



PROVINCIAL GOVERNMENT OF SOUTH COTABATO

CITIZEN'S CHARTER 2021 Edition



I. Mandate

The Provincial Government of South Cotabato is responsible in the delivery of social services like education, health and social development; economic functions like agriculture and roads; and provincial governance and administration which include legislative, provincial treasury, local government and human settlement.

II. Vision

A Caring, Resilient, functionally Integrated and Equitably Growing Settlement Highly Responsive to the Socio-Economic and Environmental Concerns of Every Self-reliant South Cotabateño.

III. Mission

Promote participatory, transparent and accountable governance in building livable and safe human settlements and in transforming the province into a premier agro-industrial and tourism hub in the region.

IV. Service Pledge

We commit to:

- Support and encourage growth in component LGUs like a caring mother to its children;
- Be with people, economies and communities that are resilient to economic, socio-cultural, and disaster hazards;
- Reduce disparity of socio-economic growth as supported by infrastructure that physically and functionally integrates its urban and rural communities;
- Ensure reliable and prompt access of the people to public goods and services while respecting the distinctiveness and sensitivity of its natural environment;
- Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government;
- Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption.



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Provincial Accountant's Office

External Services



1. CERTIFICATION AND PRINTING OF SCANNED FINANCIAL TRANSACTIONS

Certified scanned copies of original documents are given to clients for any claims and/or any legal purposes

Office or Division:	Provincial Accountant's Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 original)		Provincial Accountant's Office-Admin Section		
2. Official Receipt (1 original)		Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Filled-up Request Form	1.1 Receive filled-up request form	None	10 minutes	Administrative Officer Admin Support Section
	1.2 Assess if the requested documents is with PACCO or PTO	None	10 minutes	Administrative Officer Admin Support Section
	1.3 Forward request form to Provincial Accountant for approval	None	30 minutes	Secretary to Provincial Accountant
	1.3 If approved, locate documents requested If not approved, forward clients to concerned offices	None	2 days	Administrative Officer/Data Encoder Admin Support Section
	1.4 For approved requests, compute corresponding fees based on the number of documents requested	None	10 minutes	Administrative Officer Admin Support Section
2. Pay necessary fees to PTO	2.1 Present computation for fees	P100.00 + P30.00=P130.00(Secretary's Fee + Documentary Stamp) Note: P5.00 per succeeding pages	1 day	Cashier Provincial Treasurer's Office
3. Present Official Receipt to PACCO	Print and certify scanned financial documents	None	20 minutes	Administrative Officer Admin Support Section
TOTAL		P100.00 + P30.00=P130.	3days,1hr, 25mins.	



	00(Secretary's Fee + Documentary Stamp)		
	Note: P5.00 per succeeding pages		

2. ISSUANCE OF PACCO CLEARANCE

PACCO Clearance is issued to employees who are on retirement, resignation, maternity leave, sick leave, study leave or travel abroad (official or personal)

Office or Division:	Provincial Accountant's Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the Provincial Government of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PACCO Clearance Form (4 original)		Provincial Accountant's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for copies of PACCO Clearance Form	1. Provide copies of PACCO Clearance Form	None	5 minutes	Administrative Officer Admin Support Section Head
2. Submit to PACCO copies of the Clearance Form duly signed by servicing banks	2.1 Receive copies of PACCO Clearance Form	None	5 minutes	Administrative Officer Admin Support Section
	2.2. Check for receivables/payables and unliquidated cash advances	None	20 minutes	Administrative Officers/ Administrative Assistants/ Administrative Aides/ Admin. Clerks Pre-Audit Division
	2.3 Check for receivables/payables and/or disallowances	None	2 days	Accountant III Accountant IV Administrative Officers Administrative Assistants Admin. Aides Accounting Clerk Accounting Division



3. Return to the PACCO for the computation of fees for payment (if necessary)	3. Provide Computation of fees for payment (if necessary)	Refer to the Table of Computation of PACCO	1 day	Administrative Officer Admin Support Section
4. Pay the fees at the Provincial Treasurer's Office based on the computation of fees for payment issued by the PACCO (if necessary)	4. Accept the payment based on the computation of fees issued by the PACCO (if necessary)	Refer to the Table of Computation of PACCO	1 day	Cashier Provincial Treasurer's Office
5. Submit the Official Receipt to the PACCO (if necessary)	5.1. Receive and Check the Official Receipt (if necessary)	None	30 minutes	Administrative Officer Administrative Support Section
6. Return to the PACCO for the approval and release of the Clearance	6.1. Process and approve the Clearance 6.2. Release the Clearance to the concerned employee	None	30 minutes	Provincial Accountant Administrative Officer Administrative Support Section
TOTAL		Refer to the Table of Computation of PACCO (if necessary)	4 days, 1 hr, 30 mins	

3. PROCESSING OF PAYROLLS

Payroll of Employees are checked for completeness of supporting documents and proper account charging.

Office or Division:	Provincial Accountant's Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices of the Provincial Government of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Checklist for processing of claims (1 original copy)		PGSC, Data Center		
2. Obligation Request and Disbursement Voucher with complete supporting documents (1 original copy)		PGSC, Concerned Offices' Financial Management System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit payroll to the Pre-Audit Division	1.1 Receive payroll	None	10 minutes	Data Encoder/Storekeeper Receiving Section
	1.2 Forward payroll to Pre-audit personnel	None	15 minutes	Data Encoder/Storekeeper Receiving Section
	1.3 Pre-audit payroll	None	7 days	Administrative Officer/ Administrative Assistant/ Admin. Aide/ Audit Clerk Pre-Audit Division
	1.4 Review pre-audited payroll	None	10 minutes	Supervising Administrative Officer Pre-Audit Division
	1.5 Forward pre-audited payroll to the Accounting Division	None	15 minutes	Receiving Section to Accounting Division
	1.6 Fund Control and classification of payroll	None	1 day	Accountant III Administrative Officers Admin. Assistants Admin. Aides Accounting Clerk Accounting Division
	1.7 Review of controlled payroll	None	1 day	Accountant IV Accounting Division
	1.8 Approval of payroll	None	1 hour	Provincial Accountant
	1.9 Release of approved payroll to the Provincial Treasurer's Office	None	1 hour	Releasing Section Accounting Division
TOTAL		None	9 days, 2 hrs. 50 mins	

4. PROCESSING OF VOUCHERS

Financial Claims are checked for completeness of supporting documents and proper account charging.

Office or Division:	Provincial Accountant's Office
Classification:	Complex
Type of Transaction:	G2B – Government to Business Entity G2C – Government to Citizen G2G – Government to Government
Who may avail:	All Offices of the Provincial Government of South Cotabato, Suppliers/Contractors, Clients
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Checklist for processing of claims (1 original copy)	PGSC, Data Center



2. Obligation Request and Disbursement Voucher with complete supporting documents (1, original copy)		PGSC Concerned Offices' Financial Management System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward vouchers to the Pre-Audit Division	1.1 Receive vouchers	None	10 minutes	Data Encoder/Storekeeper Receiving Section
	1.2 Forward vouchers to the Pre-audit personnel	None	15 minutes	Data Encoder/Storekeeper Receiving Section
	1.3 Pre-audit vouchers	None	3 days	Administrative officers/ Admin. Assistants/ Admin. Aides Audit Clerk Pre-Audit Division
	1.4 Review pre-audited vouchers	None	10 minutes	Supervising Administrative Officer Pre-Audit Division
	1.5 Forward pre-audited vouchers to the Accounting Division	None	15 minutes	Receiving Section to Accounting Division
	1.6 Fund Control and classification of vouchers	None	1 day	Accountant III Administrative Officers Admin. Assistants Admin. Aides Accounting Clerk Accounting Division
	1.7 Review of controlled vouchers	None	1 day	Accountant IV Accounting Division
	1.8 Approval of vouchers	None	1 hour	Provincial Accountant
	1.9 Release of approved vouchers to the Provincial Treasurer's Office	None	1 hour	Secretary/Utility Workers Releasing Section
TOTAL		None	5days,2hrs 50mins.	



Provincial Administrator's Office

External Services



1.PROCESSING OF NON- FINANCIAL DOCUMENTS FOR APPROPRIATE ACTION

Documents/letter requests and other pertinent papers for signature/information/appropriate action addressed to the Provincial Governor and Provincial Administrator are duly received and processed.

Office or Division:	Provincial Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	Students, Teachers, Private and Government Employees, Public Officials, Businessmen, Stakeholders, Residents and Non-residents of the Province of South Cotabato, People from all walks of life			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents, letter requests and other pertinent papers (1 original copy)		Client/Requisitioner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letters/request/document for action	1. Receive and record the document for action or referral of the Provincial Administrator.	None	10 minutes	Admin. Staff Admin. Support Services
	2.1.Review and acted or initial signature (Cause release, distribution or circulation of the document presented). 2.2.Recommend or refer to the Office of the Provincial Governor for further action.	None	20 minutes	Provincial Administrator Provincial Administrator's Office
	3.Release the document to Records Section/Forward document to Office of the Provincial Governor	None	10 minutes	Admin. Staff Admin. Support Services
TOTAL		None	40 minutes	



2. PROCESSING OF FINANCIAL DOCUMENTS FOR SIGNATURE/INITIAL

All financial documents/claims are received from clients and duly processed.

Office or Division:		Provincial Administrator's Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity		
Who may avail:		Students, Teachers, Private and Government Employees, Public Officials, Businessmen, Stakeholders, Residents and Non-residents of the Province of South Cotabato, People from all walks of life		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Financial Documents (Payrolls, Vouchers- 1 set -original copy)		Client/Requisitioner/Concerned Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit financial documents in the tracking system	1.1.Receive the financial documents in the tracking system	None	10 minutes	Admin. Staff Admin. Support Services
	1.2. Review and Evaluation of Financial documents 2.2Affixes her full signature and causes release of the financial document	None	20 minutes	Provincial Administrator Provincial Administrator's Office
	3.Release of document to concerned office/Forward document to Office of the Provincial Governor for further action.	None	10 minutes	Admin. Staff Admin. Support Services
TOTAL		None	40 minutes	



Provincial Agriculture Office

External Services



1. AVAILMENT OF BIOCONTROL AGENTS (TRICHODERMA, METARRHIZIUM & TRICHOGRAMMA)

Biocontrol agents play a vital role in controlling plant pests. It helps in maintaining and balancing plant species along with their natural enemies. This government service is being availed by walk-in farmer buyers or MLGUs/BLGUs based on the Provincial Revenue Ordinance.

Office or Division:	Provincial Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All Farmers/LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Withdrawal Slip (1 original copy) 2.Official Receipt (1 original copy)		Provincial Agriculture Office Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Withdrawal slip	1. Issue withdrawal slip with corresponding computation of fees to be paid to the Provincial Treasurer's Office	None	10 minutes	Laboratory-in-Charge Research Section
2. Pay at the Provincial Treasurer's Office showing the withdrawal slip	2.1. Receive payment 2.2.Issue Official Receipt	1.Metarrhizium Php15.00/pack 2.Trichoderma-Php15.00/pack 3.Trichogramma-Php3.00/card	30 minutes	Cashier Provincial Treasurer's Office
3. Present the Official Receipt	3.1. Accept the Official Receipt 3.2.Release of stocks	None	30 minutes	Laboratory-in-Charge Research Section
TOTAL		1.Metarrhizium Php15.00/pack 2.Trichoderma-Php15.00/pack 3.Trichogramma-Php3.00/card	1hr,10mins.	



2. AVAILMENT OF ORGANIC INPUTS (VERMICASTS, AFRICAN NIGHT CRAWLER, CONCOCTIONS AND EXTRACTS)

Organic inputs are derived from the processing of plant and animal products that the farmer brings to his crop in order for it to express its production potential. The main role of organic inputs is to be used either as fertilizer for crops or for soil amendments.

Office or Division:	Provincial Agriculture's Office-Agricultural Research & Support Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Withdrawal Slip (1 original copy) 2.Official Receipt (1 original copy)		Provincial Agriculture Office Provincial Treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire/verify the availability of stocks	1.Issue withdrawal slip for payment to the Provincial Treasurer's Office	None	15 minutes	Agriculturist I Research Section
2. Pay at the Provincial Treasurer's Office showing the withdrawal slip	2.1. Receive payment 2.2.Issue Official Receipt	1.Fermented Fruit Juice (FFJ)- Php95.00/L 2.Fermented Plant Juice (FPJ)- Php65.00/L 3.Fish Amino Acid (FAA)-Php120.00/L 4.Oriental Herbal Nutrient (OHN)- Php80.00/L 5.Vermicast- Php4.00/kg 6.African Night Crawler – Php350.00/kg	30 minutes	Cashier Provincial Treasurer's Office
3.Present Official Receipt for the release of stocks.	3.1. Accept the Official Receipt 3.2.Release of stocks	None	30 minutes	Agriculturist 1 Agricultural Research Division
TOTAL		1.Fermented Fruit Juice (FFJ)- Php95.00/L 2.Fermented Plant Juice (FPJ)- Php65.00/L 3.Fish Amino Acid (FAA)-Php120.00/L	1hour,15mins.	



	4.Oriental Herbal Nutrient (OHN)- Php80.00/L 5.Vermicast- Php4.00/kg 6.African Night Crawler – Php350.00/kg		
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3. AVAILMENT OF PESTICIDES/CHEMICALS

Pesticides are chemical substances that are meant to kill pests. They most commonly used by farmers to kill insects, weeds, rodents, fungi, mold and mildew.

Office or Division:	Provincial Agriculture's Office-Field Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Rice, Corn & High Value Crop Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Report of Infestation (1 original copy) 2.Withdrawal Slip (1 original copy)		Municipal Agriculturist Provincial Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Report of Infection	1.1Accept the Report of Infection 1.2.Schedule visitation/validation	None	5 minutes	Senior Agriculturist Field Operations Division
2.Wait for the request to be processed	2.1. Conduct field inspection and validation 2.2.Prepare Validation Result 2.3.Inform farmer of the Validation Result 2.4.Prepare withdrawal Slip	None	2 days	Senior Agriculturist Field Operations Division
3.Secure withdrawal slip	3.1.Provide withdrawal slip	None	5 minutes	Senior Agriculturist
4.Wait for the release of available pesticides	4. Release of required pesticides	None	20 minutes	Field Operations Division
TOTAL		None	2 days,30 mins.	



4. AVAILMENT OF PESTICIDE RESIDUE ANALYSIS

Pesticide Residue analysis is a specialized field of analytical chemistry, where the role of the liquid chromatography-mass spectrometry (LCMS) is of great importance. It determines not only the present compounds, but also their metabolites and degradation products.

Office or Division:	Provincial Agriculture's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Vegetable Farmers, Vendors & Buyers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vegetable Samples (actual vegetable sample) 2. Requisition Slip (1 original copy) 3. Official Receipt (1 original copy)		1. Vegetable Farmers, Vendors, Buyers 2. Provincial Agriculture Office 3. Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit vegetable samples	1.1 Receive samples 1.2. Issue Requisition Slip with corresponding amount of fee/s to be paid to the Provincial Treasurer's Office	None	15 minutes	Lab Aide Agri-Research & Laboratory Section
2. Pay to the Provincial Treasurer's Office showing the Requisition Slip	2.1. Receive payment 2.2. Issue Official Receipt	Php10.00 /sample	15 minutes	Cashier Provincial Treasurer's Office
3. Present the Official Receipt and wait for the request to be processed	3.1. Conducts Pesticide Residue Analysis 3.2. Prepare Pesticide Residue Analysis Result 3.3. Release of Pesticide Residue Analysis Result	None	1 hour	Lab Aide Agri-Research & Laboratory Section
TOTAL		Php10.00 /sample	1hr,30 mins.	



5.AVAILMENT OF SOIL ANALYSIS

Soil analysis is a valuable tool for farmers to determine the inputs required for efficient and economic production. It also helps ensure the application of enough fertilizer to meet the requirements of the crop while taking advantage of the nutrients already present in the soil.

Office or Division:	Provincial Agriculture's Office-Agri Research and Laboratory Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Soil Samples (actual soil sample) 2.Requisition Slip (1 original copy) 3.Official Receipt (1 original copy)		1.Farmers 2.Provincial Agriculture Office 3.Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit soil samples	1.1 Receive samples 1.2. Issue Requisition Slip with corresponding amount of fee/s to be paid to the Provincial Treasurer's Office	None	5 minutes	Lab Aide, Agriculturist II Agri-Research & Laboratory Section
2. Pay to the Provincial Treasurer's Office showing the Requisition Slip	2.1.Receive payment 2.2.Issue Official Receipt	P15.00/ sample	10 minutes	Cashier Provincial Treasurer's Office
3. Present the Official Receipt and wait for the request to be processed	3.1.Conducts Soil Analysis 3.2.Prepare Soil Analysis Result 3.3.Release of Soil Analysis Result	None	1 hour	Lab Aide, Agriculturist II Agri-Research & Laboratory Section
TOTAL		P15.00/ sample	1hour,15mins.	



6. DISTRIBUTION/DISPERSAL OF TILAPIA AND OTHER FRESHWATER FISHES

Fish farming is one of the lucrative aquatic business one can indulge in. More so, Freshwater agriculture refers to raising and breeding aquatic animals for economic purposes by the use of ponds, reservoirs, lakes, rivers and inland water ways, which play an important role in the aquaculture industry.

Office or Division:	Provincial Agriculture's Office-Fishery and Aquaculture Management Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Fisherfolks/Fishfarmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Fisherfolks/Fishfarmers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1. Receive the letter request 1.2. Schedule the validation date	None	30 minutes	Agri. 2/AT Fishery and Aquatic Management Section
2. Wait for the request to be processed	2.1. Coordinate with concerned agencies (BFAR/MLGUs)	None	2 days	Agri. 2/AT Fishery and Aquatic Management Section
	2.2 Conducts site evaluation		1 day	
	2.3 Inform beneficiaries for final schedule of distribution		1 day	
3. Claim the requested fingerlings	3. Distribute/ disburse fingerlings	None	1 day	Agri. 2/AT Fishery and Aquatic Management Section
TOTAL		None	5 days, 30mins.	

7. AVAILMENT OF FARM MACHINERIES AND DRYING FACILITIES

Farm mechanization aims to increase the productivity and income of farmers and making their cost of labor lesser.

Office or Division:	Provincial Agriculture's Office-Agricultural Engineering and Infrastructure Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Cooperatives, Irrigator's Associations & People's Organizations



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter of Intent/Board Resolution stating the need and capacity to manage the project (1 original copy) 2. Certificate of Registration (1 photocopy) 3. Endorsement (1 original copy) 4. Filled up validation form (1 original copy) 5. Filled up proporma of project proposal (1 original copy) 6. List of officers and members w/ areas (1 original copy) 7. Latest Financial Statement (1 original copy) 8. Proof of Counterpart (any documents that shows funds availability- 1 photocopy) 9. Operational policy guidelines 10. Machinery shed/garage (picture) 11. Notarized deed of donation for dryers at least 500sq.m, 1,000sq.m for rice processing complex and should shoulder expenses for site preparation development (1 original copy) 12. For POs (Photocopy of accreditation) 		<ol style="list-style-type: none"> 1.Cooperatives, Irrigator's Association, People's Organizations 2.SEC/NIA/CDA/DOLE 3.Municipal & Provincial Agriculturist, MAFC 4.Provincial Agriculture Office 5.Provincial Agriculture Office 6.Cooperatives, Irrigator's Association, People's Organizations 7.Cooperatives, Irrigator's Association, People's Organizations 8.Banks 9.Cooperatives, Irrigator's Association, People's Organizations 10.Cooperatives, Irrigator's Association, People's Organizations 11.Cooperatives, Irrigator's Association, People's Organizations 12.SP or DA 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements addressed to the Provincial Governor	<ol style="list-style-type: none"> 1.1 Receive and check all the requirements 1.2. Secure indorsement from the Provincial Governor 	None	2 days	Supervising Agriculturist; Senior Agriculturist Agricultural Research and Support Services Division
	1.3. Forward the signed endorsement to DA-RFO XII for prioritization and funding	None	1 day	Supervising Agriculturist; Senior Agriculturist Agricultural Research and Support Services Division
	1.4.Notify the proponent of the status of the request depending on the procurement of the Department of Agriculture	None	1 day	Supervising Agriculturist; Senior Agriculturist Agricultural Research and Support Services Division



	1.5. Inform the proponent of the approval of the Grant to Release and Notice to Proceed	None	1 day	Supervising Agriculturist; Senior Agriculturist Agricultural Research and Support Services Division
2. Claim the approved grant	2.1. Proceed to Tupi Seed Farm. Bololmala, Tupi 2.2 Release of the Grant	None	15 minutes	Supervising Agriculturist; Senior Agriculturist Agricultural Research and Support Services Division
TOTAL		None	4 days, 25 mins	

8. AVAILMENT OF PLANTING MATERIALS AT COST

Availability of good quality seedlings or planting materials is one of the important elements of successful horticulture production. It determines potential yield and performance of crop production. Further, the rate per planting material is based on the approved Revenue Code of the Provincial Government of South Cotabato.

Office or Division:	Provincial Agriculture's Office-Agricultural Research and Support Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Walk-in Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Area to be planted must be within South Cotabato (1 photocopy-title) 2. Proof of ownership of area to be planted (1 photocopy) 3. Withdrawal Slip (1 original) 4. Official Receipt (1 original)		1. Farmer 2. Farmer 3. Provincial Agriculture Office 4. Provincial Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of planting materials	1.1. Verifies the availability of Planting Materials	None	15 minutes	In-charge Agricultural Research and Support Services Division
	1.2 Prepare and process approval in the Withdrawal Slip	None	15 minutes	Supervising Agriculturist Agricultural Research and Support Services Division



<p>2. Pay required fees at the Provincial Treasurer's Office by showing withdrawal slip</p>	<p>2.1. Received payment of required fee/s 2.2. Issue Official Receipt</p>	<p>Asexually Propagated (Per hill) Rambutan-Php25.00 Lanzones-Php25.00 Durian-Php20.00 Calamansi- Php 15.00 Cacao-Php25.00 Pomelo-Php25.00</p> <p>Sexually Propagated (per hill) Timber trees-Php5.00 Maran-Php5.00 Jackfruit-Php 5.00 Avocado-Php5.00 Coffee-Php 7.50 Calamansi-Php 10.00 Pomelo-Php 10.00 Mangosteen (with trifoliate leaves)-Php20.00 Mangosteen (without trifoliate leaves)-Php35.00</p>	<p>30 minutes</p>	<p>Supervising Agriculturist Agricultural Research and Support Services Division</p>
<p>3. Claim for the planting materials paid by showing the Official Receipt and Withdrawal Slip</p>	<p>3.1. Receive the Official Receipt and the Withdrawal slip 3.2. Prepare for the planting materials indicated in the withdrawal slip 3.3. Release the planting materials</p>	<p>None</p>	<p>20 minutes</p>	<p>Agricultural Technologist; Agriculturist 1 Demo Farm Nursery Section</p>
<p>TOTAL</p>		<p>Asexually Propagated (Per hill) Rambutan-Php25.00 Lanzones-Php25.00 Durian-Php20.00 Calamansi- Php 15.00 Cacao-Php25.00 Pomelo-Php25.00</p>	<p>1 hour, 20mins.</p>	



	Sexually Propagated (per hill) Timber trees- Php5.00 Maran-Php5.00 Jackfruit-Php 5.00 Avocado-Php5.00 Coffee-Php 7.50 Calamansi-Php 10.00 Pomelo-Php 10.00 Mangosteen (with trifoliolate leaves)- Php20.00 Mangosteen (without trifoliolate leaves)-Php35.00		
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9. AVAILMENT OF PLANTING MATERIALS UNDER PLANT NOW, PAY LATER (PNPL) SCHEME

Availability of good quality seedlings or planting materials is one of the important elements of successful horticulture production. It determines potential yield and performance of crop production.

