Office of the Provincial Assessor

SERVICE INFORMATION: APPRAISAL FOR JUST COMPENSATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total	Total Fees to
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	- Processing Time	be Paid
●Letter Request/ Request Form,	Ordinance NO. 618, Revised Revenue Code of	1. Hand in Letter Request or fill up Request Form		5 minutes	
 Data such as: Name of Property Owner, Location of Property, Title Number, Lot Number, SB 	the Province of Cotabato Chapter III. Provincial Impositions, Article X -	2. Payment of Appraisal Pay to the Representative of the Provincial Treasurer		5 minutes	Route Distance from Station to Area: •less than 50 kilometers - P1,500.00
Resolution, Owner's Offer to Sell, Offer to Buy	Section 159. Provincial Assessor's Fees and Charges	3. Conduct of ocular inspection and appraisal of subject property & crafting/finalization of Resolution		within 15 days after receipt of request	,
		4. Requesting Party or representative of the receives copy of resolution		5 minutes	
		5. Submit Certification to the Provincial Assessor for approval		5 minutes	

GOVERNMENT SERVICE: Office of the Provincial Cooperative Development

SERVICE INFORMATION: AVAILMENT OF SERBISYONG TOTOO ENTREPRENEURIAL PROGRAM (STEP)

LI	LIST OF REQUIREMENTS		LIST OF STEPS AND PRO	CEDURES	Total	Total Fees		
R	equirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	- Processing Time	to be Paid		
1.	Letter Request of the requesting party	Provincial Ordinance No. 546 Executive Order	1. Submit letter of intent to avail the program	Provincial Ordinance No. 546. Executive	72 hours and 45 minutes	None		
2.	2 copies of photocopied valid ID	No 13 Series of 214	2. Attend the orientation Program and accomplish the necessary documents	Order No 13 Series of 214				
3.	1 piece 1x1 or 2x2 ID picture		3. Submit duly accomplished documents 4. Receives proceeds of loan and return on the scheduled payment					
			TOTAL		7 hours and 45 Minutes			

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

- (1) NAME OF DEPARTMENT/AGENCY/LGU: OFFICE OF THE PROVINCIAL PLANNING AND DEV'T. COORDINATOR
- (2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA: [] Yes [] No
- (3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies if Effectively Repeals/Amends
Provision of Integrated Provincial Annual Report/Ecological Profile/Provincial Development Physical Framework Plan			Provincial Ordinance No. 618 - Revised Revenue Code of Cotabato Province of 2018- Section 12: Charges of Provincial Documents	January 1, 2019	

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: OFFICE OF THE PROVINCIAL LEGAL OFFICER

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA: [] Yes [] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS									
	LEGAL BASIS		OFFICE/AGENCY						
GOVERNMENT SERVICE	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies if Effectively Repeals/Amends				
Rendition of review and opinion on contracts, programs, Executive Orders and all other undertakings of the Provincial Government of Cotabato	Republic Act No. 7160 otherwise known as the "Local Government Code of 1991"	A. Section 481(b)(1) "The legal officer, as the chief legal counsel of the local government unit, shall take charge of the office for legal services and shall: (1)Formulate measures for the consideration of the sanggunian and provide legal assistance and support to the governor in carrying out the delivery of basic services and provisions of adequate facilities as provided for under Section 17 of this Code."	N/A	January 1, 1992	N/A				

	B. Section 481(b)(3) "Render his opinion in writing on any question of law when requested to do so by the governor, mayor, or sanggunian."		
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Republic of the Philippines Region XII PROVINCE OF COTABATO OFFICE OF THE GOVERNOR

Amas, Kidapawan City

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefore

- I, NANCY A. CATAMCO, Filipino, of legal age, GOVERNOR, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:
 - 1) The Provincial Government of Cotabato including its Seventeen (17) Provincial Offices has established its service standards known as the Citizen's Charter that enumerated the following:
 - a. Vision and Mission of the agency
 - b. Frontline Services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure for filing complaints
 - 2) The Citizen's Charter is posted as information billboards in all the service offices of Provincial Government of Cotabato that deliver frontline services.
 - 3) The Citizen's Charter is positioned 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 in either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
 - 5) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
 - There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of the foregoing based on the available records and information that can be verified.

In WITNESS HEREOF, I have hereunto set my hand this 29th day of March 2022 in Amas, Kidapawan City, Cotabato Province.

NANCY A. CATAMCO

"Masaganang Cotabato, Dumaki!"