Office or Division:	Provincial Agriculture's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Deed of Undertaking between the Governor and the Farmer (1 original copy)		1.Provincial Agriculture's Office		
2. Proof of ownership of area to be planted (1photocopy-title)		2.Farmer		
3. Any valid ID (1 original)		3.Farmer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter for the availment of PNPL addressed to the Governor for approval	1.1.Receives application letter 1.2.Indorse application letter for the approval of the Provincial Governor	None	1 day	Agriculturist II;Agriculturist 1 Crop Development Section
	1.3.Receives copy of the application letter approved by the Provincial Governor	None	10 minutes	Agriculturist II;Agriculturist 1 Crop Development Section



	1.4. Conducts site validation & report validation	None	1 day	Agriculturist II; Agriculturist 1 Crop Development Section
	1.5. Submit to the Provincial Agriculturist for approval of the validation report	None	45 minutes	Agriculturist II; Agriculturist 1 Crop Development Section
	1.6. Notify client of the approved application and submission of requirements	None	10 minutes	Agriculturist II; Agriculturist 1 Crop Development Section
2. Submit requirements	2.1. Receive requirements 2.2. Issue withdrawal slip	None	15 minutes	Agriculturist II; Agriculturist 1 Crop Development Section
3. Claim planting materials by showing the withdrawal slip	3.1. Receive withdrawal slip 3.2. Release of Planting Materials	None	1 hour	Agriculturist 1 Demo Farm and Nursery Section
TOTAL		None	2 days, 1 hr, 20 mins.	

10. AVAILMENT OF SPECIALIZED TRAINING

Specialized training in agriculture is important to give both the field workers and farmers the opportunity to gain hands-on experience and inputs to further improve their technical expertise and knowledge in promoting agriculture in our place.

Office or Division:	Provincial Agriculture's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	MLGUs, Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original)		MLGUs, Farmers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the Provincial Agriculturist indicating the kind of training	1.1. Receive letter request 1.2. Secure approval of the Provincial Agriculturist 1.3. Verify the status of the conduct of requested	None	10 days	Rice-Senior Agriculturist Corn-Agriculturist II HVCDP-Agriculturist II/Agriculturist I Crop Protection-Senior Agriculturist Food Processing-Agriculturist II



	training (schedule and venue) 1.4.Prepare technical materials			Cooperative-Agriculturist I Agribusiness-Agriculturist I Organic Agriculture-Agriculturist I
2. Prepares the venue and target participants	2. Facilitate/conduct the requested technical training	None	2 days	Rice-Senior Agriculturist Corn-Agriculturist II HVCDP-Agriculturist II/Agriculturist I Crop Protection-Senior Agriculturist Food Processing-Agriculturist II Cooperative-Agriculturist I Agribusiness-Agriculturist I Organic Agriculture-Agriculturist I
TOTAL		None	12 days	

11. TECHNICAL ASSISTANCE ON FISHERY DEVELOPMENT

Technical assistance is mainly provided for fishery and aquaculture management and development to further improve technical skills on part of workers, production and income on the part of fish farmers.

Office or Division:	Provincial Agriculture's Office- Fishery and Aquaculture Management Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	MLGUs/Fish Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original)		Farmer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1. Receive letter request 1.2. Secure approval of the Provincial Agriculturist	None	30 minutes	Aquaculturist II; Agricltural Technologist Fishery and Aquatic Management Section
2.Wait for technical assistance	2. Render/provide technical assistance	None	1 day	Aquaculturist II; Agricltural Technologist Fishery and Aquatic Management Section
TOTAL			1day,30 mins.	



12. TRAINING ASSISTANCE ON FISHERIES

Technical/training assistance on fisheries is important to give fish farmers hands-on experience and inputs to further improve their knowledge in promoting aquaculture in our province.

Office or Division:	Provincial Agriculture's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	FishFarmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original)		Fishfarmer/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the Provincial Agriculturist	1.1. Receive letter request 1.2. Secure approval of the Provincial Agriculturist 1.3. Verify the status of the conduct of requested training (schedule and venue) 1.4. Prepare technical materials	None	4 days	Aquaculturist II; Agricultural Technologist Fishery and Aquatic Management Section
2. Prepares the venue and target participants	2. Facilitate/conduct the requested technical training	None	3 days	Aquaculturist II; Agricultural Technologist Fishery and Aquatic Management Section
TOTAL		None	7days	

13. AVAILMENT OF SMALL SCALE IRRIGATION PROJECTS (SSIP)

Small scale irrigation projects helps to minimize the dependence and erratic rainfall by providing suitable supply of water by the system to increase food security for the communities.

Office or Division:	Provincial Agriculture's Office-Agricultural Engineering and Infrastructure Section
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen



Who may avail:		Irrigator's Associations & People's Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for site visit (1 original)		Irrigator's Associations & People's Organizations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/resolution requesting for site visit	1. Receive letter/resolution requesting for site visit for SSIP feasible site for possible funding	None	5 minutes	Supervising Agriculturist; Agriculturist II; Agriculturist 1 Agricultural Engineering and Infrastructure Projects
2.Wait for the request to be processed	2.1. Conduct site validation	None	1 day	Supervising Agriculturist; Agriculturist II; Agriculturist 1 Agricultural Engineering and Infrastructure Projects
	2.2. Notify the proponent if site is feasible or not		1 day	
	2.3. Prioritize validated sites/proponents		1 day	
	2.4. Submit endorsement letter to the Provincial Governor/funding agencies for project implementation approval		1 day	
3.Receive small scale irrigation project	3.Provide/implement small scale irrigation project	None	22 days	Supervising Agriculturist; Agriculturist II; Agriculturist 1 Agricultural Engineering and Infrastructure Projects
Total		None	26 days; 5mins.	



Provincial Assessor's Office

External Services



1. AVAILMENT OF APPRAISAL AND ASSESSMENT OF REAL PROPERTIES (SIMPLE)

The service is given to real property owners for real property taxation. It determines the market and assesses value of a certain property as of specific date.

Office or Division:	PASSO – Administrative Support Services Real Property Appraisal and Assessment Audit Division Tax Mapping and Assessment Records Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Present the following:</p> <p>1.1 Deed of Conveyance(1 Certified Photocopy)</p> <p>1.2 Tax Clearance (1 Certified Photocopy)</p> <p>1.3 Transfer Tax Receipt (1 Certified Photocopy)</p> <p>1.4 Certificate of Authorizing (Registration (CAR) (1 Certified Photocopy)</p> <p>1.5 Certificate of Title (1 Certified Photocopy)</p> <p>Additional Requirements: (for Newly Declared Properties)</p> <p>1.6 Survey Plan Approved by (LMB) of DENR-(1 original)</p> <p>1.7 Certification from CENRO (1 original)</p> <p>1.8 Sworn Statement (1 original)</p> <p>1.9 Certification from the Brgy. Captain (1 original)</p> <p>1.10 Ocular Inspection Report (issued by MASSO)(1 original)</p> <p>1.11 Certification from NCIP(for public domain occupied & possessed by NCC prior to July 04, 1955)(1 original)</p> <p>Additional Requirements: (for Subdivision or Consolidation)</p> <p>1.12 Approved Subdivision Plan of Approved Consolidation Plan (1 original)</p>		<p>Notary Public</p> <p>Prrovincial/City treasurer's Office</p> <p>Bureau of Internal Revenue</p> <p>Bureau of Internal Revenue</p> <p>Registry of Deeds</p> <p>Local Field Office-DENR</p> <p>Local Field Office- CENTRO</p> <p>Declarant Office of the Barangay Captain</p> <p>Municipal Assessor's Office</p> <p>Local Field Office- NCIP</p> <p>City/Municipality Assessor's Office</p>		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name to the logbook and fill-	1. Present the visitor's logbook	None	5 minutes	Admin Aide



up the request form (OD will guide you to the person responsible)	to the client 1.1. Direct the client to person responsible			Admin Support Services
2. Submit the complete required documents to Appraisal and Assessment Section	2.1 Receive the required documents for assessment	None	5 minutes	LAOO II, LAOO III Appraisal and Assessment Section
	2.2 Verifies/Evaluate the submitted documents	None	15 Minutes	LAOO II, LAOO III Appraisal and Assessment Section
	2.3 Appraise/Assess/ Encode the data to the System to generate FAAS	None	1 hour	LAOO II, LAOO III Appraisal and Assessment Section
	2.4 Evaluate the generated FAAS and recommend its approval	None	30 minutes	LAOO I, LAOO II Assessment Audit Section
	2.5 Approve the encoded FAAS	None	10 minutes	Provincial Assessor.
	2.6 Assign ARP number to approved FAAS	None	10 minutes	Data Controller Assessment Records Section
3. Claim the Real Property Tax Declaration	2.7 Release copy of Real Property Tax Declaration	None	5 minutes	Admin Aide Admin Support Services
Total		None	2 hrs, 20 mins.	

2. AVAILMENT OF APPRAISAL AND ASSESSMENT OF REAL PROPERTIES (COMPLEX)

The service is given to real property owners for real property taxation. It determines the market and assesses value of a certain property as of specific date.

Office or Division:	PASSO – Administrative Support Services Real Property Appraisal and Assessment Audit Division Taxmapping and Assessment Records Division	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen	
Who May Avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Present the following: 1.13 Deed of Conveyance (1 Certified Photocopy)		Notary Public



<p>1.14 Tax Clearance (1 Certified Photocopy)</p> <p>1.15 Transfer Tax Receipt (1 Certified Photocopy)</p> <p>1.16 Certificate of Authorizing (Registration (CAR) (1 Certified Photocopy)</p> <p>1.17 Certificate of Title (1 Certified Photocopy)</p> <p>Additional Requirements: (for Newly Declared Properties)</p> <p>1.18 Survey Plan Approved by (LMB) of DENR-(1 original)</p> <p>1.19 Certification from CENRO (1 original)</p> <p>1.20 Sworn Statement (1 original)</p> <p>1.21 Certification from the Brgy. Captain (1 original)</p> <p>1.22 Ocular Inspection Report (issued by MASSO)(1 original)</p> <p>1.23 Certification from NCIP(for public domain occupied & possessed by NCC prior to July 04, 1955)(1 original)</p> <p>Additional Requirements: (for Subdivision or Consolidation)</p> <p>1.24 Approved Subdivision Plan of Approved Consolidation Plan (1 original)</p>	<p>Prrovincial/City treasurer's Office</p> <p>Bureau of Internal Revenue</p> <p>Bureau of Internal Revenue</p> <p>Registry of Deeds</p> <p>Local Field Office-DENR</p> <p>Local Field Office- CENTRO</p> <p>Declarant Office of the Barangay Captain</p> <p>Municipal Assessor's Office</p> <p>Local Field Office- NCIP</p> <p>City/Municipality Assessor's Office</p>
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CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name to the logbook and fill-up the request form (OD will guide you to the person responsible)	1. Present the visitor's logbook to the client 1.1. Direct the client to person responsible	None	5 minutes	Admin Aide Admin Support Services
2. Submit the complete required documents to Appraisal and	2.1 Receive the required documents for assessment	None	5 minutes	LAOO II, LAOO III Appraisal and Assessment Section
	2.2 Verifies/Evaluate the submitted documents (if requires inspection to determine the classification, valuation, location	None	5 days	LAOO II, LAOO III Appraisal and Assessment Section



Assessment Section	and existing improvements of the real Property)			
	2.3 Appraise/Assess/ Encode the data to the System to generate FAAS	None	1 hour	LAOO II, LAOO III Appraisal and Assessment Section
	2.4 Evaluate the generated FAAS and recommend its approval	None	30 minutes	LAOO I, LAOO II Assessment Audit Section
	2.5 Approve the encoded FAAS	None	10 minutes	Provincial Assessor.
	2.6 Assign ARP number to approved FAAS	None	10 minutes	Data Controller Assessment Records Section
3.Claim the Real Property Tax Declaration	2.7 Release copy of Real Property Tax Declaration	None	5 minutes	Admin Aide Admin Support Services
Total		None	5days,4hours, 56mins.	

3. AVAILMENT OF CERTIFICATIONS ON (SIMPLE):

1. LANDHOLDING/IMPROVEMENTS
 - A. WITH HISTORY/ESTATE TAX
 - B. NO PROPERTY
2. TRUE COPIES OF ASSESSMENT RECORDS

This service is given to the Real Property Owners as part of the requirements by other agencies.

Office or Division:	PASSO- Administrative Support Services Assessment Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Clearance (1 Photocopy) 2. Official Receipt (1 original)		From requesting agency or individual Provincial treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documentary requirements and fill out the request form (Officer of	1. Issue request form to the client	None	8 minutes	Admin. Aide Admin Support Services



the Day will guide you to the person responsible)				
2. Forward the request form to Officer of the Day and wait for the Issuance of the charge slip	<p>2.1 Receive and forward the request form to the Assessment Records Section for verification</p> <p>2.2 Assessment Records Section in-charge prepares the charge slip and secure the recommendation of the Section/Division Head and approval of the Provincial Assessor</p> <p>2.3 Issue charge slip to the client for payment of necessary fees to the PTO</p> <p>2.4 Prepare the requested Certification and secure approval of the Provincial Assessor</p>	None	15 minutes	Admin. Aide Admin Support Services Assessment Clerk Assessment Records Section
3. Pay the corresponding fee to PTO	<p>3.1.Receive Payments</p> <p>3.2.Issue Official Receipt</p>	Certification Fee – P 130 True Copy – P 130 History – P 130 Quarry Fee – P 130	8 minutes	Cashier Provincial Treasurer's Office
4. Wait for the release of the Certification requested and register the name to the logbook	<p>4.1Receive and verify Official Receipt</p> <p>4.2 Release of the approved certification to the client</p>	None	15 minutes	Admin. Aide III Admin Support Services Admin. Aide Admin Support Services Provincial Assessor
TOTAL		Certification Fee – P 130 True Copy – P 130 History – P 130 Quarry Fee – P 130	46 minutes	



4. AVAILMENT OF CERTIFICATIONS ON (COMPLEX):

- 1. LANDHOLDING/IMPROVEMENTS**
 - A. WITH HISTORY/ESTATE TAX**
 - B. NO PROPERTY**
- 2. TRUE COPIES OF ASSESSMENT RECORDS**

This service is given to the Real Property Owners as part of the requirements by other agencies.

Office or Division:	PASSO- Administrative Support Services Assessment Records Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Clearance (1Photocopy) 2. Official Receipt (1 original)		From requesting agency or individual Provincial treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register name to the logbook and fill-out the request form (OD will guide you to the person responsible)	1. Present the Logbook to the client 1.2 Client will Fill out the request form	None	5 minutes	Admin. Aide Admin Support Services
2. Forward the request form to OD	2.1 Received the request form and forwarded to Assessment Records Section	None	2 minutes	Admin. Aide Admin Support Services
	2.2 Verifies/Encode/ print the requested documents >forwarded to section/division chief for their recommendation >forwarded to OD for approval of PA (if request involve history of assessment)	None	5 days	Assessment Clerk Assessment Records Section



	2.3 Received the documents for approval and determines the fees to be paid by client.	None	5 minutes	Admin. Aide Admin Support Services
3. Pay the corresponding fee to PTO	3.1.Receive Payments 3.2.Issue Official Receipt	Certification Fee – P 130 True Copy – P 130 History – P 130 Quarry Fee – P 130	30 minutes	Cashier Provincial Treasurer’s Office
4. Present the Official Receipt	4.1 Verify the payment	None	2 minutes	Admin. Aide III Admin Support Services
	4.2 Forward the documents to PA for approval	None	2 minutes	Admin. Aide Admin Support Services
	4.3 Sign the documents	None	5 minutes	Provincial Assessor
	4.4 Release the documents	None	5 minutes	Admin. Aide Admin Support Services
TOTAL		Certification Fee – P 130 True Copy – P 130 History – P 130 Quarry Fee – P 130	5 days,56 mins.	

5. AVAILMENT OF ANNOTATION OF BAILBONDS AND MORTGAGES OF REAL PROPERTY TAX DECLARATIONS

This service is extended to real property owners whose real property/ies is/are used for bail bonds/mortgages. Such annotations will prevent the subject property for any further conveyance or transfer.

Office or Division:	PASSO- Administrative Support Services -Assessment Records Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who May Avail:	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Mortgage Contract (1Original) 2.Official Receipt (1 original)		1.Client 2.From Provincial Treasurers Office



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Mortgage Contract	1.1 Received the documents and forwarded to Assessment Records Section	None	5 minutes	Admin Support Services(Susan David/Bryan Leagogo)
	1.2 Determine the corresponding bill/fees	(Amount x .01%)	5 minutes	Assessment Records Section
2. Pay the corresponding fees to Provincial Treasurers Office	2.1.Receive payment 2.2. Issue the payment form for bill/fees	(Amount x.01%)	30 minutes	PTO (Cash Section)
	2.3.Process the request documents	None	45 minutes	Assessment Records Section
3.Present the Official Receipt	3.1 Verify the payment and 3.2.Forward the documents to OD	None	5 minutes	Assessment Records Section
4.Receive the requested documents	4.Release the requested documents	None	5 minutes	Admin. Aide Admin Support Services
TOTAL		(Amount x.01%)	1 hour, 35 minutes	

6. AVAILMENT OF TECHNICAL ASSISTANCE ON ASSESSMENT OF REAL PROPERTIES

This service is being extended to real property owners in order for them to be aware of the required documents and the process involved in appraisal and assessment of real properties.

Office or Division:	Provincial Assessors Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who May Avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Real Property documents (as warranted) (1 original copy)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register Name to the logbook	1.1Present the Logbook to the client	None	5 minutes	Admin. Aide Admin Support Services



2. Present the documents for verification	2.1 Received the documents	None	5 minutes	Admin. Aide Admin Support Services
	2.2 Forwarded to Appraisal and Assessment Section	None	5 minutes	Admin. Aide Admin Support Services
	2.3. Determine the completeness of the documents	None	20 minutes	LAOOII, LAOO III Appraisal and Assessment Section
	2.4 Return the documents to property owner	None	3 minutes	LAOO II, LAOO III Appraisal and Assessment Section
TOTAL		None	38 minutes	



Provincial Budget Office

External Services



1. CERTIFIES TO THE EXISTENCE OF AVAILABLE APPROPRIATION

Certifies to the Existence of Available Appropriation according to budget appropriated to ensure that the financial transaction is in order.

Office or Division:	Provincial Budget Office			
Classification:	Simple			
Type of Transaction:	G2G- government services whose client is a government employee or another government agency.			
Who may avail:	Offices within Provincial Government of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request (1 original)		PGSC-Financial Management System (Data Center)		
2. Supporting Documents(depending on the type of transaction) (1 original)		Office concerned		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Obligation Request (OBR) and supporting documents	1.1.Receives Obligation Request (OBR) and supporting documents	None	15 mins	Admin Assistant II; Admin Aide II Admin. Support Section
	1.2.Controls OBR with corresponding appropriation	None	30 mins	Administrative Officer Budget Execution Staff
	1.3.Signs OBR	None	1 day	Provincial Budget Officer Provincial Budget Office
	1.4.Releases OBR	None	15 mins	Administrative Aide II Admin. Support Section
TOTAL		None	1day,1hr.	

2.RELEASE OF ALLOTMENT

Release of Allotment according to office request.

Office or Division:	Provincial Budget Office		
Classification:	Simple		
Type of Transaction:	G2G- government services whose client is a government employee or another government agency.		
Who may avail:	Offices within the Provincial Government of South Cotabato		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter Request for release of allotment (1 original)		Requesting Office	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit written request for release of allotment	1.1. Receives written request for release of allotment	None	10 mins.	Admin Aide Admin. Support Unit
	1.2.Evaluates request for allotment	None	1 hr.	Administrative Officer V Budget Execution Section
	1.3.Prepare Local Budget Matrix (LBM/Allotment Release Order (ARO))	None	30 mins.	Admin Aide IV Budget Execution Section
	1.4.signs LBM/ARO	None	1 day	Provincial Budget Officer Provincial Budget Office
	1.5.Release LBM/ARO to Provincial Governor's Office/Provincial Administrator's Office	None	10 mins.	Administrative Officer Budget Execution Section
	1.6.Approve LBM/ARO and return to Provincial Budget Office	None	1 day	Provincial Governor/Provincial Administrator
	1.7.Receive and Record approved LBM/AROs	None	15 mins.	Administrative Officer Budget Execution Section
	Total	None	2 days, 1hour, 5mins.	



Provincial Engineer's Office

External Services



1. APPROVAL OF BARANGAY REQUEST FOR EQUIPMENT

Assistance to barangays of their needs of equipment for barangay roads repair.

Office or Division:	Provincial Engineer's Office (PEO)-Maintenance Division			
Classification:	Complex			
Type of Transaction:	G2G- for government services whose client is a government employee or another government agency			
Who may avail:	Barangay LGUs in South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original)		From the requesting barangay		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1.Receives letter request 1.2.Indorse to the Provincial Engineer for appropriate action	None	1 day	Receiving Clerk;Administrative Officer Admin Support Section
2.Wait for the request to be processed	2.1 Conduct of validation of the area or site in order to determine the appropriate equipment to be used and informs the Requesting Barangay on the status of their request 2.2.Inform the availability of equipment for use	None	5 days	Project Engineer / Foreman Maintenance Division Administrative Officer Admin. Support Section
3.Avail of the use of equipment of the provincial government	3.Lend equipment of the provincial government	None	1 day	Project Engineer / Foreman Maintenance Division
Total		None	7 Days	

2.APPROVAL OF CONTRACTOR/PRIVATE INDIVIDUAL REQUEST FOR EQUIPMENT RENTAL

Provision of equipment to contractor / private individual for a fee with on-going infrastructure projects with the Provincial Government of South Cotabato.

Office or Division:	Provincial Engineer's Office -Equipment Pool and Maintenance Division (EPMD)
Classification:	G2B-for government services whose client is a business entity
Type of Transaction:	Complex
Who may avail:	Private individual or company / Contractor



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request. (1 original) 2. Official Receipt for the rent (1 original)		1. From the concerned contractor / private individual. 2. Provincial Treasurer's Office (PTO)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for equipment rental duly approved by the Provincial Governor .	1.1.Receive the approved letter request for equipment rental 1.2.Indorse to the Provincial Engineer for appropriate action 1.3. Indorse to the Equipment Operation and Maintenance Division for appropriate action	None	1 day	Receiving Clerk;Administrative Officer Admin Support Section
2.Secure the Billing Statement	2.1.Check the availability of the equipment requested 2.2.Prepare Billing Statement 2.3.Provide Billing Statement with computation of required fees	Article 6.D.02 of the 2017 Revenue Ordinance of the PGSC	2 days	Receiving Clerk, Engineer IV Equipment Pool and Maintenance Division
3.Pay required fees indicated in the billing statement	3.1.Receive Billing statement and payment 132.Issue Official Receipt on the amount received	Article 6.D.02 of the 2017 Revenue Ordinance of the PGSC	1 day	Cashier Provincial Treasurer's Office
4.Return to the EOMD and submit the Official Receipt and billing statement	4.1.Receive the Official Receipt and billing statement 4.2.Schedule deployment of equipment 4.3.Prepare Trip Ticket	None	1 day	Receiving Clerk, Engineer IV Equipment Pool and Maintenance Division
5.Wait for the request to be processed	5.1.Process approval of the Trip ticket/travel documents 5.2.Inform the contractor of the availability of equipment	None	1 day	Receiving Clerk, Administrative Officer Admin Support Section
6.Return to receive the equipment	6 Release the equipment	None	1 day	Engineer IV



				Equipment Pool and Maintenance Division
	Total	None	7 days	

Rental Rates of Equipment
(per approved 2017 Revenue Ordinance of the Provincial Government of South Cotabato)

EQUIPMENT TYPE	CAPACITY/AVAILABILITY	RATE Operated Per Hour
Dump Truck	Per cubic meter	P260.00
Wheel Loader	Per cubic meter	P850.00
Motor Grader	Per foot of blade length	P170.00
Backhoe Loader	Per cubic meter	P750.00
Excavator	Per cubic meter	P300.00
Steel Roller	Per ton compaction capacity	P125.00
Bulldozer	Per meter of blade length	P106.00
Prime Mover with Trailer	20-30 tons load capacity	P3,500.00
Stabilizer/Recycler	Per meter	P1,875.00
Water Tanker	Per cubic meter	P200.00
Boom Truck	Per kilogram lifting capacity	P4.0
Welding Machine (electric-driven)	Per Ampere capacity	P0.40
Welding Machine (engine-driven)	Per Ampere capacity	P1.25
Concrete Mixer (one bagger)		P170.00
Chainsaw		P200.00
Chainblock with stand	Per ton capacity	P50.00

3.CONDUCT OF JOINT AS STAKE SURVEY

This survey is conducted before the actual implementation of the project. This aims to determine the actual condition of the project site since the planning stage. Should there be no difference on the site since the planning stage to its actual implementation, the project proceeds. However, should there be a significant difference, it may result to suspension on project implementation, revision of plan, variation order or any appropriate act may be.

Office or Division:	Provincial Engineer's Office –Construction Division			
Classification:	Simple			
Type of Transaction:	G2B- for government services whose client is a business entity			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for as stake survey (1 original)		Contractor		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits letter request for Joint As Stake Survey.	1.1. Receive the letter request	None	1 day	Receiving Clerk; Administrative Officer



	1.2. Indorse to the Provincial Engineer for appropriate action 1.3. Forward the letter request with annotation to the Construction Division for appropriate action			Admin Support Section
	1.4. Schedule the conduct of Joint As Stake Survey			Project Engineer Construction Division
2. Attend in the conduct of joint As Stake Survey	2. Conduct of Joint Survey	None	1 day	Project Engineer Construction Division
TOTAL		None	2 days	

4. CONDUCT OF MATERIALS AND FIELD TESTING AND ISSUANCE OF POURING PERMIT

In the course of project implementation, materials used and soil density are being tested prior to every concrete pouring activity. This is to ensure the strength and integrity of the infrastructure project as planned.

Office or Division:	Provincial Engineer's Office (PEO)- Materials Testing and Quality Control Division (MTQCD)			
Classification:	Highly Technical			
Type of Transaction:	G2B-for government services whose client is a business entity			
Who may avail:	Private contractor / individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original)		From the concerned contractor / private individual		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for Materials and Field Testing and Pouring Permit	1.1. Receive the letter request for Materials and Field Testing and Pouring Permit 1.2. Indorse the letter request to the Provincial Engineer for appropriate action. 1.3. Indorse the letter request with annotation to the Material Testing and Quality Control Division copy furnished the Construction Division for appropriate action	None	1 day	Receiving Clerk, Administrative Officer Admin. Support Section
2. Wait for the request to be processed	2.1. Schedule the conduct of inspection of the project			



	2.2. Conduct inspection of the project	None	2 days	Project Engineer Construction Division
	a. Conduct of Materials and Field TFDT b. Prepare Report	None	1 day	Concerned area- assigned engineer and Laboratory Technician
	4. Process approval of the Pouring Permit	None	3 days	Receiving Clerk, Administrati ve Officer, Project Engineer
4. Secure copy of the Pouring Permit.	4. Release copy of the approved Pouring Permit	None	1 day	Receiving clerk Admin. Support Section
Total		None	8 days	

5. CONDUCT OF PRE-CONSTRUCTION CONFERENCE

This conference is conducted before the project implementation. This is attended by the contractor and the technical persons of PEO. It is in this conference that the contractor is being brief of the flow, office policies and other significant acts and processes relative the project implementation. Contractor side is also heard in this conference.

Office or Division:	Provincial Engineer's Office (PEO)			
Classification:	Simple			
Type of Transaction:	G2B- for government services whose client is a business entity			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dnat PERT/CPM (for review of the Project Engineer) (1 original)		1. Contractor		
2. Letter request for Joint as Stake Survey (1, original)		2. Contractor		
3. Letter to Commence (1 original)		3. Contractor		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to Commence	1.1. Receive Letter to Commence 1.2. Coordinate with our technical division of PEO for the conduct of Pre-Construction Conference with the contractor 1.3. Schedule the conduct of Pre-Construction Conference	None	2 days	Receiving Clerk; Administrativ e Officer Admin Support Section



2. Attend Pre-Construction Conference	2. Facilitate the Conduct of Pre-Construction Conference	None	1 day	Provincial Engineer, Technical persons from Construction/MTQC D/PDPD divisions Provincial Engineer's Office
Total		None	3 days	

6. PREPARATION OF FINANCIAL DOCUMENTS FOR CONTRACTORS CLAIM FOR MOBILIZATION FUND

This serves as a Cash Advance of the Contractor to start up the project implementation.

Office or Division:	Provincial Engineer's Office (PEO)			
Classification:	Highly Technical			
Type of Transaction:	G2B- for government services whose client is a business entity			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies OBR (Certified Photocopy)		PEO-Admin (file of received project document from BAC)		
2. 2 copies Disbursement Voucher (original)		PEO-Admin (cash advance / mobilization)		
3. 2 copies Letter request from contractor for advance payment duly approved by the LCE (original)		Contractor		
4. 2 copies of irrevocable standby letter of credit / security bond / bank guarantee (Certified Photocopy)		PEO-Admin (file of received project document from BAC)		
5. 2 copies of Purchase Request (Certified Photocopy)		PEO-Admin (file of received project document from BAC)		
6. 2 copies of Notice to Proceed / Commence (Certified Photocopy)		PEO-Admin (file of received project document from BAC)		
7. 2 copies of Notice of Award (Certified Photocopy)		PEO-Admin (file of received project document from BAC)		
8. 2 copies Pictures before construction (original)		Contractor		
9. 2 copies certification of Commencement of Work (original)		Construction Division (project engineer)		
10. 2 copies picture of Informative Sign Board (original)		Contractor		
11. 2 copies of the contract (Certified Photocopy)		PEO-Admin (file of received project document from BAC)		
For PEO use only				
12. 1 Copy PERT/CPM (final copy for signature)		Contractor		
13. 1 Copy Quality Test Results with O.R		Contractor		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contract submit the Letter request for mobilization	1.1. Receive the Letter request and check			



along with the documentary requirements	completeness of the documentary requirements 1.2.Indorse the Letter request along with the documentary requirements to the Construction Division for appropriate action	None	1 day	Receiving Clerk Admin. Support Unit
2.Wait for the request to be processed	2.2.Conduct inspection and evaluation of the project 2.2.Issue required certification 2.3.Facilitate approval of PERT/CPM 2.4.Return to the Admin. Section the pertinent documents received	None	5 days	Project Engineer Construction Division
	3.1.Receive and verify completeness of documentary requirements 3.2.Prepare voucher along with supporting documents 3.3.Secure the signature of the Provincial Engineer on the DV, OBR and Indorsement	None	1 day	Administrative Assistant, Administrative Officer Admin. Support Section
	4.Release of complete Financial Documents along with Supporting documents to the Provincial Governor's Office-Inspectorate Unit for appropriate action	None	1 day	Receiving Clerk, Liason Admin. Support Section
Total		None	8 days	

7.PREPARATION OF FINANCIAL DOCUMENTS FOR CONTRACTORS CLAIM FOR PROGRESS BILLING (30%-80%)

This claim of the contractor aims to pay the cost of the project in progress.

Office or Division:	Provincial Engineer's Office (PEO)	
Classification:	Highly Technical	
Type of Transaction:	G2B-for government services whose client is a business entity	
Who may avail:	Contractor	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.	3 copies Obligation Request (original)	PEO-Admin (file of received project document from BAC)
2.	2 Copies Disbursement Voucher (original)	PEO-Admin
3.	2 copies Purchase Request (original)	PEO-Admin (file of received project document from BAC)



4. 2 copies Letter to COA of Work Accomplished (original)	Construction Division – PEO
5. 2 copies Statement of Work Accomplished (original)	Construction Division – PEO
6. 2 copies Project Inspection Report (original)	PGO-Inspectorate Section
7. 2 copies approved letter request from contractor for billing and inspection (original)	Contractor
8. 2 copies certification issued by the head of PGO-Inspectorate section	PGO-Inspectorate section
9. 2 copies pictures (approved by the PGO-inspectorate section)(original)	PGO-Inspectorate section
10. 2 copies Suspension Order and Resume Order with transmittal to COA (if applicable) (original)	PEO-Admin
11. 2 copies approved request for Time Extension (if applicable) (original)	PEO-Admin
12. 2 copies COA compliance (original)	
13. 2 copies of Disbursement Voucher – 15% Mobilization Fee (if any) (Certified Photocopy)	PEO-Admin
14. 2 copies Invitation to Bid (Certified Photocopy)	PEO-Admin (file of received project document from BAC)
15. 2 copies Bid forms (Certified Photocopy)	PEO-Admin (file of received project document from BAC)
16. 2 copies Bid Security (Certified Photocopy)	PEO-Admin (file of received project document from BAC)
17. 2 copies Abstract of Bids as Calculated and Abstract of Bids as read (Certified Photocopy)	PEO-Admin (file of received project document from BAC)
18. 2 copies BAC resolution declaring winning bidder and recommending award and approval (Certified Photocopy)	PEO-Admin (file of received project document from BAC)
19. 2 copies Contract of Agreement, General Conditions of Contract and Special Conditions of Contract (Certified Photocopy)	PEO-Admin (file of received project document from BAC)
20. 2 copies Notice of Award (Certified Photocopy)	PEO-Admin (file of received project document from BAC)
21. 2 copies Notice to Proceed indicating the date of receipt by the contractor (Certified Photocopy)	PEO-Admin (file of received project document from BAC)
22. 2 copies Performance Bond (Certified Photocopy)	PEO-Admin (file of received project document from BAC)
23. 2 copies Bill of Quantities(Certified Photocopy)	PEO-Admin (file of received project document from BAC)
24. 2 copies Individual Program of Work and Detailed Estimates (Certified Photocopy)	Contractor
25. 2 copies Newspaper clippings for contracts of 5 million and above (Certified Photocopy)	PEO-Admin (file of received project document from BAC)
26. 2 copies publication – PHILGEPS (Certified Photocopy)	PEO-Admin (file of received project document from BAC)



27. 2 copies Contractor's Accreditation and Certificate of Registration (Certified Photocopy)		PEO-Admin (file of received project document from BAC)		
28. 2 copies Minimum Equipment required (Certified Photocopy)		Construction Division – PEO		
29. 2 copies Copy of approved PERT/CPM network diagram and detailed (Certified Photocopy)		Construction Division – PEO		
30. 2 copies Result of Test Analysis by proper government agency (for items subject to test) (Certified Photocopy)		MTQCD – PEO		
31. 2 copies Statement of Time Elapsed (if applicable) (Certified Photocopy)		Construction Division – PEO		
32. 2 copies Pictures of Informative Signboard (original)		Contractor		
33. 2 copies Properly labelled pictures before and during the construction (original)		Contractor		
34. 2 copies Plans and Specifications (Certified Photocopy)		Construction Division – PEO		
35. 2 copies Construction Safety and Health Program duly approved by the DOLE(Certified Photocopy)		Contractor		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Letter Request fro Progress Billing along with the documentary requirements	1.1.Receive the Letter request and check completeness of the documentary requirements 1.2.Indorse the Letter request along with the documentary requirements to the Construction Division for appropriate action	None	1 day	PEO-Admin receiving clerk, AO, PE
2.Wait for the request to be processed	2.1.Schedule conduct of joint Inspection on the project	None	7 days	Project Engineer Construction Division
	2.2.Conduct of Joint Inspection on the project			PEO Inspectorate Team
	2.3.Prepare Statement of Work Accomplished			Project Engineer Construction Division
	2.4.Secure signatures on the Statement of Work Accomplished			Project Engineer Construction Division
	2.5.Return to Admin. The pertinent documents received			Project Engineer Construction Division
	3.1.Receive and verify completeness of documentary requirements	None	1 day	
	3.2.Prepare voucher along with supporting documents			



	3.3. Secure the signature of the Provincial Engineer on the DV, OBR and Indorsement			Receiving Clerk, Administrative Officer Admin. Support Section
	4. Release of complete Financial Documents along with Supporting documents to the Provincial Governor's Office-Inspectorate Unit for appropriate action	None	1 day	Receiving Clerk, Liason Admin. Support Section
Total		None	10 days	

8. PREPARATION OF FINANCIAL DOCUMENTS FOR THE PROCESSING OF PRE-FINAL INSPECTION

This process determines the level of project implementation and workmanship of the contractor. It is done in view of the desire of the contractor to claim for 100% or final billing. Should there appears discrepancy in project implementation and/or workmanship, a Punchlist is issued to correct such discrepancy/ies.

Office or Division:	Provincial Engineer's Office (PEO)			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1, original) 2. Draft As-built Plan (1, original)		1. Contractor 2. Contractor		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Receive the documentary requirements and check completeness 1.2. Indorse to the Construction Division for appropriate action	None	1 day	Receiving clerk, Administrative Officer Admin. Support Section
2. Wait for the request to be processed	2.1. Schedule with the PEO Inspectorate Team conduct of inspection 2.2. Conduct Joint Inspection on the project 2.3. Prepare & furnish contractor copy of Punchlist (if any) 2.4. Submit punchlist to the PEO Admin. For the approval of the Provincial Engineer	None	7 days	Project Engineer, Head-Planning Division, Head-MTQC, Head-Construction Division, Provincial Engineer PEO Inspectorate Team Project Engineer



3. Return to the PEO Admin and receive punchlist (if any)	Release of approved punchlist	None	1 day	Receiving clerk, Administrative Officer Admin. Support Section
TOTAL		None	9 days	

9. PREPARATION OF FINANCIAL DOCUMENTS FOR THE PROCESSING FOR FINAL BILLING

Claim of contractor for the 100% completion of the project.

Office or Division:	Provincial Engineer's Office (PEO)		
Classification:	Highly Technical		
Type of Transaction:	G2B		
Who may avail:	Contractor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1.	2 copies of Obligation Request (Certified Photocopy)	PEO-Admin (file of received project document from BAC)	
2.	2 copies Disbursement Voucher (Certified Photocopy)	PEO-Admin	
3.	2 copies Letter of Information to COA of Work Accomplished (Certified Photocopy)		
4.	2 copies Statement of Work Accomplished (Certified Photocopy)	Construction Division	
5.	2 copies Project Inspection Report	Construction Division	
6.	2 copies of Disbursement Voucher, Inspection Report, and Statement of Work Accomplished of all previous payments (Certified Photocopy)	Contractor	
7.	2 copies Approved letter request from contractor for billing and inspection (Certified Photocopy)	Contractor	
8.	2 copies Certificate of Acceptance received by COA (COA memo no. 83-333)(Certified Photocopy)	Contractor	
9.	2 copies Acknowledgment of Turn-over and Custody of completed project (Certified Photocopy)	Contractor	
10.	2 copies Pictures (approved by the Head of PGO-Inspectorate Section) (Certified Photocopy)	PGO-Inspectorate Section	
11.	2 copies Certification issued by the Head of PGO-Inspectorate Section (Certified Photocopy)	PGO-Inspectorate Section	
12.	2 copies contractor's affidavit on payment of laborers and materials (Certified Photocopy)	Contractor	
13.	2 copies Approved request for Time Extension (if applicable) (Certified Photocopy)	PEO-Admin	



14. 2 copies Suspension Order and/or Resume Order (if applicable) (Certified Photocopy)	PEO-Admin			
15. 2 copies Statement of Time Elapsed (if applicable) (Certified Photocopy)	Construction Division			
16. 2 copies Properly labelled pictures before, during and after construction (original)	Contractor			
17. 2 copies of Purchase Request (Certified Photocopy)	PEO-Admin (file of received project document from BAC)			
18. 2 copies As-built Plans (Certified Photocopy)	Contractor			
19. 2 copies Clearance from PTO that the corresponding sand and gravel fees has been paid (Certified Photocopy)	Contractor			
20. 2 copies Result of Test Analysis by proper government agency (if items are subject to test) (Certified Photocopy)	Contractor			
21. Field Logbook (Photocopy)	Contractor			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to PEO-Admin. documentary requirements (no.3,5,7,9,12,16,18,20,21)	1.1. Receive the documentary requirements and check completeness 1.2. Indorse documentary requirements to the Construction Division for appropriate action.	None	1 day	Receiving clerk, Administrative Officer Admin. Support Section
2. Wait for the request to be processed	2.1. Schedule the conduct of inspection of the project 2.2. Conduct Joint Inspection of the project 2.3. Prepare Statement of Work Accomplished (SWA), if no deficiency 2.4. Prepare certificate of Time Elapsed 2.5. Faciliate approval of the SWA and Certificate of Time Elapsed 2.6. Indorse the ff. documents to the PEO-Admin.: approved	None	7days	Project Engineer Project Engineer, Head-Planning Division, Head-MTQC, Head-Construction Division, Provincial Engineer PEO Inspectorate Team Project Engineer Project Engineer Project Engineer



	SWA, Certificate of Time Elapsed, Certificate of Completion, Inspectorate-Final Inspection Report for Acceptance			Project Engineer
	3.1.Receive and verify completeness of the documents submitted by the Project Engineer 3.2.Prepare the following : a. Voucher b. Indorsement to COA c. Indorsement to PACCO d. Certified Photocopy of OBR & PR e. Suspension Order (if any) f. Resume Order (if any) g. Time Extension (if any) 3.3.Forward all above documents to the Provincial engineer for signature/approval	None	1 day	Admin. Assistant,Administrative Officer Admin.Support Section
	4.Release complete set of financial documents for Final Billing to the PGO-Inspectorate for appropriate action	None		Adim. Staff/Liason PEO Admin. Section
TOTAL		None	9 days	

10. PREPARATION OF FINANCIAL DOCUMENTS FOR THE PROCESSING OF RELEASE OF CONTRACTOR'S RETENTION (30 DAYS AFTER PROCESSING OF FINAL BILL)

This is the claim of contractor for the remaining 10% of the 50% total cost of the project after its completion.

Office or Division:	Provincial Engineer's Office (PEO)	
Classification:	Complex	
Type of Transaction:	G2B	
Who may avail:	Contractor	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. 2 copies of the Obligation Request (Certified Photocopy)	PEO-Admin file
	2. 2 copies of Disbursement Voucher (Certified Photocopy)	PEO-Admin
	3. Approved Letter request from contractor for inspection and release (Certified Photocopy)	Contractor
	4. 2 copies Picture (Approved by the Head of PGO-Inspectorate Section) (original)	PGO-Inspectorate Section



5. 2 copies Certification issued by the Head, PGO-Inspectorate Section (Certified Photocopy)		PGO-Inspectorate Section)		
6. 2 copies Surety Bond / Bank guarantee (Certified Photocopy)		PEO-Admin		
7. 2 copies Certification from the area engineer (Certified Photocopy)		Construction Division		
8. 2 copies of Disbursement Vouchers of all previous payments (Certified Photocopy)		PEO-Admin		
9. 2 copies Certification from End user that the project is complete and inspected (Certified Photocopy)		Contractor		
10. 2 copies of Acknowledgement of Turn-over and custody of completed project (Certified Photocopy)		Contractor		
11. 2 copies Certificate of completion and final acceptance (Certified Photocopy)		Contractor		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit documentary requirements (nos.3-11)	1.1.Receive the documentary requirements and check completeness 1.2.Indorse the documents to the construction Division for appropriate action	None	1 day	PEO-Admin receiving clerk, AO, PE
2. Wait for the request to be processed	2.1.Schedule the conduct of inspection of the project 2.2. Conduct of Inspection\ If the project has no deficiency: 2.3 Prepare Certification that the project is free from defect and recommend release of retention If the project has deficiency/ies: 2.4.Prepare report on project's deficiency and forward the same to PEO Admin for the approval of the P.E. 2.5.Indorse complete set of documents to the PEO-Admin.	None	5 days	Project Engineer Construction Division
	3.1. Receive and check completeness of			



	<p>documents and Certifications from the Project Engineer</p> <p>3.2. Prepare the following :</p> <ul style="list-style-type: none"> a. Disbursement Voucher b. Certified photocopy of OBR c. Endorsement to the Provincial Accounting Office <p>3.3. Forward all documents for the signature of the Provincial Engineer</p>	None	1 day	Receiving Clerk, Administrative Officer Admin.Support Section
	4. Approve all documents prepared by the Project Engineer and Admin. Staff	None		Provincial Engineer
	5. Release of financial documents for processing of the contractor's claim for retention to the PGO-Inspectorate	None		Administrative Officer/Liason Admin.Support Section
TOTAL		None	7 days	



Provincial Engineer's Office

Internal Services



1.PREPARATION OF PLAN & PROGRAM OF WORK (POW) AIP 20% LDF (PDPD)

Approved funded projects for the year has to undergo a thorough and detailed planning, designing and programming which end products are the Project Plans and Program of Works (POWs). These documents will be the basis for fund obligation and project implementation.

Office or Division:	Provincial Engineer's Office (PEO)- Planning, Designing and Programming Division (PDPD)			
Classification:	Highly Technical			
Type of Transaction:	G2G-for government services whose client is a government employee or another government agency			
Who may avail:	Concerned government office with approved and funded project/s in the AIP.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Copy of the Annual Investment Plan (AIP) showing the list of approved and funded infra projects for the year. (Certified Photocopy)		Provincial Budget Office (PBO)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.PBO forward a copy of the approved AIP to PEO.	1.1.Receives/log & forward Approved AIP to Planning Division for appropriate action	None	1 day	PEO-Admin receiving clerk, AO, Admin. Support Section
	2.1.Conduct preliminary investigation & survey. Note: No RROW Issue/Deed of Donation No problem on budgetary requirement 2.2.Prepare Plan and POW 2.3.Present Plan and Pow to the End User for conformity 2.4.Submit the signified Plan and POW to the Provincial Engineer	None	30 days	Engineer II,Engineer II, Engineer IV Planning Division
	3.1.Receive Plan and Program of Works on specific Infra Projects prepared & submitted by Planning, Programming & Designing Division for review and appropriate action of Provincial Engineer.	None	3 days	Receiving Clerk, Administrative Officer Admin.Support Section
	3.2.Review and submit the Plan and POW to the Prov'l Governor for approval.			Provincial Engineer, Liason Provincial Engineer's Office
TOTAL		None	34 days	



2. PREPARATION AND APPROVAL OF RESUME ORDER

This is an order issued to lift a suspension on project implementation.

Office or Division:	Construction Division (CD) - Provincial Engineer's Office (PEO)			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Wait for the preparation of Resume Order	1.1.Prepare Resume Order after thorough evaluation of field condition 1.2.submit Resume Order to the PEO-Admin. For the signature/approval of the Provincial Engineer	None	1 day	Concerned Project Engineer of the Construction Division
	1.3.Receive copy of the Resume Order 1.4.Resume Order for the signature/approval of the Provincial Engineer	None	1 day	Receiving clerk, AO, Admin.Support Section Provincial Engineer
2.Secure copy of the approved Resume Order	2.Release copy of the Approved Resume Order	None	1 day	Receiving clerk, AO, Admin.Support Section
TOTAL		None	3 days	



Provincial General Services Office
External Services



1.INSPECTION & ACCEPTANCE OF SUPPLIERS' DELIVERIES

One of the mandates of the Provincial General Services Office is to perform all functions pertaining to supply and property management of offices and departments of the local government unit. The Purchase and Delivery Unit of the Supply Management Division under this office is tasked to inspect and accept deliveries of supplies and properties procured by the agency.

Office or Division:	PGSO-Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved PO (1, original) 2. Charge Invoice/Delivery Receipt 91, original) 3. Items to be delivered (actual)		From Supplier From Supplier From Supplier		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present copy of the approved PO, Charge Invoice/Delivery Receipt and the items to be delivered	1.1. Receive and check copy of the approved PO,charge Invoice/Delivery Receipt 1.2. Inform PGO-Inspectorate of the delivery	None	30 minutes	Personnel In-Charge (per office) Supply Division
	1.3. Conduct inspection of delivered supplies and materials, check compliance to specifications, term and conditions set in the approved PO			Inspector PGO-Inspectorate Staff and PGSO Supply Division
2. Secure copies of delivery receipt and charged invoice signed by PGSO personnel	2. Accept inspected deliveries and forward items to stockroom	None	30 minutes	Stockroom-in-Charge PGSO Supply Division
TOTAL		None	1 hour	

2.SERVICE NAME: RECEIVING OF RECORDS FOR ARCHIVAL, STORAGE AND OR DISPOSAL

Archival and Records Disposal Unit of the Provincial General Services Office was created under Ordinance No. 35, Series of 2015 of the Province of South Cotabato. One of the functions of the Unit is to receive records for archival, storage and or disposal from various offices of the Provincial Government of South Cotabato.

Office or Division:	Property Management Division/Archival and Records Disposal Unit		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	All Offices of the Provincial Government of South Cotabato		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



1. Endorsement Letter (2, original) 2. Records to be endorsed (1., original)		From offices with records to be endorsed From offices with records to be endorsed		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the receiving personnel and present the endorsement letter and records to be submitted	1.1.Receiving personnel will cross check the completeness of the documents based on the list stated in the endorsement letter	None	15 minutes	Administrative Aide IV Archival and Records Disposal Unit
	1.2.Receiving personnel will stamp received with date and signature in the endorsement letter if the documents submitted are complete			
2. Get one (1) copy of the endorsement from the receiving personnel for office file	2.File one (1) copy of the endorsement letter for future reference	None	1 minute	Administrative Aide IV Archival and Records Disposal Unit
TOTAL		None	16 minutes	

3. RECEIVING REQUESTS FOR REPAIRS OF BUILDINGS AND OTHER STRUCTURES

The Provincial General Services Office as mandated under RA 7160 should maintain and supervise related services in all local government public buildings and other real property owned by the local government unit.

Office or Division:	PGSO-Maintenance Support Services			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All departments of the Provincial Government of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request (2 copies)		PGSO-Maintenance Support Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure job order request form	Provide job order request form	None	1 minute	Personnel In-Charge Maintenance Support Services



2. Fill-out job order request form and specify works to be done	2.1. Check details in the job order request form log the same and forward to Labor General Foreman for appropriate action	None	3 minutes	Personnel In-Charge Maintenance Support Services
	2.2. Foreman will assign the work to the technical personnel (carpenter/plumber/electrician) to be accomplished			
	2.3. Foreman to evaluate work of the assigned personnel			
3. Rate the work/repair done in the office	3.1. Secure the rated job order request	None	3 minutes	Personnel In-Charge Maintenance Support Services
	3.2. File rated job order request for future reference			
TOTAL		None	3 days & 10 minutes	

4. REFILLING OF WATER CONTAINERS

The Provincial General Services Office provides drinking water to all departments of the Provincial Government of South Cotabato through the water refilling station manned by a Job Order Water Refilling Station Operator.

Office or Division:	PGSO-Maintenance Support Services Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All Departments of the Provincial Government of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (1 copy)		PGSO-Water Refilling Operator		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form and fill-out required details	1.1. Record details (date, office and no. of containers) in the Logbook	None	5 minutes	Water Refilling Operator Water Refilling Station
	1.2. Refill water containers based on the request form			
2. Claim refilled water containers	2. Release refilled water containers to the clients	None	1 minute	Water Refilling Operator Water Refilling Station
TOTAL		None	6 minutes	



5. RELEASE OF SUPPLIES TO REQUISITIONERS/END-USERS

Supplies purchased through bulk procurement are released to end users upon receipt of approved Requisition Issue Slips (RIS), Inventory Custodian Slip (ICS) or Memorandum Receipt of Equipment (ARE)

Office or Division:	PGSO-Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All Offices/Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Issue Slip (RIS) (1,original) 2. Inventory Custodian Slip (ICS) (1,original) 3. Acknowledgement Receipt of Equipment (ARE) (1, original)		PGSO-Supply Division PGSO-Supply Division PGSO-Supply Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present approved RIS, ICS or ARE to PGSO staff	1.1.Check documents 1.2. release supplies from the stockroom to end-user based on approved RIS, ICS or ARE	None	30 minutes	Personnel In-Charge PGSO-Storage and Issuance Unit
2.Check and receive supplies from PGSO staff based on the approved RIS	2.1Release of Supplies 2.2.Get copies of approved RIS, ICS or ARE for office file	None	30 minutes	Personnel In-Charge PGSO-Storage and Issuance Unit
TOTAL		None	1 hour	

6. RENTAL OF TENTS, TABLES, BARRICADES AND PORTALETTS

Tents, tables, barricades and portalets are properties of the Provincial Government of South Cotabato which may be rented by all the constituents. Fees to be paid for the rental are provided under the Revenue Code of the Provincial Government of South Cotabato..

Office or Division:	PGSO-Maintenance Support Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Rental Form (1 copy, original)		PGSO-Maintenance Support Services Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out rental form providing all required details	1.1.Check all details in the rental form, compute rental fee to be paid and forward to	None	3 minutes	Staff In-Charge Maintenance Support Services Section



	the Department Head for approval			
	1.2. Return approved rental form to the client for payment			
2. Proceed to the Provincial Treasurer's Office for payment	2.1 Receive payment 2.2. Issue Official Receipt	Steel Tent (3m x 3m) P150/unit/day Steel Tent (3m x 4m) P200/unit/day Parachute Tent P300/unit/day Steel Barricade P100/unit/day Long Tables P25/unit/day	5 minutes	Cashier PTO
3. Return rental form to PGSO together with the official receipt	Prepare gate pass to be approved by the Dept. Head for the release of equipment to be rented	None	3 minutes	Staff In-Charge and Department Head
4. Secure gate Pass for the release of equipment and present the same to guard on duty	Guard on duty check gate pass and equipment rented and release the same	None	3 minutes	Guard on duty
TOTAL		As indicated	14 minutes	

7. RISOGRAPHING OF FORM

The Provincial General Services offers services to all offices for the reproduction of forms provided they bring their own papers and ink.

Office or Division:	PGSO-Maintenance Support Services			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All Departments of the Provincial Government of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Forms to be reproduced (1, original) 2. Job Order Slip (1, original)		Requesting Office PGSO Administrative Support Services		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure Job Order Slip from PGSO Administrative Section	1. Issue Job Order Slip to be given to the machine operator	None	1 minute	Personnel In-Charge Administrative Support Section
2. Proceed to the machine operator and leave the job order form together with the papers and forms to be reproduced	2.1. Receive the job order form and the forms to be reproduced 2.2. Reproduce the forms	None	10 minutes per ream of paper	Machine operator Risographing Station
3. Secure the forms reproduced from the machine operator	3. Give the forms reproduced to clients	None	1 minute	Machine Operator Risographing station
TOTAL		None	12 minutes	

8. SALE OF UNSERVICEABLE PROPERTIES THRU AUCTION SALE

Auction sale is conducted upon receipt of approved Inventory and Inspection Report of Unserviceable Properties (IIRUP) and appraisal of value from the Provincial Auditor.

Office or Division:	PGSO-Property Disposal Unit			
Classification:	Simple			
Type of Transaction:	G2B/G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Auction Sale (NOAS)(1, original) 2. Notice of Award (NA) (1, original)		PGSO-Property Disposal Unit PGSO-Property Disposal Unit		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare Notice of Auction Sale and post the same in conspicuous places			
1. Secure bid forms from the PGSO-Property Disposal Unit and fill-up the same	1. Provide bid forms to clients	None	1 minute	Personnel In-Charge Property Disposal Unit
2. Drop bid forms to the drop box located at the PGSO-Property Disposal Unit	2.1. See to it that bid forms are secured and schedule opening of bids	None	1 minute	Personnel In-Charge Property Disposal Unit
	2.2. Opening and evaluation of bids by the Committee on Disposal			Committee on Disposal Members and Secretariat



	2.3.Preparation of Abstract of Bids, Resolution, Notice of Award and Sales Invoice			Personnel In-Charge Property Disposal Unit
3. Receive Notice of Award and payment of dues	3.Require Official Receipt for release of items sold	Amount stated in the Sales Invoice	30 minutes	Cashier PTO
4. Secure gate pass for items to be released	4.Provide approved gate pass to clients for items sold	None	1 hour	Personnel In-Charge Property Disposal Unit
TOTAL		As indicated	1 hours, 32 minutes	



**ACTS, CULTURE, TOURISM AND MUSEUM
DEVELOPMENT
External Services**



1. REQUEST FOR MUSEUM VISIT (GROUP AND WALK-IN)

Museums provide safe storage for both natural and manmade artifacts plus the exhibition of these artifacts to the public. They are the ultimate learning environment

Office or Division:	PGO-ACTM			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Letter request (1, original)			Client availing of the service	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter request to avail of museum visit	1.Receive the letter request	None	10 minutes	Receiving Staff ACTM
2.Proceed to the Museum and avail for the tour	2.Provide museum tour service	None	45 minutes	Tourism Officer/AO ACTM
TOTAL		None	55 minutes	

2. REQUEST FOR SOUTH COTABATO PERFORMING ARTS ENSEMBLE (SCPAE)

South Cotabato Performing Arts Ensemble is an organization of local artists in the province under the Arts, Culture, Tourism Office.

Office or Division:	PGO-ACTM			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Letter request (1, original)			Client availing of the service	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter request to avail of the performance	1.1.Receive letter request	None	30 mins.	Receiving Staff ACTM



of South Cotabato Arts Ensemble	1.2. Conduct preliminary interview			
2. Wait for the request to be processed	2. Coordinate availability of performers	None	1 day	Tourism Officer ACTM
3. Avail of the performance service of the South Cotabato Ensemble	3. Facilitate performance of the South Cotabato Ensemble	None	1 hour	Tourism Officer/AO ACTM
TOTAL		None	1 day, 1hr., 30 mins.	

3. REQUEST FOR TOUR GUIDE

A tour guide is a person who provide assistance, information o cultural, historical and contemporary heritage to people on historical sites, museums and venues of significant interest

Office or Division:	PGO-ACTM			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request (1, original)		ARTA Task Force of PGO-APPC		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to avail of Tour Guide	1. Receive the letter request	None	10 minutes	Receiving Staff ACTM
2. Wait for the request to be processed	2. Coordinate with assigned personnel	None	1 day	Tourism Officer/AO ACTM
3. Avail the services of the tour guide	2. Provide tour guide services	None	1 day	Tourism Officer/AO ACTM
TOTAL		None	2 days, 10 minutes	



**ANIMAL PRODUCTION AND PROCESSING
CENTER**
External Services



1.ANIMAL DISPERSAL

It is a livelihood program of the Provincial Government of South Cotabato to distribute animals among the deserving individuals and/or farmers to be used as part of their income generating activity and to help them become a self-reliant South Cotabatenos.

Office or Division:	PGO-APPC			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All individuals and farmers in South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter request (1, original)		ARTA Task Force of PGO-APPC		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Call, visit or send letter request to Provincial Governors Office for request of animal dispersal	1. Forward letter request to PGO and PGO-BAU for appropriate action 2. Forward copy of letter request to PGO-APPC for their information	None	1 day	Administrative Officer/ Officer of the Day APPC Center
2.If approved, present note of approval from PGO-BAU and sign visitor's logbook and Memorandum Receipt of Animals at PGO-APPC	2.1. Acknowledge the note of approval from PGO-BAU 2.2. Administer the client to sign the visitor's logbook and Memorandum Receipt of Animals 2.3. Conduct animal dispersal	None	30 mins	Chief/ Officer of the Day APPC Center
TOTAL		None	1 day, 30 mins	

2.ARTIFICIAL INSEMINATION

It is a process of collecting sperm cells from male animals and manually depositing them into the reproductive tract of a female animal to increase production efficiency and better genetics.

Office or Division:	PGO-APPC			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All animal owners in South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter request (1, original)		ARTA Task Force of PGO-APPC		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Call, visit or send letter request to Provincial Veterinary Office for Artificial Insemination (AI)	1.1. Secure detailed information for the request through the letter request to be forwarded to APPC in-charge 1.2.Inform the Head of APPC for the request to be forwarded to Provincial AI 1.3.Provincial AI will forward the request to Municipal AI or refer to Village Based AI, otherwise, an on-site visit will be scheduled	None	1 day	Administrative Officer/ Officer of the Day APPC Center APPC in charge APPC Center Provincial AI APPC Center
TOTAL		None	1 day	

3.ON CALL SERVICES AT APPC(CASTRATION/VITAMIN SUPPLEMENTATION/DEWORMING/VACCINATION/ARTIFICIAL INSEMINATION)

Immediate veterinary services response conducted by APPC personnel among areas near APPC in Tinongcop, Tantaran, South Cotabato.

Office or Division:	PVET			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All animal owners and farmers in Tantaran, South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request (1, original)		ARTA Task Force of PGO-APPC		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Call PGO-APPC for Veterinary Services	1. Answer the call for veterinary services request	None	30 mins	Center Chief APPC Center
2.Visit PGO-APPC at Tinongcop, Tantaran for filling-up of visitors/callers logbook	2.1. Administer the filling-up of visitors/callers logbook 2.2.Conduct preliminary inquiries for request	- Services are free of charge - 35% of medicines/drugs cost administered if supplies comes from PVET	2 hrs	Officer of the Day and/or Center Chief APPC Center
3.Avail of the service	3.Provide any of the following : 1. Castration; 2. Vitamin Supplementati on;	-		



	3. Deworming; 4. Vaccination; 5. Artificial Insemination			
TOTAL		- Services are free of charge - 35% of medicines/drugs cost administered if supplies comes from PVET	2 hrs,30 mins.	

4. TECHNOLOGY TRANSFER AND ORIENTATION/SEMINAR

It is an activity being conducted to provide latest information on animal welfare, production and technologies to help the farmers improve their knowledge, interest, networking and other renewing motivation to their livestock and poultry development.

Office or Division:	PVET			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All animal owners and farmers in South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request (1, original)		ARTA Task Force of PGO-APPC		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Call, visit or send letter request to Provincial Governors Office for request technology transfer, orientation and seminar	1.1. Forward letter request to PGO for appropriate action 1.2. Forward copy of letter request to PGO-APPC for their information 1.3. If approved, inform the client for the schedule of technology transfer, orientation and seminar	None	30 mins	Step 1 and 2. Administrative Officer/Officer of the Day Step 3. APPC Center Chief
TOTAL		None	30 mins.	



BARANGAY AFFAIRS UNIT

External Services



1. BARANGAY ASSISTANCE (MATERIALS/FUEL)

The Provincial Government of South Cotabato thru the Barangay Affairs Unit extend assistance in the form of materials and fuel to facilitate implementation of programs and delivery of basic services to its constituents.

Office or Division:		PGO- Barangay Affairs Unit		
Classification:		G2C		
Type of Transaction:		Complex		
Who may avail:		Residents/Officials of the Barangay Local Government Unit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request for Materials/Fuel (1, original)		1. Barangay Hall-BLGU concerned		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for Materials/Fuel Assistance	1.1. Receive Letter Request for Materials/Fuel Assistance 1.2. Indorse to assigned Community Organizer	None	5 minutes	Receiving Staff Admin. Support Service
2. Wait for the request to be processed	2.1. Schedule Validation 2.2. Conduct of Validation	None	3 days	Community Organizer Barangay Affairs Unit
	2.3. Secure approval of the Provincial Governor	None	3 days	Chief of Staff Barangay Affairs Unit
3. Return to PGO-BAU to claim the assistance requestes	3.1. Prepare the materials/fuel assistance 3.2. Release of Materials/Fuel Assistance	None	1 day	Program Assistant/Staff Admin. Support Unit
TOTAL		None	7 days & 5 mins.	

2. COMMUNITY ORGANIZING -REINFORCED SERVICES TASK FORCE (RSTF)

This is one of the community services provided by the Provincial Government of South Cotabato to capacitate the leaders and constituents in the barangay local government units. All project, programs and activities and services are channelled through the RSTF.

Office or Division:		Barangay Affairs Unit		
Classification:		Highly Technical		
Type of Transaction:		G2C		
Who may avail:		Residents/Officials of the Barangay Local Government Unit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project Proposal (1, original)		Barangay Hall-Barangay Secretary (BLGU concerned)		



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit proposal (Livelihood,Construction Materials,Food for Work)	1.1.receive proposal (Livelihood,Construction Materials,Food for Work) 1.2.Indorse to assigned Community Organizer	None	5 minutes	Receiving Staff Admin.Support Service
2.Wait for the proposal to be processed	2.2. Schedule conduct of Assessment/Evaluation of the proposal 2.3. Conduct of Assessment/Evaluation of the proposal	None	3 days	Community Organizer Barangay Affairs Unit
	2.4.Prepare Memorandum of Agreement (MOA) for the implementation of the proposed project	None	3 days	Program Assistant Admin.Support Services
	2.5.Secure approval of the proposal	None	3 days	Chief of Staff Barangay Affairs Unit
	2.6.Process Voucher	None	3 days	Program Assistant Admin.Support Services
	TOTAL	None	12 days & 5 mins.	



BIDS AND AWARDS COMMITTEE

External Services



1. ISSUANCE OF BIDDING DOCUMENTS

Issuance of bidding documents to interested supplier/bidder of goods and services, infrastructure projects of the Provincial Government of South Cotabato.

Office or Division:	Provincial governor's Office-Bids and Awards			
Classification:	Simple			
Type of Transaction:	G2B- GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	Business entities, suppliers,contractors,bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Authorization Letter/Special Power of Attorney (1 Original or photocopy) 2. Secretary's Certificate (1 Original or photocopy) 3. Valid ID 4. Payment Form (1, original) 5. Official Receipt (1,original) 6. Dealer's List (1, original) 		Business entity,supplier,contractor,bidder Business entity,supplier,contractor,bidder Business entity,supplier,contractor,bidder Bids and Awards Division Provincial treasurer's Office Bids and Awards Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about Bidding Opportunities	Provide client with appropriate information about Bidding Opportunities	None	5 minutes	Goods & Services Section 1. Head of the Goods & Services Section 2. SAO Civil Works Section 1.Administrative Aide VI 2. Head of the Civil Works Section 3. SAO
2. Fill-out Payment Form	Provide client with the Payment Form	None	2 minutes	Goods & Services Section 1. Head of the Goods & Services Section 2. SAO Civil Works Section 1. Administrative Aide VI 2. SAO
3. Pay to PTO - Cashier & Claim Official Receipt	Instruct client to proceed to PTO to pay the appropriate fee and secure Official Receipt	Per guidelines issued by the GPPB for the sale of Bidding Documents	10 minutes	Cashier Provincial Treasurer's Office
4. Present O.R. and Fill-out the Dealer's List	Photocopy Official Receipt and Provide	None	2 minutes	Goods & Services Section



	client with Dealer's List to fill-out			1. Head of the Goods & Services Section 2. SAO Civil Works Section 1. Administrative Aide VI 2. Head of the Civil Works Section 3. SAO
5. Receive complete set of bidding documents	5.1. Print-out complete bidding documents 5.2. Provide copy of bidding documents	None	10 minutes	Goods & Services Section 1. Head of the Goods & Services Section 2. SAO Civil Works Section 1. Administrative Aide VI 2. Head of the Civil Works Section 3. SAO
TOTAL		Per guidelines issued by the GPPB for the sale of Bidding Documents	29 minutes	

2. PARTICIPATION IN ALTERNATIVE MODE OF PROCUREMENT (SVP and SM)

Issuance of canvass forms to a minimum of three (3) supplier/contractor or its representative for the alternative mode of procurement for goods and services, and infrastructure projects of the Provincial Government of South Cotabato

Office or Division:	Provincial Governor's Office-Bids and Awards			
Classification:	Simple			
Type of Transaction:	G2B- GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	Business entities, contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Price Quotation (1, original) 2. Business Permit (1 photocopy) 3. Certificate of PhilGEPS Registration (1, Certified Photocopy) 4. Income Tax Return (1, Certified photocopy)		Bids and Awards –Secretariat Business entities, contractors Business entities, contractors Business entities, contractors Business entities, contractors		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about Opportunities for	Provide client with canvass forms	None	10 minutes	Goods & Services Section 1. Official Canvasser



Alternative Method of Procurement				2. Administrative Aide VI 3. Head of the Goods & Services Section Civil Works Section 1. Administrative Aide VI
2. Submit Price Quotation	2.1.Receive Price Quotation Form 2.2. Check Accuracy of Price Quotation	None	5 minutes	Goods & Services Section 1. Official Canvasser 2. Administrative Aide VI 3. Head of the Goods & Services Section Civil Works Section 1. Administrative Aide VI
TOTAL		None	15 minutes	

3. PROCUREMENT COMPLAINT HANDLING

Provincial Government of South Cotabato has a fully functional and effective redress mechanism relative to the implementation of procurement services.

Office or Division:	Provincial Governor's Office-Bids and Awards			
Classification:	Highly Technical			
Type of Transaction:	G2B- GOVERNMENT TO BUSINESS ENTITY			
Who may avail:	Business entities,contractors with complaint			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter for Motion for Reconsideration (1, original)		Business entities, contractors with complaint		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Reconsideration	1.1.Receive request letter from client and forward to SAO for appropriate action	None	3 days	Goods & Services Section 1. Head of the Goods & Services Section 2. SAO Civil Works Section 1. Administrative Aide VI 2. Head of the Civil Works Section 3. SAO
	1.2.BAC will deliberate on either to approve or to deny the request for reconsideration			
	1.3. BAC will issue a Resolution			
2.Filing of Protest in the Form of Verified Position Paper if BAC denied the request for reconsideration	2.1. Receive the Verified Position Paper 2.2.The HOPE shall resolve the protest	Per guidelines issued by the GPPB	7 days	Head of the Procuring Entity



3. Decision of the Local Chief Executive	3.The decision of the LCE is final	None	7 days	c/o PGO
TOTAL		Per guidelines issued by the GPPB	17 days	



EXECUTIVE STAFF

External Services



1.ASSESSMENT AND PROVISION OF APPROPRIATE ASSISTANCE TO INDIVIDUALS AND FAMILY IN CRISIS SITUATION.

- a) Burial/ Mortuary
- b) Medical
- c) Hospital
- d) Transportation
- e) Laboratory Tests
- f) Food Packs

Assessment and provision of appropriate assistance to individuals and family in crisis situation.

Office or Division:	Crisis Intervention Management	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Indigents residents of South Cotabato	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Burial		
1. Registered Death Certificate (2, Photocopy)		City/Municipality Registrar's Office
2. Valid ID/cedula or Barangay Certification (1,Original)		Barangay Hall
		Provincial Governors Office-Assistance Center
3. Funeral Contract (2,Photocopies)		Funeral Home
4. Senior Citizen/ PWD ID (1, photocopy)		C/MSWDO
Medical Assistance		
For outpatient:		
1. New Doctor's prescription (recita) with signature (2, Photocopies)		Attending Physician
2. Valid ID/cedula/Barangay Certification (1,Original)		Any government issued ID/Barangay Hall
3. Medical Certificate/if necessary (2,Original)		Hospital
For admitted patient:		
1. Doctor's prescription (recita) with signature (2,Photocopy)		Attending Physician
		Any government issued ID/Barangay Hall
2. Referral from Medical Social Worker/ PGO (1,Original)		Medical Social Worker- Hospital
Hospital Bill Assistance		
1. Hospital bill - final bill with signature (2,Photocopy)		Hospital
2. Valid ID/cedula or Barangay Certification (1,Original)		Any government issued ID/Barangay Hall
3. Certificate of confinement or medical certificate or medical abstract (2,Photocopy)		Hospital/ Attending Physician
Laboratory Request		
1. CT SCAN - CT scan request from the doctor /charge slip from the hospital/valid ID or cedula (2,Photocopy)		Attending Physician/charge slip from the hospital
2. ULTRASOUND - same with CT scan with signature (2,Photocopy)		Attending Physician/charge slip from the hospital



3. Barangay Certification/ ID Card (1,Original)		Any government issued ID/Barangay Hall		
Transportation Assistance				
1. Referral from the requesting physician or medical certificate (2,Photocopy)		Requesting Physician		
2. Registered Death Certificate in case of burial assistance (2,Photocopy)		City/Municipality Hall, ID/PRC ID/Barangay Hall		
Food Assistance for drop in clients				
1. Referral from Medical Social Worker (1,Original)		Medical Social Worker		
2. Valid ID or Barangay Certification (1,Original)		Any government issued ID/Barangay Hall		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Encoder verify names	1.Refer client to next step	None	5 Minutes	Clerk/Encoder
2. Require submission of complete documents & Secure priority Number	2.Give the log book to the client ad issue priority number	None	15 Minutes	Officer of the day
3. Social Worker conduct intake interview and issue guarantee letter, credit slip ,referral slip	3. Verify and Photo copy documents 3.1 Conduct assessment/evaluative S 3.2 Issue credit slip/guarantee letter/referral slip	None	30 Minutes	Social Worker
4. Posting of accounts and reflect control number of guarantee letter and credit slip	4. Encode vital data/reference/control no.	None	10 minutes	Clerk encoder/ controller
5. End of Transaction	5. Release of credit slip guarantee letter/referral slip	None		Social Worker
TOTAL		None	60 minutes	

2.SOLICITATIONS AND REQUESTS

Provide assistance depending on the nature of the request or solicitation.

Office or Division:	Provincial Governor's Office-Executive Staff
Classification:	Simple
Type of Transaction:	G2G- Government to Government G2C- Government to citizens
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter address to the Provincial governor (1, original)		Client/Requester		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the solicitation letter and supporting documents with original signature of requesting person	1.Receive solicitation letter and certified photocopy of supporting documents	None	3 minutes	PGO Staff
2.Wait for the solicitation /letter request to be processed	2.Forward approved letter request to the Chief Executive/Administrator/Provincial Governor	None	3 days	PGO Staff
3.Receive assistance from the Provincial Government of South Cotabato by affixing signature on the acknowledgment receipt	3.Release cash and file attachment including acknowledgment receipt	None	10 minutes	PGO Staff
	TOTAL	None	3 days, 13minutes	

3.ADMINISTRATIVE AND EXECUTIVE FUNCTIONS AND COMMUNICATIONS

- 3.1.Letters and invitation Request
- 3.2.Administrative Documents
- 3.3.Executive Function

Office or Division:	Provincial Governor's Office-Executive Staff			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Communication address to the Provincial governor (1, original)		Client/Requester		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Present the Administrative and Executive function and communications to the Provincial Administrator	1.Refer client to proceed in the Provincial Administrators Office	None	5 minutes	PAdmin Staff
2.Wait for the Administrative and Executive function and communications to be processed	2.Refer invitation/other communication to the Provincial Governor/Administrator/ Chief of Staff	None	3 days	PAdmin Staff
3.Receive response to the Administrative and Executive Function and Communications	3.1.Forward the communications back to the Padmin office with the affix signature and further instructions of the Provincial Governor/Administrator/Chief of Staff 3.2.Padmin Staff forwarded the documents to the PGO Records 3.3.Release documents to concerned client/office	None	5 minutes	PGO Staff
	TOTAL	None	3 days, 10minutes	



INFORMATION OFFICE

External Services



1. CONDUCT OF PRESS CONFERENCE

Provide media services for the information of the constituents of the province.

Office or Division:	Provincial Governor's Office-Information Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter (1, original) 2. Phone Call 3.Walk-in (Personal Appearance)		Client/Requester Dial 228-3025 Provincial Information Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit Request Letter/Call/ 1.2. Make personal appointment	1.1. Receive the Letter Request/Phone Call 1.2. Attend to scheduled personal appointment	None	5 minutes	Information Officer II Information Division
2. Secure Request Form	2. Provide Client with Request Form	None	5 minutes	Information Officer II Information Division
3. Submit filled up Request Form	3.1. Receive filled up Request Form 3.2. Schedule conduct of Press Conference 3.3. Issue Acknowledgement Receipt	None	15 minutes	Clerk I/Clerk II Information Division
4. Attend Press Conference	4. Facilitate conduct of Press Conference	None	3 hours	Information Officer II Information Division
TOTAL		None	3 hrs, 25 mins.	

2. RELEASE OF INFORMANT MAGAZINE, PRESS RELEASES AND OTHER DOCUMENTS

Provide relevant timely information and research data through our news publications so that the public may aware of all the programs, projects and activities of the Provincial Government.

Office or Division:	Provincial Governor's Office-Information Division
Classification:	Simple
Type of Transaction:	G2G- Government to Government G2C- Government to citizens
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter (1, original) 2. Phone Call 3.Walk-in (personal appearance)		Client/Requisitioner Dial 228-3025 Provincial Information Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit Request Letter/Call/ 1.2. Make personal appointment	1.1. Receive the Letter Request/Phone Call 1.2. Attend to scheduled personal appointment	None	3 minutes	Information Officer II Information Division
2. Secure Request Form	2. Provide Client with Request Form	None	2 minutes	Information Officer II Information Division
3. Submit filled up Request Form	3.1. Receive filled up Request Form 3.2. Issue Acknowledgement Receipt	None	5 minutes	Clerk I/Clerk II Information Division
4. Secure copy of the Informant Magazine, Press Releases, and other documents	4. Release copy of the Informant Magazine, Press Releases and other documents	None	5 minutes	Clerk I/Clerk II Information Division
TOTAL		None	15 minutes	

3. PRODUCTION OF RECORDED MATERIALS (Infomercials, AVP, News Plug and other Promotional Materials)

Provide media services for promotional materials such as Infomercials, News Plug, Audio Visual Presentation and other recorded materials through our recording facilities.

Office or Division:	Provincial Governor's Office-Information Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter (1,original) 2. Phone Call 3.Walk-in (personal appearance)		Client/Requestioner Dial 228-3025 Provincial Information Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit Request Letter/Call/	1.1. Receive the Letter Request/Phone Call	None	3 minutes	Information Officer II Information Division



1.2.Make personal appointment	1.2.Attend to scheduled personal appointment			
2.Secure Request Form	2.Provide Client with Request Form	None	2 minutes	Information Officer II Information Division
3.Submit filled up Request Form	3.1.Receive filled up Request Form 3.2.Issue Acknowledgement Receipt	None	5 minutes	Clerk I/Clerk II Information Division
4.Proceed to the production of requested materials (Infomercials,AVP, News Plug and other Promotional Materials)	4.Assist in the production of requested materials(Infomercials ,AVP,News plug and other Promotional Materials	None	3 hrs.	Technical Staff Information Division
TOTAL		None	3hrs., 10mins.	



INSPECTORATE OFFICE

External Services



1. Inspection of Goods Supplies, Materials and Equipment

DESCRIPTION OF THE SERVICE:

Inspection of delivered supplies, materials, goods, services and equipment.

Office or Division:	Provincial Governor's Office- Inspectorate Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Provincial Government Officer/ Partner National Agencies receiving subsidy from The Provincial Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt, Sales Invoice, or Delivery Receipt and or Purchase Order (PO)		Supplier/ PGSO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for the inspection of goods, supplies, materials or equipment vis a vis supporting documents	Conduct ocular inspection (actual)	None	5 minutes 4 hours for inspection outside the Provincial Capitol Compound	Receiving Clerk/ Inspector
Wait for the request to be acted/ processed	Inspection of OR/DR	None	10 minutes per inspection conducted 4 hours for inspection outside the Provincial Capitol Compound 3 hours for bulk purchases/ deliveries received by the PLGU thru the PGSO	Inspector
Receive a copy of the duly noted documents	For release	None	10 minutes	Inspector
			7hours & 25minutes	



2. Pre and Post Repair Inspection of Equipment

DESCRIPTION OF THE SERVICE:

Preparation of pre-repair and post-repair inspection reports.

Office or Division:	Provincial Governor's Office- Inspectorate Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Provincial Government Officer/ Partner National Agencies receiving subsidy from The Provincial Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-Repair Request form/ OR,Sales Invoice (Post-request)		Inspectorate Office		
CLIENTS STEPS				
AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Pre-Repair or Post-Repair Inspection	Receive Request	None	5 minutes	Receiving Clerk/ Inspector- In charge
Wait for the request to be acted/ processed	Check request form and conduct inspection	None	10 minutes for simples/minor inspection inside the Provincial Capitol Compound 3 Hours for major inspection inside & outside the Provincial Capitol Compound 10 minutes	Inspector Clerk
Wait for the approved Pre & post repair report	For release	None	3 minutes	Clerk
			3hours &13minutes	



3. Request for Notation in the Inspection and Acceptance Report (IAR)

DESCRIPTION OF THE SERVICE:

Review of all IAR's with official receipt, Sales Invoice and purchased order.

Office or Division:	Provincial Governor's Office- Inspectorate Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Provincial Government Officer/ Partner National Agencies receiving subsidy from The Provincial Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inspection and Acceptance Report with attached: For meals: OR, Charge Invoice, Sales Invoice(inspected) and attendance For goods & services-OR, Charge Invoice, Sales Invoice(inspected)		ARTA task force of the agency availing the service (Concerned Offices)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Inspection and Acceptance Report (IAR) for supplies purchased	Check/review IAR	None	15 minutes	Receiving Clerk/ Encoder
Wait for the Inspection and Acceptance Report (IAR) to be processed	Logbook (for records purposes)	None	10 minutes	Inspector in-charge
Received/ claim the duly signed and noted IAR	For release	None	10 minutes	Inspector- in charge/ Chief Inspectorate
			25minutes	

4. Waste Material Report (WMR)

DESCRIPTION OF THE SERVICE:

Inspection of government vehicles and electrical/electronic equipment assigned at different Provincial Government Offices.

Office or Division:	Provincial Governor's Office- Inspectorate Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Provincial Government Officer/ Partner National Agencies receiving subsidy from The Provincial Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Waste Material Report		PGSO		



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Waste Material Report (WMR)	Receive and forward to inspector in charge	None	5 minutes	Receiving Clerk/ Encoder
Wait for Waste Material Report to be processed	For inspection	None	10 minutes	Inspector in-charge
Received/ claim the duly signed and noted WMR	Log book (records purposes)	None	10 minutes	Inspector- in charge/ Chief Inspectorate
			25minutes	

5. Inspection and Monitoring

DESCRIPTION OF THE SERVICE:

Conduct inspection and monitoring of implemented infrastructure projects funded by the Provincial Government.

Office or Division:	Provincial Governor's Office- Inspectorate Unit			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Contractor/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Folder with complete project contract documents & letter request		PEO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for the inspection of infrastructure project subject of billing	Receive request and forward to Engineer in charge	None	5 minutes	Receiving Clerk
Wait for the request to be acted/ processed	Conduct ocular inspection	None	10 minutes to received, review the claim folder 5 days to conduct inspection and monitoring on the project site.	Engineer



Receive a copy of the Certification or Report of Findings relative to the result of monitoring conducted on the infrastructure project subject of billing	Prepare pictures, documents, field monitoring reports, project inspection report and certification subject for billing.	None	3 days of preparation of pictures documents, field monitoring reports, and certification for billing	Chief-Inspectorate/Engineer
			8 days and 15 minutes	



INTERNAL AUDIT SERVICE

Internal Services



1.CONDUCT OF COMPLIANCE,MANAGEMENT OR OPERATIONS AUDIT

Internal Audit is one of the vital aspects of transparent, accountable and honest public governance. Conduct of either compliance, management or operations audit is critical in order to determine if indeed the assets of government are duly safe guarded, there is strict compliance with the existing laws,rules and regulations, there is an ethical ,economical and orderly operation, complete and accurate financial data.

Office or Division:	Provincial Governor's Office- Internal Audit Service			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Provincial Government Offices/Departments/Program Implementers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Internal Audit Service Plan (1,original)		Provincial Governor's Office		
2. Memo to undertake Audit Activities (1,original)		Provincial Governor's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Furnish copy of the approved Internal Audit service Plan and Audit Memo signed by the Provincial Governor	1.1.Receive copy of the approved Internal Audit Service Plan and Memo	None	5 minutes	Receiving Clerk/ Encoder Admin.Support Services
	1.2.Conduct Technical Team Meeting to discuss the execution of the approved Internal Audit Service Plan and Audit Memo	None	1 day	Internal Auditor IV Internal Audit Service
	1.3.Conduct of Audit Milestones-(Entry Conference, Gathering of Data, Walk through, Interview, Validation, Processing of data information, assessment/evaluation, Exit Conference	None	66 days	Internal Auditor IV, Internal Auditor II, Internal Auditor I, Auditing Assistant, Audit Clerk Internal Audit Team
	1.3. Preparation of Report	None	20 days	Internal Auditor IV, Internal Auditor II, Internal Auditor I, Auditing Assistant, Audit Clerk Internal Audit Team
	1.4. Submission of Audit Report to the Provincial Governor for appropriate action	None	1 day	Clerk/Encoder Admin.Support Services
Total		None	88 days, 5 mins.	



2.FACILITATE CONDUCT OF CPES OF INFRASTRUCTURE PROJECTS

The provincial government's development mission to promote participatory, transparent and accountable governance is ensured and the culture of integrity in the province is strengthened through the implementation of the constructors Performance Evaluation System.

Office or Division:	Provincial Governor's Office- Internal Audit Service			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Provincial Government Offices/Departments/Program Implementers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1.List of awarded infrastructure projects for implementation in the Province of South Cotabato. (1,original)</p> <p>2.Contract Documents (1,Certified Photocopy),viz:</p> <p>2.1.Approved Contract Agreement 2.2.Contract Drawings 2.3.General and special Provisions 2.4.Methods of Construction 2.5.Safety and Health Issues 2.6.CPM Work Schedule or Bar chart 2.7.Materials/Manpower Schedule 2.8.Equipment Schedule 2.9. Organizational Chart 2.10.Financial chart/S-Curve 2.11.Physical Progress/Status/SWA 2.12.Records of Tests and Results 2.13.Materials Quality Control Program 2.14.Punchlist(For final visit upon completion)</p>		<p>Provincial Engineer's Office</p> <p>Provincial Engineer's Office</p>		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Furnish copy of the list of awarded infrastructure projects in the province of South Cotabato	1.1.Receive copy of the list of awarded infrastructure projects from PEO 1.2.Indorse the copy of the Head of the CPES-IU	None	5 minutes	Receiving Clerk/ Encoder Admin.Support Services
	2.1. Schedule conduct of CPES Technical Team Meeting 2.2. .Conduct of CPES Technical Team 2.3. Prioritize projects for CPES	None	1 day	Internal Auditor IV Internal Audit Service/CPES-IU



	2.4. Schedule conduct of Field Evaluation/CPES			
	3.1.Prepare and send communications to concerned personnel 3.2.Prepare and reproduce technical forms 3.3.Prepare logistics	None	5 days	Internal Auditor II/Audit Clerk Internal Audit Service/CPES-IU
	4.1.Conduct of CPES/Field Evaluation 4.2.Prepare CPES Observations and Findings	None	1 day	CPEs Technical Team/Internal Auditor II/Audit Clerk PEO/Internal Audit Service
	5.1.Schedule conduct of Exit Meeting with concerned contractor and peo personnel 5.1.Conduct CPES Exit Conference	None	7 days	Internal Auditor IV, Internal Auditor II, Internal Auditor I, Auditing Assistant, Audit Clerk Internal Audit Team
	6.Submit CPES Report to the Provincial Governor for his information and appropriate action	None	1 day	Clerk/Encoder Admin.Support Services
	Total	None	15 days,5mins.	



KABUGWASON OFFICE

External Services



1. AVAILMENT OF GRANT-IN-AID (EDUCATIONAL FINANCIAL ASSISTANCE) FOR TERTIARY EDUCATION

The grant-in-Aid Program mandated by the above citations having a mandatory regular budget allocation of not less than Php3, 000,000.00 every year and with additional of 15,220,400.00 that aims to extend 1 time financial assistance to those students who are bonafide resident of South Cotabato both female and male unable to pay their tuition fee due to financial insufficiency of their family to sustain the cost of education.

Office or Division:	PGO-KPSP			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Students, OSY, HS Graduates, IPs, Differently Abled, Parents and Residents of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Accomplished Application Form 1-B (1,original) 2.Senior High School Report Card/ Certificate of Grades in previous Semester for College Students (1,original) 3.Certificate of Good Moral (1,original) 4.Barangay Certificate (1,original) 5.Birth Certificate (1,Original) 6.Passport Size Picture (1,original) 7. Sketch Map (1,original) 8.Certificate of Indigency, 91,original) 9.Application Letter (1,original)		PGO-KPSP OFFICE School Graduated/school they are enrolled Barangay/School Graduated Barangay PSA office Any Digital Studio Client Barangay Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure and fill-in Application Form 1-B	1.Provide Application Form 1-A	None	10 minute	Technical Staff KPSP GIAP
2.Submit accomplished application form for review, instruction and endorsement for pre-screening	2.Evaluate Documentary Requirements	None	15 minutes	Technical Staff KPSP GIAP
3.Wait for the pre-screening result and seek schedule for oral Interview if qualified	3.Facilitate applicant for their screening result and seek schedule for oral Interview if qualified	None	22 days	Provincial Scholarship Committee
4.Attend interview	4.Facilitate qualified applicant for their Interview	None	20 minutes	Technical Staff PSC/ KPSP GIAP
5.Attend Briefing/Orientation Secure Certification/Certificate of Attendance and Secure Instruction	5.Conduct Orientation and distributions of KPSP GIA Certificates	None	4 hours	Technical Staff PSC/ KPSP GIAP
TOTAL		None	22 days, 4hrs, 45 mins.	



2. AVAILMENT OF SCHOLARSHIP AND GRANT-IN-AID FOR POST GRADUATE DEGREE (LAW & MEDICINE)

Post Graduate-degree Scholarship Program is a regular program mandated by the above cited ordinances having a mandatory regular budget allocation of not less than 5,000,000.00 every fiscal year to sustain 60 scholar grantees in each year level.

Office or Division:	PGO-KPSP			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Professional, College Graduates, Students, IPs, Differently-Abled, General Public residing in South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form 1-C (1,original) 2. Transcript of Records and Diploma (1,original) 3. NMAT Result(for applicant in Medicine) (1,original) 4. Certificate of Good Moral and Court Clearance from the Clerk of Court (1, original) 5. Birth Certificate (1,original) 6. Passport Size Picture (1,original) 7. Sketch Map (1,original) 8. Certificate of Indigency (1, original) 9. BIR ITR (1,original) 10. Application Letter (1,original) 11. Financial Statement of Income and Expenses(1,original).		KPSP OFFICE SCHOOL GRADUATED Client BARANGAY & Regional Trial Court PSA office Any Digital Studio Client BARANGAY BIR Office Client BIR Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-in Application Form 1-C	1. Provide Application Form 1-A	None	10 minutes	Technical Staff KPSP GIAP
2. Submit accomplished application form for review, instruction and endorsement for pre-screening	2. Evaluate Documentary Requirements	None	15 minutes	Technical Staff KPSP GIAP
3. Wait for the pre-screening result and seek schedule for oral Interview if qualified	3. Facilitate applicant for their screening result and seek schedule for oral Interview if qualified	None	22 days	Provincial Scholarship Committee
4. Attend interview	4. Facilitate qualified applicant for their Interview	None	20 minutes	Technical Staff PSC/ KPSP GIAP
5. If qualified, secure, Medical/Physical Exam and Drug test	5. Facilitate qualified applicant for submission of Medical/Physical Exam and Drug test result	None	1 day	IPHO/MHO/ Drug Test Center



6. Sign MOA, Attend Orientation and Secure Certification	6. Facilitate qualified applicant for their Signing of Memorandum of Agreement and distribution of Certificates	None	4 hrs.	Technical Staff PSC/ KPSP GIAP
TOTAL		None	23 days,4 hours, 45 mins.	

3.FINANCIAL ASSISTANCE TO PUBLIC SCHOOLS

The financial assistance to public schools will be distributed based on the categorization devised by the DepEd of the 499 schools in the ten (10) municipalities and one (1) city of South Cotabato. The criteria used in differentiating these schools into Small, Medium, and Large, is the number of students enrolled for the school year 2019-2020.

Office or Division:	PGO-KPSP			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Primary and Secondary Public Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum of Understanding (MOU) (1,original)		PGO-KPSP		
2. Payroll (1,original)		PGO-KPSP		
3. Project Design (1,original)		PGO-KPSP		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit MOU duly signed by the School Principal	1.1.Receive the MOU 1.2.Review correctness of MOU	None	10 minutes	Technical Staff KPSP GIAP
2.Wait for the Financial Assistance to be processed	2.1.Prepare the corresponding payroll in support of the Financial Assistance to be provided 2.2.Prepare copy of the Project Design 2.3.Prepare financial documents in support of the claim 2.4.Submit the Financial documents for processing 2.5.Processing of Claim	None	1 day	Technical Staff KPSP GIAP
3. Claim of Financial Assistance	3.Release of Financial Assistance	None	4 hours	Cashier Provincial Treasurers Office
TOTAL		None	1 day,4hours, 10mins.	



4. AVAILMENT OF SCHOLARSHIP FOR MODULAR/TESDA SHORT COURSES

The Grant-in-Aid Modular or Short Term Program aims to reduce the unemployment rate of the Province of South Cotabato. Thus, the Program grants short term courses to both men and women deprived of opportunity to continue their studies by any reason resulting to dropping out from school or were not able to continue and graduate their courses.

Office or Division:	PGO-KPSP OFFICE			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	General public residing in South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Accomplished Application Form 1-C (1,original) 2.High School Report Card/Senior High School Report Card/ Certificate of Grades in previous Semester for College Students (1,original) 3.Certificate of Good Moral (1,original) 4.Barangay Certificate (1,original) 5.Birth Certificate (1,original) 6.Passport Size Picture (1,original) 7. Sketch Map (1,original) 8.Certificate of Indigency (1,original) 9.Application Letter (1,original)		KPSP OFFICE School Graduated/school they are enrolled Barangay/School Graduated Barangay PSA office Any Digital Studio Client Barangay Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure and fill-in Application Form 1-C	1.Provide Application Form 1-A	None	10 minutes	Technical Staff KPSP GIAP
2.Submit accomplished application form for review, instruction and endorsement for pre-screening	2.Evaluate Documentary Requirements	None	15 minutes	Technical Staff KPSP GIAP
3.Wait for the pre-screening result and seek schedule for oral Interview if qualified	3.Facilitate applicant for their screening result and seek schedule for oral Interview if qualified	None	22 days	Provincial Scholarship Committee
4.Attend interview	4.Facilitate qualified applicant for their Interview	None	20 minutes	Technical Staff PSC/ KPSP GIAP
5.Attend Briefing/Orientation Secure Certification/Certificate of Attendance and Secure Instruction	5.Facilitate qualified applicant for their Orientation and distributions of KPSP GIA MODULAR Certificates	None	4 hours	Technical Staff PSC/ KPSP GIAP
TOTAL		None	22 days,4hours, 45mins.	



5. AVAILMENT OF SCHOLARSHIP FOR COLLEGE DEGREE

Degree Scholarship Program is a regular program mandated by the above citations having a mandatory regular budget allocation of not less than Php15,000,000.00 every year to sustain 230 scholar grantees in each year level both Ladderized and Degree every academic year.

Office or Division:	PGO-KPSP			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Students, OSY, HS Graduates, IPs, Differently Abled, Parents and Residents of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Accomplished Application Form 1-A (1,original) 2.Senior High School Report Card (1,original) 3.Certificate of Good Moral (1,original) 4.Barangay Certificate (1,original) 5.Birth Certificate (1,original) 6.Passport Size Picture (1,original) 7. Sketch Map (1,original) 8.Certificate of Indigency (1,original) 9.Application Letter (1,original)		PGO-KPSP OFFICE School Graduated Barangay/School Graduated Barangay PSA office Any Digital Studio Client Barangay Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure and fill-in Application Form 1-A	1.Provide Application Form 1-A	None	10 minutes	Technical Staff KPSP GIAP
2.Submit accomplished application form for review, instruction and endorsement for pre-screening	2.Evaluate Documentary Requirements	None	15 minutes	Technical Staff KPSP GIAP
3.Wait for the pre-screening result and seek schedule for oral Interview if qualified	3.Facilitate applicant for their screening result and seek schedule for oral Interview if qualified	None	22 days	Provincial Scholarship Committee
4.Take Qualifying Exam at Testing Center	4.Facilitate applicant for their Qualifying Exam at Testing Center	None	4 hrs.	Technical Staff KPSP GIAP
5.Wait for notification on Qualifying Test Result and If passed,seek schedule of Oral Interview	5.Follow-up Test Result at Exam Center and schedule an Oral Interview for those qualified applicant	None	15 days	Technical Staff PSC/ KPSP GIAP
6.Attend and subject self to interview	6.Facilitate qualified applicant for their Interview		20 minutes	Technical Staff PSC/ KPSP GIAP
TOTAL		None	37days,4hours, 45mins.	



**PROVINCIAL DISASTER RISK REDUCTION
MANAGEMENT OFFICE**

External Services



1.PROVISION OF RELIEF ASSISTANCE

Relief Assistance is a cash provided to families whose houses are either totally or partially damaged due to fire, flashflood, earthquake, tornado or any other analogous occurrences.

Office or Division:	PDRRMO			
Classification:	Complex			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Affected Individuals/ Municipality/ City/ Barangay/LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.C/MDRRMO Report (1,original)		Concerned government agency		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Report relative to the incident to PDRRMO, Operations and Warning Section	1.1 Receive the incident report documents submitted 1.2 Inform the client as when to receive the relief assistance	None	15 minutes	In-Charge Operations and Warning Section
2.Receive the relief assistance from the Operations and Warning Section	2.1 Assessment of the incident happened 2.2 Secure a copy of withdrawal slip, gate pass, and attendance sheet indicating the name and signature of the client 2.3 Release of Relief Assistance	None	5 days	In-Charge Operations and Warning Section
TOTAL			5 days,15 minutes	

2.PROVISION OF FOOD FOR WORK (FFW) AND CASH FOR WORK (CFW) PROGRAM (For Disaster Prevention and Mitigation)

Food for Work/Cash for Work Program is one of the services provided under the PDRRMO aimed to raise income and employment for the poor through the creation of incremental Assets and by means of work generation. This program wanted to lessen the impact of disaster in communities.

Office or Division:	PDRRMO			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residents of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request (1 original)		Concerned individual who wanted to avail of the FFW/CFW Program		
2. FFW/CFW Project Proposal Form		In-Charge Operations and Warning Section		



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Make a letter request addressed to PDRRMO Head of Office and have its hard copy received</p> <p>1.2 Submit request to PDRRMO in order to avail Food for Work/ Cash for Work Program.</p>	1.Receive the request and validate information and services requested	None	10 minutes	In-Charge Operations and Warning Section
2.Wait for the request to be processed	<p>2.1. Conduct assessment and ocular inspection of the area</p> <p>2.2. Submit report along with recommendations to the PDRRMO Head of Office</p>	None	3 days	In-Charge Operations and Warning Section
3.Secure FFW/CFW Project Proposal Form from Operations and Warning Section	<p>3.1 Received the Project Proposal Form</p> <p>3.2 Recommend for approval of the Department Head and Provincial Governor</p> <p>3.3 Discuss with client the confirmation of the program to be conducted with notification to Barangay Officials concerned</p>	None	2 days	In-Charge Operations and Warning Section
4.Avail the Food for Work /Cash for Work Program	<p>4.1 Secure a copy of withdrawal slip (receipt if CFW), gate pass (FFW only), and attendance sheet indicating the name and signature of the client</p> <p>4.2 Provide Food/Cash after the completion of the project</p>	None	1 day	In-Charge Operations and Warning Section
TOTAL			6 days, 10 mins.	



3. PATIENT TRANSPORT SERVICES

Request of Patient Transport Services is given to those citizens with a need of immediate health care services.

Office or Division:	PDRRMO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All constituents of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Make a call by way of mobile phone				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Emergency Hotline of the PDRRMO at the following contact number: Using mobile phone with sufficient load, dial Globe +639275426430/ Smart +639691915810	1.1 Accept the call and gather necessary information such as patient name, diagnosis, location, and destination. 1.2 Fill-out Ambulance Services Form 1.3 Assign a team to handle the request	None	10 minutes	Hotline In-Charge Operations and Warning Section
2. Wait for the team to arrive in the agreed location	2.1 Dispatch Ambulance and Transport the patient safe and sound	None	20 minutes average response time depending on availability and location	Personnel assigned to Patient Transport Services
TOTAL			30 mins.	



SEVEN FALLS PROJECT MANAGEMENT UNIT

External Service



1.PROVISION OF ZIPLINE RIDE

Seven Falls is one of the tallest in Asia that runs at 180 meters above the ground. It is divided into two (20 lines,the first extends 740 meters and the other 420.

Office or Division:	PGO-SFPMU			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Entrance Ticket (1, Original)		Concerned individual who wanted to avail of the Zipline ride		
2.Official Receipt (1,Original)		Collector,Provincial Treasurer's Office		
3.Waiver (1,Original)		Concerned individual who wanted to avail of the Zipline Ride		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Pay Corresponding Entrance Fee at the main gate	1.1.Receive Entrance Payment 1.2.Issue Entrance Ticket	Adult-Php20.00 Senior- Php15.00 Student- Php 5.00 Children-Php5.00	10 minutes	Ticket Checker PGO-SFPMU
2.Fill out and submit Waiver Form at the Counter	2.Receive duly filled out Waiver Form	None	10 minutes	Collector Provincial Treasurer's Office
3.Pay Corresponding Fee	3.1.Receive payment 3.2.Issue Official Receipt	Weekdays- Php 300.00 Weekends, Holidays, Fiesta, Anniversary- Php 350.00	15 minutes	Collector Provincial Treasurer's Office
4.Proceed to Rigging Area ad present the Official Receipt and Gate pass	4.1.receive and Check Official Receipt and Gate Pass	None	15 minutes	Park Rangers PGO-SFPMU
5.Experience the thrill of Zipline Ride	5.Provide Zipline Ride	None	45 seconds	Park Rangers PGO-SFPMU
TOTAL		Entrance Fee: Adult-Php20.00 Senior- Php15.00 Student- Php 5.00 Children-Php5.00 Zipline Ride Fee: Weekdays-Php 300.00 Weekends,Holidays, Fiesta,Anniversary- Php 350.00	50 minutes, 45 seconds	



**SCEEMO-SOUTH COTABATO GYMNASIUM AND
CULTURAL CENTER**
External Service



1.LEASE OF SPACES/VENUES

“The Billing Statement is prepared by SCEE- SOUTH COTABATO GYMNASIUM AND CULTURAL CENTER to bind the lessor (Provincial Government of South Cotabato thru the Governor) and the lessee of venue for event offered for rent by the provincial government, in obligations and undertakings governing the use of venue for event at the South Cotabato Gymnasium and Cultural Center.

Office or Division:	(SCEEMO)-SGCC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Legitimate Organizations and Business Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Intent to Rent (1,original) 2.Government issued ID(1,Photocopy) 3.Business Permit (1, Photocopy)		Legitimate Organizations/Business Holders Legitimate Organizations/Business Holders Provincial Treasurer’s Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquire for available stall rent. If available, submit Letter of intent addressed to the Provincial Governor with necessary documents listed on “ Documents to be Presented” and wait for approval.	1.1.Receive Letter of Intent from client 1.2.Indorse Letter of Intent to the PGO for approval 1.3.Prepare Contract of Lease	None	2 days	Office Clerk/Staff Manager SCEEMO
2.If approved, sign the Contract of Lease	2.Provide copy of the contract of Lease	None	10 minutes	Office Clerk/Staff Manager SCEEMO
3.Wait for notice from the SCEEMO if the Contract of Lease has been approved by the Provincial governor	3.Indorse copy of the Contract of Lease to the Office of the Provincial Governor for his appropriate action	None	1 day	Office Clerk/Staff Manager SCEEMO-SGCC
4.Get the Contract of Lease for Notarization	4.Release the Contract of Lease for Notarization	None	30 minutes	Office Clerk/Staff Manager SCEEMO-SGCC
5.Request of billing statement for paying two (2) months advance and two (2) months deposit	5.Provide Billing Statement	Based on the 2017 Revenue Ordinance of the PGSC	5 minutes	Cashier Provincial Treasurer’s Office
6.Pat two (2) months advance and two (2) months deposit to the Provincial Treasurer’s Office	6.1. Receive payment from the client 6.2.Issued Official Receipt for the payment received from the client	Based on the 2017 Revenue Ordinance of the PGSC	5 minutes	Cashier Provincial Treasurer’s Office
TOTAL		None	3 days,40 minutes	



Fees and Rentals of Commercial Spaces and Sports Facilities at the South Cotabato Gymnasium and Cultural Center

Services and Facilities	Fees
A. Rental of Commercial Spaces/Stall	
First Floor (Stall nos. A8 to A17)	P264.00 per sq.m. per month
First Floor A18	P100.00 per sq.m. per month
First Floor (All Other Stalls)	P231.00 per sq.m. per month
Second Floor (All Stalls)	P158.40 per sq.m. per month
Third Floor (All Stalls)	P118.80 per sq.m. per month
Rehearsal Room	P100.00 per sq.m. per month
Use of vacant spaces	
Temporary (Product Display, Exhibit, and the Likes)	P500.00 per day
Semi-permanent occupant	
Gym Lobby	
1 st Floor Behind Gym Stairway (not to exceed 25 sq.m.)	P4,000.00/mo.
2 nd Floor Behind Gym Stairway (not to exceed 25 sq.m.)	P1,200.00/mo.
Spaces outside the gym	P1,200.00 /mo.
B. Rental for holding Event	
Package Rate	Day (8AM-5PM) P50,000.00 Night (5PM-12AM) P55,000.00
Venue Only	Day (8AM-5PM) P15,000.00 Night (5PM-12AM) P20,000.00
Practice Game (per hour)	
Elementary and Highschool Students with I.D.	Day (8AM-5PM) P300.00 Night (5PM-12AM) P400.00
Others without shot clock	Day (8AM-5PM) P400.00 Night (5PM-12AM) P500.00
Others with shot clock	Day (8AM-5PM) P800.00 Night (5PM-12AM) P900.00
Tournament	
National/Regional	Day (8AM-5PM) P1,000.00/hr. Night (5PM-12AM) P1,500.00/hr.



Provincial	Day (8AM-5PM) P800.00/hr. Night (5PM-12AM) P1,000.00/hr.
Local	Day (8AM-5PM) P600.00/hr. Night (5PM-12AM) P800.00/hr.
Use of Centralized Air-conditioning System	P700 per compressor per hour
Equipment Rental(whole duration of event)	
Smoke Machine	P1,000.00 per unit
Haze machine	P1,000.00 per unit
PAR LED Lights	P 500.00 per unit
PAR 64 Lights (12pcs. per set)	P3,000 per unit
Laser Lights	P500 per unit
Moving Head	P1,000 per unit
Wireless Microphone	P1,000 per unit per day
Rubber matting	P5.00 per piece per day
Table (long)	P25.00 per piece per day
Monoblock chairs	P5.00 per piece per day
Other charges	
Electricity	P10.00 per KWH
Water	P20.00 per cubic meter
Tarpaulin ads single face (perimeter fence)	
Fronting Alunan Avenue	P15.00 per sq. ft. per month
Fronting South Cotabato Sports Complex	P10.00 per sq.ft. per month
Tarpaulin ads inside the gym	P15.00 per sq.ft. per month
Advertisement (Subject to annual increase of P5.00)	



SOUTH COTABATO ECONOMIC INVESTMENT AND PROMOTION CENTER

External Service



1.FACILITATION of TAX EXEMPTION AVAILMENT & MSME's

The Provincial Government of South Cotabato grant fiscal incentive to business enterprises provided the following conditions are met: a)The project must be in the Investment Priority List; b)The project must entail a minimum investment of Three Million Pesos;c)(P 3,000,000.00);d)The project must have a minimum number of six (6) employees;e)The project must be located in the Province of South Cotabato; and f)The project must comply with the requirements under the Constitution, national laws, local ordinances and pertinent rules and regulations

Office or Division:	South Cotabato Economic Investment and Promotion Center			
Classification:	Highly technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Micro, Small and Medium Enterprises (MSMEs)			
CHECKLIST OF REQUIREMENTS		Where to Secure		
1. Proof of proposed place of business which shall show that the main operating facility of the applicant, and not just the warehouse or the administrative office, is located within the territorial jurisdiction of the Province (1,original)		Applicant		
2. A copy of the Project Study or Feasibility Study of the proposed investment including the list of officers and/or personnel responsible for or involved in the project (1,original)		Applicant		
3. locational clearance from the component city/municipality concerned (1,original)		City/Municipality Zoning Office		
4. Other specific permits applicable to the business of the applicant by virtue of its location or the nature of its activity, e.g., environmental clearance certificate (ECC).(1,original)		Offices/Agencies concerned		
5. Proof of payment of a non-refundable filing fee of One Thousand Five Hundred Pesos (P 1,500.00) only. (1,original)		Provincial Treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Get requirement checklists and endorsement slip	1.1.Provide checklist and endorsement slip 1.2.inform client to pay registration fee	None	3 mins	Development Management Officer SCEIPC



2. Pay application/ registration fee to PTO	2.1.Receive Payment 2.2 Issue Official Receipt	P 1,500.00- Registration Fee	20 mins	Cashier Provincial Treasurer's Office
3. Submit the complete documentary requirements with proof of payment of filing fee	3.1.Receive and check completeness of documentary requirements	P1,500.00- Registration Fee	25 mins	
4. Wait for the application to be processed	4.1.Re-evaluate the physical compliance of the documentary requirements 4.2.Prepare and submit evaluation result and recommendation to the members of the South Cotabato Investment Board	None	5 days	Development Management Officer SCEIPC
	4.3.Schedule for the conduct of South Cotabato Investment Board Meeting	None	5 days	Development Management Officer SCEIPC
	4.4.Conduct of Investment Board Meeting	None	4 hours	South Cotabato Investment Board
	4.5.Pass a Resolution and Certification and have it signed by the Chair-Provincial Governor	None	60 days	South Cotabato Investment Board
5. Return to SCEIPC and Claim Certification of Registration for the availment of fiscal incentive	5.Release of Certificate of Registration for the availment of fiscal incentive	None	5 days	SCEIPC (SCIB Secretariat)
Total		Php3,000.00	75 days, 5 hrs.	



**SOUTH COTABATO REHABILITATION AND
DETENTION CENTER (SCRDC)
EXTERNAL SERVICES**



1. FACILITATES INMATES RELATIVES/FRIENDS VISITATION

Facilitate inmates relatives/visitors during “Dalaw” Day

Office or Division:	South Cotabato Rehabilitation and Detention Center			
Classification:	Simple			
Type of Transaction:	G2C- government to citizen			
Who may avail:	Immediate Family, Relatives and Friends of Inmates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID –(1,Original)		Issuing Agency		
2. Birth Certificate (1,Original, 1Photocopy)		Local Civil Registrar/ Philippine Statistics Office		
3. Marriage Certificate (1,Original, 1 Photocopy)		Local Civil Registrar/ Philippine Statistics Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present self for listing in the logbook;	1.1 Check the authenticity of the documents presented. 1.2 List the name of Visitor in the Logbook and the inmate to be visited 1.3 Issue Visitors ID	None	3 minutes	Main Gate Guard PGO-SCRDC/JAIL
2. Present self and things brought for searching and inspection	2.1 Call the Visitor to enter Searching Room 2.2 Body Frisk the visitor 2.3 Search/ inspect the things brought 2.4 Return the items to the visitor to be brought to the Dalawan Area	None	7 minutes	Searcher/Frisking Lady/Male Guard PGO- SCRDC/ Jail
3. Wait for the inmate/s to be visited at the Dalawan Area	3. Announce and call the attention of the inmate with Dalaw	None	5 minutes	Inmates Welfare and Development Desk Staff PGO- SCRDC/ Jail
TOTAL		None	15 minutes	



2. FACILITATE INMATES CONJUGAL VISITATION

The Provincial Government through the management of the facility allows conjugal visit to inmates in honor of their existing marriage.

Office or Division:	South Cotabato Rehabilitation and Detention Center			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Inmates wife/husband			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Marriage Contract –(1 Original Copy & 1 Photocopy) 2. Certificate of Husband/ Wife and Children/s if theres any, (1 Original Copy & 1 Photocopy) 3. Medical Certificate- (1 Original Copy & 1 Photocopy) 4. Barangay Certificate-(1 Original Copy & 1 Photocopy) 5. 2X2 ID PICTURE- (1 piece,original) 		Local Civil Registrar (LCR) or Philippine Statistics Authority Office (PSA) Local Civil Registrar (LCR) or Philippine Statistics Authority Office (PSA) Family Doctor/ Provincial/Municipal Hospital Barangay Hall Inmates wife/husband		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Communicate Request for Conjugal Visit	Issue Checklist of Requirements	None	5 minutes	Inmates Welfare Development Desk Staff PGO-SCRDC/Jail
2.Submit needed documentary requirements	<ol style="list-style-type: none"> 2.1 Received the documentary requirements 2.2 Evaluate the authenticity of the documents 2.3 Prepare the conjugal visitation slip 	None	5 minutes	Inmates Welfare Development Desk Staff PGO-SCRDC/Jail
3.Wait for the request to be processed	<ol style="list-style-type: none"> 3.1 Prepare the conjugal visitation slip 3.2 Have it approved by the Provincial Warden/OIC 	None	10 minutes	Inmates Welfare Development Desk Staff PGO-SCRDC/ Jail
4. Avail of Conjugal Visit(Check-In)	<ol style="list-style-type: none"> 4.1.Schedule the date and time of Couples Conjugal Visit 4.2.Receive inmates wife/husband for conjugal visit 	None	2 hours	Inmates Welfare Development Desk Staff PGO- SCRDC/ Jail
TOTAL		None	2hrs.,20 mins	



3. FACILITATE INMATE'S JUDGE, LAWYERS, PERSONNEL OF OTHER GOVERNMENT AGENCIES, PRIVATE ORGANIZATION OR INDIVIDUAL

The provincial Government through the management of the correctional facility allows judges, lawyers, personnel of other government agencies, private organizations to visit and communicate/coordinate on the legal, social and spiritual needs of the inmates.

Office or Division:		South Cotabato Rehabilitation and Detention Center		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Judge, Lawyer, Personnel of Gov't Agencies, Private Org., etc		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (1, original)		Judge, Lawyer, Personnel of Gov't Agencies, Private Org., etc		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Communicate Request and Purpose	1. visitors purpose-Verbal or Written Notice	None	3 minutes	Main Gate Guard PGO-SCRDC/ Jail
2.Present Valid ID, write your name and signature in the Visitors Logbook	2.Check Visitors ID and have them write their name and signature in the visitor's logbook	None	5 minutes	Main Gate Guard PGO-SCRDC/ Jail
3.Wait for the inmate to be pulled out from his cell	3.Call and pull out inmate to be visited from his/her cell	None	10 minutes	Inmates Welfare Development Desk Staff PGO-SCRDC/ Jail
4. Communicate with the inmate	4.Guard the inmate and visitor	None	15 minutes	Custodial Guard PGO-SCRDC/JAIL
TOTAL		None	33 minutes	

4. ISSUANCE OF INMATES CERTIFICATE OF DETENTION AND OR CERTIFICATE OF MORAL CHARACTER

The correctional facility is authorized under the law to issue Certificate of Detention or Certificate of Good Moral Character to support any legal proceeding to the advance of the inmate.

Office or Division:		SOUTH COTABATO REHABILITATION AND DETENTION CENTER		
Classification:		SIMPLE		
Type of Transaction:		G TO C- Government to Citizen		
Who may avail:		SCRDC Detainee/ Person Deprived of Liberty and/or Immediate family member		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Communicate Request for the issuance of Certificate of Detention and/or Certificate of Moral Character	1.1. Receive Request for the issuance of Certificate of Detention and/or Certificate of Good Moral Character 1.2. Evaluate the purpose and where the Certificate of Detention to be used	None	3 minutes	Records Officer PGO-SCRDC/ Jail Administrative Section
2. Write name and signature in the logbook/ control book	2. Give the logbook to the client	None	3 minutes	Records Officer PGO-SCRDC/Jail Administrative Section
3. Wait for the request to be processed	3.1 Pull out inmates Carpeta 3.2 Print Inmates Profile from data base 3.3 Prepare the Certificate of Detention/ Good Moral Character of Inmate 3.4 Have it Approved and signed by the Provincial Warden	None	7 minutes	Records Officer PGO-SCRDC/Jail Administrative Section
4. Received the Copy of Certificate of Detention/ Good Moral Character	4. Have the client received and signed the office File	None	2 minutes	Records Officer PGO-SCRDC/Jail Administrative Section
TOTAL		None	15 minutes	

5. ISSUANCE OF INMATES CERTIFICATE OF DISCHARGE AND RELEASE

The management of the correctional facility is required by law to issue a Certificate of Discharge and Release in time of inmates release thereof by virtue of a valid Court Order.

Office or Division:	South Cotabato Rehabilitation and Detention Center			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	SCRDC Detainee/ Person Deprived of Liberty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Court Order of Release (1,original)		Courts		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate and Present Court Order of Release to the Records officer	1.1. Receive Copy of the Court Order 1.2. Check and Evaluate the authenticity of the Court Order of Release	None	5 minutes	Records Officer PGO-SCRDC/Jail Administrative Section
2. Wait for the request to be processed	2.1 Pull out inmates Carpeta			



	2.2 Print Inmates Profile from data base 2.3 Verify the Court Order of Release as to inmates profile, case no. and violations 2.4 Prepare the Certificate of Discharge from Jail in 3 copies 2.5 Have it checked and verified by the Administrative Officer 2.6 Pull out the inmate to be discharge, Make him affixed his signature and thumbmark in the certificate of Discharge 2.7 Have it Approved and signed by the Provincial Warden 2.8 Have it Recorded and Blotter in the logbook by the Custodial Team Leader	None	20 minutes	Records Officer PGO-SCRDC/Jail Administrative Section
3. Received the Copy of Certificate of Discharged	3. Release one copy of Certificate of Discharge	None	2 minutes	Records Officer PGO-SCRDC/Jail Administrative Section
TOTAL		None	27 minutes	

6. RECEIPT OF COMMITTED INMATES

Office or Division:	South Cotabato Rehabilitation and Detention Center			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	PNP/ PDEA/CIDG/BJMP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Commitment Order of Inmates addressed to SCRDC or Prov'l Jail- (1,Original) 2. Medical Certificate- (1, Original) 3. Xray Result- (1,original) 4. Copy of Case Information (1,original)		Court where the case of inmate was filed Provincial/Municipal Hospital Provincial/Municipal Hospital Court where the case of inmate was filed		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate Request	1.1. Receive Request for inmate to be committed 1.2. Facilitate request and forward to the Receiving officer	None	2 minutes	Custodial Jail Guard SCRDC/Jail



2.Present the Inmate to be committed and needed documentary requirements	2.1 Receive, Evaluate and check the authenticity of the documents presented 2.2 Body Search the inmate to be committed 2.3 Check the things brought by the inmate	None	10 minutes	Receiving Officer SCRDC/Jail
3.Received the Copy of the Received Commitment Order	3.1.Receive and sign the Copy of Commitment Order 3.2.Provide a copy of the received Commitment Order	None	3 minutes	Receiving Officer SCRDC/Jail
TOTAL		None	15 minutes	



**SOUTH COTABATO SPORT AND YOUTH
DEVELOPMENT OFFICE**

External Services



1.REQUEST FOR SPORTS AND YOUTH DEVELOPMENT SEMINARS/TRAININGS

The South Cotabato Sports and Youth Development Office was established to promote sports and raise a healthy well competitive athletes and significantly reduce alcohol, drug abuse, crime and social deviances and teenage pregnancy. Likewise, to create an enabling environment and act as a catalyst and facilitator for the promotion and development of youth and sports at provincial, regional, national and international levels.

Office or Division:	South Cotabato Youth and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Youth ,Youth Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request(1,original)		Concerned Youth/Youth Organization		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit written request for sports and youth Development Seminars/Trainings	1.1.Receive Request 1.2.Facilitate request and forward to the Provincial Governor for approval	None	2 days	Program Assistant SCSYDO
2.Wait for the request to be processed	2.1.Forward request to the PGO for approval 2.2.Secure approval of the Provincial Governor			Program Assistant SCSYDO
3.Receive feedback on the request	3.Provide feedback to the client on the status of the request	None	10 mins	Program Assistant SCSYDO
TOTAL		None	2days, 10mins.	

2.REQUEST FOR SPORTS EQUIPMENT

The South Cotabato Sports and Youth Development Office was established to promote sports and raise a healthy well competitive athletes and significantly reduce alcohol, drug abuse, crime and social deviances and teenage pregnancy. Likewise, to create an enabling environment and act as a catalyst and facilitator for the promotion and development of youth and sports at provincial, regional, national and international levels.

Office or Division:	South Cotabato Youth and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Youth ,Youth Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request(1,original)		Concerned Youth/Youth Organization		



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit written request for sports equipment	1.1.Receive Request 1.2.Facilitate request and forward to the Provincial Governor for approval	None	2 days	Program Assistant SCSYDO
2.Wait for the request to be processed	2.1.Forward request to the PGO for approval 2.2.Secure approval of the Provincial Governor			Program Assistant SCSYDO
3.Receive feedback on the request	3.Provide feedback to the client on the status of the request	None	10 mins	Program Assistant SCSYDO
TOTAL		None	2days, 10mins.	

3.REQUEST FOR FINANCIAL ASSISTANCE

The South Cotabato Sports and Youth Development Office was established to promote sports and raise a healthy well competitive athletes and significantly reduce alcohol, drug abuse, crime and social deviances and teenage pregnancy. Likewise, to create an enabling environment and act as a catalyst and facilitator for the promotion and development of youth and sports at provincial, regional, national and international levels. Equally, the Provincial Government of South Cotabato extends financial assistance to competing individuals and teams that will represent the province.

Office or Division:	South Cotabato Youth and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Youth ,Youth Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request(1,original) 2.Valid ID (2,Photocopy)		Concerned Youth/Youth Organization Concerned individual youth		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit written request for financial assistance	1.1.Receive Request 1.2.Facilitate request and forward to the Provincial Governor for approval	None	2 days	Program Assistant SCSYDO
2.Wait for the request to be processed	2.1.Prepare and submit Project Design and Memorandum of Understanding to the Governor's Office for approval.	None	2 days	Program Assistant SCSYDO



	2.2. Submit Obligation Request and Disbursement Voucher for approval	None	1 hour	Program Assistant SCSYDO
	2.3. Process the financial assistance to the Provincial budget Office, Provincial Accounting Office and Provincial Treasurer's Office.	None	25 days	In- Charge Provincial Budget Office, Provincial Accounting Office, Provincial Treasurer's Office
3. Claim the Check at the Provincial Treasurer's Office	3. Release the Check to the grantee	None	3 mins	Cashier Provincial Treasurer's Office
TOTAL		None	29 days, 1 hour, 3mins.	



SOUTH COTABATO SPORTS COMPLEX

External Services



1.REQUEST FOR BOOKING

The South Cotabato Sports Complex was established to promote health and wellness of the local constituents. Also, to provide a venue for provincial, regional and national sports events.

Office or Division:	South Cotabato Youth and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Youth ,Youth Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request(1,original) 2.Memorandum of Agreement (1,original)		Concerned private individual/organization South Cotabato Sports Complex Management		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure pre-booking reservation/submit written request	1.1.Receive Request 1.2.Facilitate request and forward to the Provincial Governor for approval	None	30 minutes	Receiving Clerk SCSC
2.Wait for the request to be processed	2.1.Forward request to the PGO for approval	None	3 days	Receiving Clerk SCSC
	2.2Secure approval of the Provincial Governor	None	30 minutes	Receiving Clerk SCSC
	2.3 Prepare Lease contract 2.4.Secure the signatories of the parties			
3. Pay corresponding fee/s at the Provincial Treasurer's Office	3.1.Receive Payment 3.2.Issue Official Receipt	Table Below	20 minutes	Cashier Provincial Treasurer's Office
4.Avail of the facility SCSC	4.Provide services at the facility requested	None	5 minutes	Facility In-charge SCSC
TOTAL		None	3 days, 1hr, 25mins.	

Fees and Rentals of Facilities at the South Cotabato Sports Complex

Particulars	Rate of Fees and Rentals	
	AM	Night
Swimming Pool	P30.00	P20.00
Swimming Pool (Exclusive)	P500.00	P1,500.00
Oval	P250.00	P250.00
Tennis Court (3)	P350.00	P350.00
Volleyball Court (2)	P250.00	P250.00
Basketball court (2)	P250.00	P250.00
Sepak Takraw	P250.00	P250.00
Soccer field	P250.00	P250.00
Frisbee Field	P250.00	P250.00



Grandstand		
Concrete	P1,200.00	P2,200.00
Wooden (2)	P500.00	P1,000.00
Sound System	P1,200.00	P2,200.00
Electricity	P1,200.00	P2,000.00



PROVINCIAL SECURITY UNIT

External Services



1.RADIO MESSAGE TRANSMISSION

Transmits important messages/information intended to and from a certain location to another

Office or Division:	Radio Room			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All authorized Radio Operators/handlers employed at the Provincial Government of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Message for transmission (hardcopy) (1,original)		Originating office of the requesting party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for radio message transmission for concerned recipient	1.Asks what message to transmit and who is the target recipient	None	2 minutes	Radio Operator on Duty Provincial Security Unit
2.Submit message for transmission	2.Receive radio message	None	1 minute	Radio Operator on duty Provincial Security Unit
3.Avail of the desired service for radio message transmission	3.Transmit radio message	None	5 minutes	Radio Operator on duty Provincial Security Unit
TOTAL		None	8 minutes	

2.REPAIR OF RADIO COMMUNICATION EQUIPMENT (GROUND-ATTACHED)

Repair of non-functional Ground-attached Radio Equipment

Office or Division:	Radio Room			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All authorized Radio Operators/handlers employed at the Provincial Government of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for Repair (1, original)		Radio Room		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for the repair of the damaged/ non-functional Radio Communication Equipment	1.Give letter request for repair to client	None	2 minutes	ECE Technician Provincial Security Unit



2.Submit the letter request for repair to client	2.Receive the letter request for repair	None	1 minute	Radio Operator on duty Provincial Security Unit
3.Assist in the conduct of site visit & preliminary assessment of damage	3.Conduct of site visit & preliminary assessment of damage	None	2 days	ECE Technician Provincial Security Unit
4.Conduct follow up on the progress of the repair	4.Give feedback whether the repair was successful or not	None	3minutes	ECE Technician Provincial Security Unit
5. Avail of the desired service for the repair of Radio Communication Equipment	5.Give courtesy to the client	None	1 minute	ECE Technician Provincial Security Unit
TOTAL		None	2 days and 7 minutes	

3.REPAIR OF RADIO COMMUNICATION EQUIPMENT (HANDHELD RADIO)

Repair of non-functional Handheld Radio Equipment

Office or Division:	Radio Room			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All authorized Radio Operators/handlers employed at the Provincial Government of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for Repair (1, original)		Radio Room		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for the repair of the damaged/ non-functional Radio Communication Equipment	1.Give letter request for repair to client	None	2 minutes	ECE Technician Provincial Security Unit
2.Submit the letter request for repair to client	2.Receive the letter request for repair	None	1 minute	Radio Operator on duty Provincial Security Unit
3.Submit the radio equipment for repair	3.Check the radio equipment's damage and performs necessary repair on the equipment	None	2 days	ECE Technician Provincial Security Unit
4.Conduct follow up for the progress of the repair	4.Give feedback whether the repair was successful or not	None	3 minutes	ECE Technician Provincial Security Unit



5. Avail of the desired service for the repair of Radio Communication Equipment	4. Give courtesy to the client	None	1 minute	ECE Technician Provincial Security Unit
TOTAL		None	2 days and 7 minutes	

4. PROVISION OF DIRECTION/INFORMATION ON THE LOCATION AND NAME OF PROVINCIAL GOVERNMENT OFFICE/UNIT THAT CAN PROVIDE REQUESTED/DESIRED SERVICE/S

Provide clients of the exact location or names of Provincial Government Offices/Units that can provide their desired services.

Office or Division:	Provincial Security Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Identification Card (1, original)		Any government agency that can issue valid identification cards		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Client Log Book at the Guard House	1. Give the log book to the client	None	2 minutes	Guard on Duty Provincial Security Unit
2. Inquire/ ask for the Office's name/location he/she intends to visit or transact business with	2. Ask purpose of visit/ transaction	None	2 minutes	Guard on Duty Provincial Security Unit
3. Get the desired direction/information	3. Give complete name or the right direction to locate the specific office to the client	None	2 minutes	Guard on Duty Provincial Security Unit
TOTAL		None	6 minutes	



PUBLIC EMPLOYMENT SERVICE UNIT

External Services



1.AVAILMENT OF SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

Special Program for Employment of Students (SPES) provides temporary employment to poor but deserving students, out-of-school youth, and beneficiaries of displaced and would-be displaced workers to continue their education.

Office or Division:	Provincial Governor's Office- Public Employment Service Unit (PESU)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Poor but deserving students, out-of-school youth aged 15-30 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Birth Certificate (1 photocopy)		Local Civil Registrar/ Philippine Statistics Authority		
2. Income Tax Return (ITR) of parents OR Certification from the BIR that the parents/ guardians are exempted from tax OR Certificate of Low Income/ Certificate of Indigence ITR (1 photocopy) OR BIR Certification (1 photocopy) OR Certificate of Indigence/ Low Income (1 original)		ITR- Parents of the client BIR Certification- Nearest BIR Office where the client resides Certificate of Low Income/ Indigence- Barangay Hall where the client resides		
3. Picture (2x2, colored, 1 original)		Client		
4. For Students: any of the two, in addition to requirement nos. 1, 2, 3				
a. Proof of average passing grade such as (1) class card or (2) Form 138 of previous semester or year immediately preceding the application (1 photocopy)		School where the client is enrolled		
b. Certification from the School Registrar as to passing grade (1 original)		School where the client is enrolled		
5. For Out-of-School youth: Certification as OSY issued by the barangay where OSY resides, in addition to nos. 1,2,3 (1 original)		Barangay Hall where the client resides		
6. For Whole Year-round Implementation: Class Schedule, in addition to nos. 1,2,3,4 (1 photocopy)		School where the client is enrolled		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure an Application Form	1.Provide Application Form	None	15 minutes	PESU Staff
2.Register online at www.dole12-spes.ph , submit application form and proceed for an interview	2.Receive Application Form and proceed the interview	None	45 minutes	PESU Staff
3.Wait for an application to be processed	3.Evaluate documentary requirements	None	40 days	PESU Staff
4.Attend SPES Orientation, Signing of Contract and Oath of Undertaking	4.Facilitate the conduct of SPES Orientation, Signing of Contract and Oath of Undertaking	None	4 hours	PESU Staff



5.Claim the required Identification Card before reporting to duty	5.Facilitate the distribution of Identification Card	None	15 minutes	PESU Staff
TOTAL		None	40 days, 5 hours, 15 minutes	

2.APPLICATION OF DOLE INTEGRATED LIVELIHOOD EMERGENCY EMPLOYMENT PROGRAM (DILEEP)

The DOLE Integrated Livelihood Emergency Employment Program is given to applicants who belong to marginalized workers who have no fixed income. It seeks to contribute to poverty reduction and reduce vulnerability to risks of the poor, vulnerable and marginalized workers.

Office or Division:	Provincial Governor's Office- Public Employment Service Unit (PESU)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Marginalized workers who have no fixed income			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Residency (1 original)		Barangay Hall where the client resides		
2. Certificate of Indigence (1 original)		Barangay Hall where the client resides		
3. Latest picture (2x2, 2 original, colored)		Client		
4. Certificate of Non-Coverage of Pantawid Pamilyang Pilipino Program (4Ps) (1 original)		DSWD Municipal Link assigned to the municipality OR Municipal Social Welfare and Development Office where the client resides		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure Individual Business Plan Form	1.Provide Individual Business Plan Form	None	15 minutes	PESU Staff
2.Submit Individual Business Plan and wait to be processed	2.Evaluate Individual Business Plan	None	40 days	PESU Staff/ DOLE Staff
3.Release of tools and materials under the DILEEP	3.Facilitate the release of tools and materials	None	4 hours	PESU Staff
TOTAL		None	40 days,4hrs, 15 minutes	



3.PESO REFERRAL

PESO Referral is issued to jobseekers who are looking or applying for a job to a certain business establishment. It contains the name of an establishment and the position he/she is applying for.

Office or Division:	Provincial Governor's Office- Public Employment Service Unit (PESU)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Jobseekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. National Skills Registry Form (1 original)		Public Employment Service Unit		
2. Official Receipt (1 original)		Provincial Treasurer's Office- Cash Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register and Secure National Skills Registry Form	1.Provide the National Skills Registry Form	None	30 minutes	PESU Staff
2.Submit duly filled-out National Skills Registry Form	2.Receive the National Skills Registry Form	None	10 minutes	PESU Staff
3.Pay Service Charge to Provincial Treasurer's Office-Cash Division	3.1.Receive Payment 3.2.Issue Official Receipt	Php 130.00	20 minutes	Cash Division Staff Provincial Treasurer's Office
4.Present Official Receipt and wait request to be processed	4.Prepare PESO Referral	None	20 minutes	PESU Staff
5.Claim PESO Referral	5.Issue PESO Referral	None	5 minutes	PESU Staff
TOTAL		Php 130.00	1 hour, 20 minutes	

4.TRABAHO, NEGOSYO, KABUHAYAN (Job and Business Fairs)

Trabaho, Negosyo, Kabuhayan (Job and Business Fairs) is an avenue where organizations meet potential employees and gives jobseekers the opportunity to learn more about potential employers and job opportunities.

Office or Division:	Provincial Governor's Office- Public Employment Service Unit (PESU)		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Resume		Client	
2. Transcript of Records (if required,1 photocopy)		School where the client graduated	
3. Diploma (if required, 1 photocopy)		School where the client graduated	



4. Certificate of Competencies (if required, 1 photocopy)		TESDA Office where the client assessed		
5. Driver's License (if required, 1 photocopy)		LTO where the client applied		
6. PRC IDs (if required, 1 photocopy)		PRC Office where the client applied		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register and secure National Skills Registry Form	1.Provide National Skills Registry Form	None	20 minutes	PESU Staff
2.Submit duly filled-out National Skills Registry Form and wait to be processed	2.1.Evaluate National Skills Registry Form if filled-out properly 2.2. Instruct applicant to proceed to different participating employers for Job Interview	None	10 minutes	PESU Staff
3.Present self for Job Interview to different participating employers	3.Facilitate conduct of interview by the participating employer	None	30 minutes	HR- participating agencies/ companies
TOTAL		None	1 hour	



**PROVINCIAL ENVIRONMENT MANAGEMENT
OFFICE**

External Services



1.AVAILMENT OF ENVIRONMENTAL MANAGEMENT TRAININGS/ CAPACITY BUILDING

The Provincial Environment Management Office offers environmental management trainings and capacity buildings to schools, private agencies, NGOs, other LGUs and its stakeholders to strengthen their environmental management awareness and also to promote the environmental programs of the Provincial Government.

Office or Division:	Provincial Environment Management Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2B-Government to Business			
Who may avail:	MLGUs, Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Requist (1, original)		Not applicable		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter of Request	1.Receive the letter and endorse the same to the Provincial Environment Management Officer	None	10 mins	Admin Clerk PEMO
2.Wait for the request to be processed	2.1.Approve and endorse the request to the concerned Division	None	1 day	Provincial Environment Management Officer
	2.2.Receive the request and coordinate with the requesting party for further details			Division Chief or its representative PEMO
3.Avail of the training/capability building	3.Provide Environment Management Training/Capability Building	None	1 day	Division Chief or its representative PEMO
TOTAL		None	2 days, 10minutes	

2.AVAILMENT OF ORE TRANSPORT PERMIT (OTP)

The Ore Transport Permit is issued to individuals who are given permission to travel ores extracted from legally operating Small Scale Mining tunnels. This document is being issued to Individuals with legal mining contracts and certifying that they have fulfilled payment of corresponding taxes and fees necessary to transport ores.

Office or Division:	Provincial Environment Management Office-Mines and Geo-Sciences Management Division		
Classification:	Simple		
Type of Transaction:	G2G- Government to Government G2B- Government to Business Entity		
Who may avail:	Permittees of Quarry Operation and Small Scale Mining License Holders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Small Scale Mining License (1, original)		Provincial Mining Regulatory Board	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for billing	1.Prepare billing for payment	None	30 min	Billing In-Charge
2.Pay the bill at the Provincial Treasurer's Office (PTO)	2.1.Process payment 2.2.Issue Official Receipt	P 5,000 – registration fee P 500 - renewal	30 min	PTO Cashier
3.Submit Official Receipt	3.1.Prepare the permit	None	2 days,	Billing In-Charge
	3.2.Review the permit			Chief of Mines and Geo-Sciences Management Division
	3.3.Sign/ Affix initial on the permit			Provincial Environment Management Officer
	3.4.Submit the permit to the Provincial Governor's Office			Liaison of the Provincial Environment Management Office
	3.5.Sign the permit			Provincial Governor
	3.6.Deliver the permit			Liaison of the Provincial Administrator's Office
	3.7.Receive and Deliver the permit to Mines and Geo-Sciences Management Division			Admin Clerk Admin.Support Section
	3.8.Receive the permit and file a copy			Billing In-Charge Admin.Support Section
4.Claim the permit	4.Release the permit	None	10 min	Billing In-Charge Admin.Support Section
Total		P 5,000 – registration fee P 500 - renewal	2days,5hrs., 10mins.	

3.AVAILMENT OF QUARRY PERMIT (SPECIAL, GRATUITOUS, COMMERCIAL

The quarry permit is issued to individuals needing this document that states that they have satisfactorily complied with all the requirements needed to obtain a quarry permit. Permits are issued to affirm validity of the applicant to legally operate within the applied quarry area. It also contains stipulations, conditions and guidelines needed to be observed in the operation

Office or Division:	Provincial Environment Management Office- Mines and Geo-Sciences Management Division
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Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Interested Individual, Landowner, Landowner adjacent/parallel to the River			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vicinity map or sketch plan (1,original)		City/Municipal Planning Office or Private Engineer		
2. Area Verification Report (1,original)		PEMO		
3. Certification whether the area is public or private property (1,original)		Provincial Assessor's Office		
4. Barangay Resolution interposing no objection (1,original)		Affected Barangay		
5. Clearances from other Government Agencies concerned (1,original)		City/MENRO Clearance, National Irrigation Administration, Dept. of Public Works and Highways, Provincial Engineer's Office		
Additional:				
Private Gratuitous:				
1. Land Title/Land ownership (1, original)				
Commercial:				
1. Area Plan (1, original)		Licensed Geodetic Engineer		
2. Project Study/Work Plan/ Rehabilitation Plan (1,original)		Licensed Mining Engineer		
3. Environmental Compliance Certificate (ECC) (1,original)		DENR – EMB		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the Complete Requirements	1.1.Check the submitted documents	None	30 mins.	Billing In-Charge PEMO
	1.2.Prepare billing for payment			Billing In-charge PEMO
2.Pay the bill at the Provincial Treasurer's Office (PTO)	2.1.Process payment 2.2.Issue Official Receipt	Gratuitous: P500-filing fee Private Gratuitous: P250 – filing fee Special: P100 – filing fee Commercial: P1,000 – filing fee Additional payment for Special and Commercial: P500-permit fee	45 mins.	Cashier PTO



		P300-processing fee P 50- environmental fee		
3.Submit Official Receipt to PEMO	3.1.Photocopy the Official Receipt, Prepare the Permit and endorse to the Chief of Mines and Geo-Sciences Management Division	None	2 days, 6hrs, 10mins.	Billing In-Charge PEMO
	3.2.Review the permit and affix initial			Chief of Mines and Geo-Sciences Management Division PEMO
	3.3.Sign the permit			Provincial Environment Management Officer
	3.4.Submit the permit to the Provincial Governor's Office			Liaison PEMO
	3.5.Sign the permit			Provincial Governor
	3.6.Deliver the permit to the Provincial Environment Management Office			Liaison PADMIN
	3.7.Receive and Deliver the permit to Mines and Geo-Sciences Management Division			Admin Clerk PEMO
	3.8.Receive the permit and file a copy			Billing In-Charge PEMO
4.Claim the permit	4.Release the permit	None	10 min	Billing In-Charge PEMO
Total		None	2days,7hrs. ,35mins.	



4.AVAILMENT OF SOUTH COTABATO HEALTHCARE WASTE TREATMENT FACILITY

The MOA is issued to individuals needing this document affirming that they have entered into an agreement with the Provincial Government for the availment of the healthcare waste treatment services. It contains stipulations, conditions and guidelines needed to be observed by both parties in accordance with RA 6969 or the Toxic and Hazardous Waste Management Act of the Philippines.

Office or Division:	Provincial Environment Management Office- Environment Management Division			
Classification:	Simple			
Type of Transaction:	G2B-government to business G2G-government to government			
Who may avail:	Healthcare Providers operating within South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Waste Generators ID (1,original)		DENR EMB XII		
2. Permit to Transport (1,original)		DENR EMB XII		
3. Waste Manifest Form (1,Original)		DENR EMB XII		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit signed Memorandum of Agreement together with supporting documents cited in the checklist	1.1.Receive documents and endorse to Environment Management Division	None	1 day, 3hours, 10mins.	Admin Clerk
	1.2.Review documents; affix signature as witness of the MOA			Chief of the Environment Management Division
	1.3.Check and affix signature as witness of the MOA			Provincial Environment Management Officer
	1.4.Submit the MOA to the Provincial Governor for signature			Liaison of the Provincial Environment Management Office
	1.5.Sign the MOA			Provincial Governor
	1.6.Deliver the MOA			Liaison of the Provincial Administrator's Office
	1.7.Receive and endorse the MOA to Environment Management Division			Admin Clerk
2.Claim the MOA	2.Release the MOA	None	10mins	Environmental Management Specialist II
TOTAL		None	1 day, 3 hrs.,20mins.	



5.AVAILMENT OF THE SOUTH COTABATO HEALTHCARE WASTE TREATMENT FACILITY (SCHWTF) SERVICES

The MOA is issued to individuals needing this document affirming that they have entered into an agreement with the Provincial Government for the availment of the healthcare waste treatment services. It contains stipulations, conditions and guidelines needed to be observed by both parties in accordance with RA 6969 or the Toxic and Hazardous Waste Management Act of the Philippines.

Office or Division:	Provincial Environment Management Office – Environment Management Division			
Classification:	G2B-Government to Business Entity G2G – Government to Government			
Type of Transaction:	Simple			
Who may avail:	Healthcare Providers operating within South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent (1,Original)		Healthcare Providers operating within South Cotabato		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter of intent	1.1.Receive letter of request and forward letter to the Provincial Environment Management Officer	None	10minutes	Admin Clerk PEMO
2.Wait for the letter of intent to be processed	2.1.Review request and delegate to the Environment Management Division	None	1hour	Provincial Environment Management Officer
	2.2.Deliver letter to the Environment Management Division		15minutes	Admin Clerk PEMO
3.Secure copy of the Memorandum	3.1.Prepare copy of Memorandum 3.2.Release of Memorandum to the client for signature	None	15minutes	Environmental Management Specialist II PEMO
4.Avail of the healthcare waste treatment facility services	4.Provide healthcare waste treatment facility services	None	1 day	Technical Staff SCHWTF
TOTAL		None	1day, 1hr., 40 minutes	



6. CONDUCT OF AREA VERIFICATION

The area verification report is issued to individuals needing this document that states that the area being applied for quarrying is feasible or not. This document is being attached to the application for a Sand and Gravel permit and contains the specific geophysical and hydrological details of the area needed in the review of the approving authority.

Office or Division:	Provincial Environment Management Office – Mines and Geo-Science Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Interested Individual, Landowner, Landowner adjacent/parallel to the River			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Form (1,Original) 2.Official Receipt (1,Original)		PEMO-Admin.Support Section Provincial treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up verification request form at the billing section	1.Prepare billing for payment	None	15 minutes	Billing In-charge PEMO
2.Pay the bill at the Provincial Treasurer's Office (PTO)	2.Process payment and issue Official Receipt	P300.00 - special, gratuitous (government and private) P500.00 - commercial	45 minutes	Cashier PTO
3.Submit Official Receipt (OR) of Payment at PEMO	3.1.Write OR number in the signed verification request form	None	1 day, 4 hours, 30mins.	Billing In-Charge PEMO
	3.2.Forward the signed verification request from to the Chief of Mines and Geo-Sciences Management Division for approval	None		Billing In-Charge PEMO
	3.3.Approve verification requests and delegate the request	None		Chief of Mines and Geo-Sciences Management Division PEMO
	3.4.Receive verification request form and conduct area verification	None		Quarry inspectors PEMO



	3.5.Prepare verification report	None		Program Assistant PEMO
	3.6.Review verification report	None		License Inspector PEMO
	3.7.Recommend approval/ disapproval to process permit	None		Chief of Mines and Geo-Sciences Management Division PEMO
	3.8.Approve/ Disapprove the request	None		Provincial Environment Management Officer
4.Follow-up request for the conduct of area verification	4.Inform client the status of the request	None	10 min	Billing In-Charge/Quarry Inspector PEMO
Total		As Indicated	1day,5hrs., 48 mins.	

7.ISSUANCE OF DELIVERY RECEIPTS

The Delivery Receipt is issued to individuals who are given permission to travel minerals extracted from legally operating quarry areas. This document is being issued to Individuals with legal quarry contracts and certifying that they have fulfilled payment of corresponding taxes and fees necessary to minerals

Office or Division:	PEMO – MGMD			
Classification:	Simple			
Type of Transaction:	G2B-government to business entities			
Who may avail:	Quarry Operators and Small Scale Mining License Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Quarry Operation Permit (1,Original) 2. Small Scale Mining License (1,Original) 3.Official Receipt (1,Original)		Provincial Government DENR – MGB (Regional Office) Provincial Treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for Billing	1.Prepare billing for payment	None	30 min	Billing In-Charge Admin.Support Section
2.Payment of bill to Provincial Treasurer's Office	2.1.Process payment a. Issue Official Receipt	P 75.00/stub - Delivery Receipt Mineral Deposit: 1. Sand/Limestone /Mixed/Earth fill P 40.00 - /m3	30 min	Cashier of Provincial



		2. Boulders & Gravel P 50.00 - /m3 3. Metallic: P1,100.00 – /ton		Treasurer's Office
3.Submit Official Receipt	3.1.Receive Official Receipt 3.2.Prepare and post control numbers of delivery receipt stubs	None	15 mins	Billing in-charge Admin.Support Section
4.Receive Delivery Receipt Stub/s	4.Issue Delivery Receipt Stubs	None	5 mins.	Billing in-charge Admin. Support Section
Total		None	50 mins.	



PROVINCIAL HEALTH OFFICE

External Services



1.HIV CONSULTATION/TREATMENT

The Provincial Government of South Cotabato has a fully functional HACT Facility that caters to the needs of Persons Living with HIV. The government facility has technically equipped Medical Personnel and Volunteers.

Office or Division:		PHO-HACT		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		Person Living with HIV		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Personal Appearance		Person Living with HIV		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register and fill out transaction slip	1.1.Provide Registration Logbook 1.2.Provide Transaction Slip	None	5 minutes	Encoder HACT
2.Fill out and Submit General Information Sheet	2.1.Receive General Information Sheet 2.2.check for the completeness and correctness of information/data provided	None	5 minutes	Nurse HACT
3.Submit self to vital signs taking/history taking	3.Facilitate vital signs taking/history taking	None	15 minutes	Nurse HACT
4.Submit self to consultation	4.Conduct patient consultation	None	30 minutes	Medical Officer HACT
5.Submit self to ARV Adherence Counseling/Medicines Dispensing	5.Provide ARV Adherence Counseling/Medicines Dispensing	None	20 minutes	Pharmacy Aide/Social Worker Psychologist HACT
Total		None	45 minutes	

2.HIV COUNSELING AND TESTING

HIV Testing and Counseling refers to a public health intervention whereby an individual, couple or family receives HIV testing and counselling on HIV prevention, treatment, care and support.

Office or Division:	PHO-HACT
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen



Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Appearance		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and fill out transaction slip	1.1. Provide Registration Logbook 1.2. Provide Transaction Slip	None	5 minutes	Encoder HACT
2. Fill out and submit DOH Form A	2.1. Receive DOH Form A 2.2. check for the completeness and correctness of information/data provided	None	5 minutes	HIV Counselor HACT
3. Submit self to Pre-Test Counselling Session	3.1. Conduct Pre-Test Counselling Session	None	1 hour	HIV Counselor HACT
4. Submit self to Blood Extraction/Pricking	4. Conduct Blood Extraction/Pricking	None	5 minutes	Phlebotomist/Medical Technologist/Nurse/CBs Trained Staff HACT
5. Wait for the result to be processed	5.1. Conduct HIV Anti-Body Screening 5.2. Validate the Screening Result	None	20 minutes	Phlebotomist/Medical Technologist/Nurse/CBs Trained Staff HACT HIV Proficient Medical Technologist HACT
6. Submit self to Post-Test Counselling Session	6. Conduct Post-Test Counselling Session	None	1 hour	HIV Advisor HACT
Total		None	2 hours, 35 mins.	

3. REQUEST FOR PROVINCIAL HEALTH STATUS, DATA AND RESOURCE MATERIALS

The Provincial Health office has a fully functional and effective Health Data management that may be availed of by concerned personnel or agency especially in facilitating effective planning and timely implementation of health programs and interventions.

Office or Division:	PHO-Technical Division
Classification:	Complex
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request (1,Original)		Client,Requisitioner		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Letter request for provincial health status,data and resource materials	1.1.Receive the letter request for provincial health status,data and resource materials 1.2.Conduct preliminary interview 1.3.Issue Acknowledgment Receipt	None	20 minutes	Admin. Aide IV Admin. Support Section
2.Wait for the request to be processed	2.1.Indorsed to the PHO/Technical Division for appropriate action	None	1 day	Admin Aide IV Admin.Support Section
	2.2.Preapre the necessary provincial health data,resource materials		1 day	Program Coordinators/Statistician PHO
3.Return to PHO and claim the requested provincial health data and resource materials	3.Release of requested provincial health data,resource materials		3 days	Program Coordinators/Statistician PHO
Total		None	5 days,20 mins.	

4.REQUEST FOR RESOURCE PERSON

The Provincial Health Office is composed of technically equipped public health personnel who are willing to extend inputs and technical support on the following:

- 1.Health Promotion and Advocacy
- 2.Capacity/Capability Building
- 3.Preventive Health Care
- 4.Reproductive Health
- 5.Disaster Emergency Preparedness and Response
- 6.Surveillance Response and Management of Disease Outbreak

Office or Division:	PHO-Technical Division
Classification:	Complex
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Letter Request (1,Original)		Client, Concerned government agency		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter request for Technical Resource Person	1.1.Receive letter request for Technical Resource Person 1.2.Conduct preliminary interview 1.3.Issue acknowledgement receipt	None	20 minutes	Data Encoder/Admin. Aide IV Admin Support Section
2.Wait for the request to be processed	2.1.Indorse to PHO/Technical Division	None	10 minutes	Data Encoder/Admin. Aide IV Admin Support Section
	2.2.Coordinate availability of Resource Person	None	2 days	Data Encoder/Admin. Aide IV Admin Support Section
3.Avail of the technical services of the Resource Person	3. Attend as Resource Person	None	2 days	Program Coordinator PHO
Total		None	4 days,30 mins.	



NORALA DISTRICT HOSPITAL

External Services



1. AVAILING OF BILLING SERVICES

Billing Section System implements the most efficient and quickest way using the Integrated Hospital Operations Management Information System (iHOMIS) to track down the number of patients being attended to on a daily basis and ensure the accurate accounting for bills of the patient. It manages the smooth healthcare performance along with administrative, medical and financial department for a convenient, clear and fast delivering healthcare services.

Office/Department:		Billing Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Patient Chart (1,Original) 2. PBEF (1,Original) 3. Birth Certificate(1,Certified Photocopy) 4. Marriage Certificate(1,Certified Photocopy) 		Ward station Philhealth Patient Patient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent document to the PhilHealth staff for approval of PHIC availment	1.Check the Patient's PHIC membership status. If active: process the bill If not: Proceed to Social worker; remind the watcher to comply for the PHIC requirements	None	30 minutes	Admitting Staff Social Worker PHIC Cares
2. Get the Hospital Bill and the Discharge Clearance slip	2.1.Process the bill of the patient with the ICD code; 2. 2.Release the clearance slip for signing of each department	None	20 minutes	Billing staff Billing Department
3. Proceed to the listed department for signing of clearance	3.Check for any accountability of the patient, if yes: collect; If none: sign the clearance	None	1 hour	Ward NOD Dietary Pharmacy Laboratory laundry
4. Return the signed clearance slip to the billing for the release of the patient	4.Check for the completeness of the clearance slip and give the release slip to be given to the ward NOD for final discharge of the client	None	10 minutes	Billing staff Billing Department
5. Show the release form to the ward NOD	5.Prepare for the final discharged of the patient: 1. Removal of IVF	None	30 minutes	Ward Nurse Nursing Department



	2. Return of unused medicine to the patient			
6. Submit the release form to the Security Guard	6.Allow the patient/watcher to go home	None	1 minute	Security Guard on duty
Total		None	2hrs,31 minutes	

2.AVAILING DENTAL SERVICES (TOOTH EXTRACTION, ETC.)

The Hospital has dental clinic offering services such as assessment and diagnosis of dental conditions, tooth extractions, oral surgery and inpatient dental services whose conditions require dental management e.g. accident victims who needs minor surgery performed under local anesthesia.

Office/Department :	Dental Services Department			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's information sheet with the record number (1,Original)		OPD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the OPD for initial assessment.	1.1 Enter data of patient in the OPD Card and iHOMIS/System 1.2 Take vital signs	None	10 minutes	Registered Nurse Nursing Attendant
2. Proceed to the Dental Clinic	2.1 Prepare Dental Chart 2.2 Verify data of patient	None	10 minutes	Dental Aide Dental Department
3. Sign in the Dental logbook	3.1 Check completeness of data	None	5 minutes	Dental Aide Dental Department
4. Submit self for the dental procedure.	4.1 Assessment of the Teeth Status 4.2 Perform necessary dental procedure 4.3 Conduct dental health education	None	30 minutes	Dentist Dental Department
5. Receive the Dentist's Order & comply to Home Medications and instructions	5.1 Give the ordered prescription of medicines and instructions	None	5 minutes	Dentist Dental Aide Dental Department
Total		None	1 hour	



3. DIETARY SERVICES (FOR IN-PATIENTS ONLY)

Food service management provided by the Dietitian or Nutritionist play a crucial role in the recovery of the In-patients. They maintain the good nutritional status of all patients as well as educate clients about how diet plays a major role in the treatment of various diseases and correct deficiencies especially in patients with prolonged hospital stay.

Office/Department :	Dietary Services Department			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	All Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Diet List of All Admitted Patients (1,Original)		Nurse-on-Duty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide information about health history for appropriate diet prescription	1.1 Diet prescription ordered by the physician 1.2 Prepare and Collect the diet checklist of Patients	None	30 minutes	Physician Nurses Registered Nutritionist Dietitian
2. Consume the food being served every meal time	2.1 Prepare/Cook and Serve patients meal with diet tags	None	1 hour	Cook Food Service Worker Dietary Department
3. Submit self for diet counselling.	3.1 Conduct diet counselling/ educate patient and watcher	None	30 minutes	Registered Nutritionist Dietitian Dietary Department
Total		None	1 hour	

4. EMERGENCY CONSULTATION / EMERGENCY ROOM CARE

The Emergency Department at Norala District Hospital provides urgent care to patients who have traumatic injury, major illnesses or other issues that require immediate treatment. The staff includes physicians, nurses and other healthcare professionals who follow specific procedures so that patients can get the care they need as quickly as possible.



Office/Department :	Emergency Room Department			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip (1,Original) 2. OPD-ID Number for "old" Patient (1,Original)		Patient/Watcher Patient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for initial assessment; Inform all the sign/symptoms felt and medical history	1.1 Submit patient for triage assessment; 1.2 Rapid evaluation process; 1.3 Initial registration; Patient's data taking	None	10 minutes	ER Nurse / Nursing Attendant ER Department
2. Subject self for Initial treatment: IVF & medicine as ordered by ROD	2.1 Evaluate patient's condition and corresponding medical treatment/management	None	10minutes (depends on client's condition)	Physician on Duty ER Department
3. Submit self for blood extraction for laboratory exams	3.1 Urgent laboratory exams if needed; Specimen collection	None	10 minutes	Medical Technologist on Duty ER Department
4. Sign consent form for admission;	4.1 Complete set of the Patient's chart filled with necessary information: e.g..signed consent form, medication sheet, etc.	None	5 minutes	ER Nurse Nursing Attendant ER Department
5. Submit all necessary documents for PHIC availment	5.1 PhilHealth (PHIC) verification/enrollment	None	5 minutes	Social worker Admitting CI ER Department
6. Prepare for transfer to the ward 7. Secure watcher's ID	6.1 Coordinate with the ward for room accommodation and endorsement to ward nurse-on-duty (NOD) 7.1 Transfer client to the ward	None	5 minutes	ER Nurse Ward NOD Utility/Sec. Guard ER Department
8. Inform the ER Staff for any hospital preference	8.1 If advised for referral to other hospital, proceed to Admin. Office for ambulance arrangement; Call in	None	5 minutes	Ambulance Driver AO ER Nurse ER Department



	advance to the referral hospital			
	Total	None	45 minutes	

5.AVAILING LABORATORY SERVICES

Clinical Laboratory Services has been accredited as Secondary by the DOH and perform tests to aide diagnosis and treatment of patients. As level 1 Hospital, the types of services include Hematology, Clinical Chemistry, Blood Banking and Serology, Clinical Microscopy and Bacteriology.

Office/Department :	Clinical Laboratory			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request slip with Specimen: (1,Original) a. Hematology b. Clinical Microscopy c. AFB(Sputum) d. Clinical Chemistry		OPD/Ward		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Laboratory, present request slip to the Med. Tech.	1.1 Verify the laboratory procedure requested	None	5 minutes	Medical Technologist / Laboratory Assistant Clinical Laboratory
2. Submit self for laboratory examination	2.1 Explain procedure and secure specimen 2.2 Perform and process examination	None	Hematology- 30mins Clinical Microscopy- 30mins. Clinical Chemistry- 2 hours	Medical Technologist Clinical Laboratory
3. Wait and claim the result; Sign in the release logbook	3.1 Release results signed by the Medical Technologist	None	5 minutes	Medical Technologist / Laboratory Assistant Clinical Laboratory
	Total	None	1 hour, 10 minutes	



6. SECURING MEDICAL RECORDS

Medical Records Section contains the medical, treatment histories and personal data of patients bound in every Patient's Record.

Office/Department :	Medical Records Section			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip Logbook (Original)		Medical Records Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1.Fill-up request form for issuance of Certificates 1.2.Log-in the request	1.1.Retrieval of Patient's Record from the Medical Record 1.2.Determine the purpose of the requested Certificates Admitted Patients: Certificate of Confinement Discharged Patient: Medical Certificate 3.Print the Certificate and Endorse to the ROD for Signature	None	30 minutes	Clerk Medical Record Section
2.Claim the Medical Certificate & sign the release logbook	2.Release document duly signed	None	5 minutes	Clerk Medical Records Section
Total		None	35 minutes	

7. AVAILING OPERATING ROOM SERVICES

An Operating Room is a facility within a hospital where surgical operations are performed in an aseptic environment to provide specialized care to clients with a range of conditions which needed a surgical procedures.



7.1.ELECTIVE SURGERY

Office/Department :	Operating Room			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's Order for Surgery (1,Original) 2. Signed Consent for Surgery (1,Original) 3. PHIC valid membership (1,Original)		OPD/ Ward		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit self/ family for the briefing of the procedure	1.Explain the procedure to the patient and his family (how the operation will be performed & the reason for performing the operation)	None	30 minutes	SURGEON Surgical Team
2.Sign the consent form for the surgery	2.Obtain the informed consent form for of the patient/ significant other	None	5 minutes	SURGEON
3.1.Submit self for assessment; 3.2. Be informed of the type & effect of Anesthesia	3.1.Evaluates patient's condition, reviews, records, and checks pre-requisites 3.2. Reassures the client & explains the type of anesthesia that would be used, its effect and the post-anesthetic period 3.3. Prepares prescription for pre-operative medication & anesthetic drugs needed 3.4. Discuss with the OR nurse the need for a successful & safe induction of anesthesia	None	30 minutes	Anesthesiologist
4.Comply to the NPO(no food intake) order starting midnight before operation	4.1.Instruct patient on NPO starting midnight before operation 4.2. Instruct the watcher to strictly comply with NPO order for the patient 4.3. Notifies Dietary Service of the operation to be performed on the patient	None	15 minutes (8 hrs. fasting on the part of the patient)	Admitting nurse



<p>5. Submit Self for pre-operative procedures</p> <p>2. comply to NPO order</p> <p>3. Attend to personal/ oral hygiene</p> <p>4. Remove all personal jewelry, dentures</p>	<p>5.1. Performs pre-operative procedures (e.g. enema) as needed</p> <p>5.2. Conducts preliminary preparation of the operative site</p> <p>5.3. Reminds patient to maintain the pre-operative orders (e.g. NPO)</p> <p>5.4. Removes all nail polish and advises patient on personal and oral hygiene.</p> <p>5.5. Advises patient to remove all jewelry, contact lenses, prosthetic teeth, etc. and turn over these items to the watcher for safekeeping, the admitting nurse receives the items for safekeeping supported by an acknowledgement receipt.</p> <p>5.6. Fills and signs checklist of pre-operative preparations (form #28)</p> <p>5.7. Review and countersign checklists and endorses the same to the admitting nurse</p> <p>5.8. Attach checklist in the patient's record</p>	None	30 minutes	<p>Admitting nurse Nurse attendant</p> <p>Admitting nurse</p> <p>Senior nurse</p> <p>Admitting nurse</p>
<p>6.1. Surrender all remaining jewelries; dentures etc.</p> <p>6.2. submit self for enema;</p> <p>6.3. submit self vital signs of BP, RR, Temperature,</p>	<p>6.1. Ensures that jewelry, contact lenses, dentures, etc. have been removed</p> <p>6.2. Gives cleansing enema, if ordered</p> <p>6.3. Inspects operative site and checks completeness of pre-operative medications.</p> <p>6.4. Re-checks the checklist of pre-operative medications</p> <p>6.5. Takes and records vital signs: blood pressure (BP), Temperature, pulse rate (PR) or heart rate (HR), Respiratory Rate (RR) and the level of</p>	None	30 minutes	Admitting nurse



	consciousness, and records findings(form#29) 15 mins. Before and after pre-operative medications have been given.			
7.Change clothes into OR gown	7.1.Change patient's clothes into OR gown	None	30 minutes	Nursing attendant
	7.2.Give pre-operative medications as scheduled			Admitting nurse
	7.3.Wheel patient from the ward to the OR with the medical record and other needed medications and supplies on hand			Nursing attendant/ Utility worker
	7.4.Endorse patient to the OR nurse			Admitting nurse
8.Present and submit self for elective surgery	8. Execute Elective surgery to patient	None	1hour	Surgeon,Anesthe siologist,OR Team
		None	3hrs, 50 minutes	

7.2.EMERGENCY SURGERY

Office/Department :	Operating Room			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctor's Order for Surgery (1,Original) 2. Signed Consent for Surgery (1,Original) 3. PHIC valid membership (1,Original)		OPD/ Ward		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit self/ family for the briefing of the procedure	1.Explains the procedure to the patient and his family (how the operation will be performed & the reason for performing the operation	None	30 minutes	SURGEON
2.Sign the consent form for the surgery	2.Obtain the informed consent form of the patient/	None	5 minutes	SURGEON



	relative with signature			
3.1..Submit self for assessment; 3.2. Be informed of the type & effect of Anesthesia	3.1.Evaluates patient's condition, reviews, records, and checks pre-requisites 3.2. Reassures the client & explains the type of anesthesia that would be used, its effect and the post-anesthetic period 3.3. Prepares prescription for pre-operative medication & anesthetic drugs needed 3.4. Discuss with the OR nurse the need for a successful & safe induction of anesthesia	None	30 minutes	Anesthesiologist
4.Comply to the NPO(no food intake) order starting midnight before operation	4.1..Instruct patient on NPO starting midnight before operation 4.2. Instruct the watcher to strictly comply with NPO order for the patient 4.3. Notifies Dietary Service of the operation to be performed on the patient	None	15 minutes	Admitting Nurse
5.Submit Self for pre-operative procedures 1. comply to NPO order 2. Attend to personal/ oral hygiene 3. Remove all personal jewelry, dentures	5.1.Performs pre-operative procedures(e.g.ene ma) as needed 5.2.Conducts preliminary preparation of the operative site 5.3.Reminds patient to maintain the pre-operative orders (e.g.NPO) 5.4. Removes all nail polish and advises patient on personal and oral hygiene.	None	30 minutes	Admitting Nurse Nurse attendant



	<p>5.5. Advises patient to remove all jewelry, contact lenses, prosthetic teeth, etc. and turn over these items to the watcher for safekeeping, the admitting nurse receives the items for safekeeping supported by an acknowledgement receipt.</p> <p>5.6. Fills and signs checklist of pre-operative preparations (form # 28)</p> <p>5.7. Reviews and countersigns checklists and endorses the same to the admitting nurse</p> <p>5.8. Attaches checklist in the patient's record</p>				
					Admitting nurse
					Senior nurse
					Admitting nurse
<p>6.1. Surrender all remaining jewelries; dentures etc.</p> <p>6.2. submit self for enema;</p> <p>6.3. submit self vital signs of BP, RR, Temperature,</p>	<p>6.1. Ensures that jewelry, contact lenses, dentures, etc. have been removed</p> <p>6.2. Gives cleansing enema, if ordered</p> <p>6.3. Inspects operative site and checks completeness of pre-operative medications.</p> <p>6.4. Re-checks the checklist of pre-operative medications</p> <p>6.5. Takes and records vital signs: blood pressure (BP), Temperature, pulse rate (PR) or heart rate (HR), Respiratory Rate (RR) and the level of consciousness, and</p>	None	30 minutes		Admitting nurse



	records findings(form#29) 15 mins. Before and after pre-operative medications have been given.			
7.Change clothes into OR gown	7.1.Changes patient's clothes into OR gown	None	30 minutes	Nursing attendant
	7.2.Gives pre-operative medications as scheduled			Admitting nurse
	7.3.Wheels patient from the ward to the OR with the medical record and other needed medications and supplies on hand			Nursing attendant/ Utility worker
	Endorses patient to the OR nurse			Admitting Nurse
8.Present and submit self for elective surgery	8. Execute Elective surgery to patient	None	1hour	Surgeon, Anesthesiologist ,OR Team
		None	3 hrs, 50 mins.	

8.DISPENSING OF DRUGS AND MEDICINES

The Pharmacy provides inpatient and outpatient services. The scope of Pharmacy practice includes screening and dispensing of medications, its safety, efficacy, and providing drug information.

Office/Department :	Hospital Pharmacy			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescription (OPD/Outside Prescription) (1, Original)		Physician/Patient/Watcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription.	1.1 Screen, verify prescription	None	5 minutes	Pharmacist
2. Pay necessary amount	2.1 If Available: Prepare and encode Medicine 2.2 If Not Available: Refer to HPSiS	Amount of prescribed drugs and	5 minutes	Pharmacist



		medicines.		
3. Receive medicine	3.1 Dispense of medicine. 3.2 Issue Official Receipt (as necessary)	None	5 minutes	Pharmacist
Total		None	15 minutes	

Note: In-patient prescribed drugs and medicines shall be facilitated by the Medicating Nurse in ER, OR, DR and Wards.

Office/Department :	Hospital Pharmacy			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescription (In-Patient) (1,Original)		Physician/Nurse		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enter prescribed medicines to iHOMIS/ System and print prescription in the ward station	1.1. View prescription in the iHOMIS/System and Screen, verify prescription	None	5 minutes	Pharmacist
2. Bring in printed prescription to the Pharmacy	2.1. Reconcile availability of medicines with the printed prescription 2.2. If Available: Prepare and encode Medicine 2.3. If Not Available: Refer to HPSiS	None	5 minutes	Pharmacist
3. Check dispensed Medicines	3.1. Validate prepared medicines in the iHOMIS/System and dispense medicines	None	5 minutes	Pharmacist
Total		None	15 minutes	



9.AVAILING OF RADIOLOGY SERVICE (X-RAY, ETC.)

Radiology is a medical specialty that uses imaging as a tool to diagnose and treat diseases seen within the body by using X-ray and ultrasound. A Radiologist, a specially trained doctor, interprets diagnostic imaging to guide the management of disease.

Office/Department :	Radiology Department			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Doctors Order (1,Original)		Patient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present X-ray or ultrasound request	1.1 Verify request. 1.2 Issue charge slip. 1.3 Explain procedure and ensure patient's comfort.	None	10 minutes	Radiologic Technologist
2. Submit self for imaging as ordered	2.1 Obtain Radiologic Image	None	10 minutes	Radiologic Technologist
3. Claim the result of the procedure done	3.1 Official reading of image be submitted to the ROD for evaluation (admitted) 3.2 CD image shall be given to patient OPD patients	None Php 150.00/ image for OPD Patients	16 hours	Radiologic Technologist
Total		As indicated	16 hrs., 20 minutes	

Note: 1. In case there is no Radiologist on Duty; reading shall be done outside the hospital.

2. OPD patients shall ask for CD copy of image.

10.SOCIAL WELFARE ASSISTANCE (PHIC Point of Service, Other Medical Assistance)

The Medical Social Worker (MSW) is responsible for helping clients and family to cope with problems they're facing to improve their patients' lives. She is to assess their economic status and navigate in processing needed financial/medical assistance from other social agencies e.g. DSWD, PCSO. Further, MSW shall



facilitate enrollment of patients to PHIC Point-Of-Service (POS). Furthermore, the MSW shall teach clients skills and developing mechanisms to be resilient for better living and life experiences.

Office/Department :	Social Welfare Department			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Admission Referral Slip (issued from ER) (1,Original) Any of the following: 1. Philhealth ID 2. Any valid ID's If "NO" upon checking to PHIC Portal: 1. PMRF 2. Official Receipts of PHIC Remittance for Informal Economy Members (1,Original) 3. Birth Certificate and/or (1,Photocopy) 4. Marriage Certificate(1,Photocopy)		Patient/Watcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register personal data in the Logbook.	1.1 Check Philhealth Membership Status in the PHIC Portal	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 of requirements. 3.2 Enroll to Philhealth POS	None	15 minutes	Medical Social Worker
4. Submit documents to Billing Section	4.1 Check and verify completeness of submitted documents.	None	5 minutes	Billing Staff
Total		None	40 minutes	



NORALA DISTRICT HOSPITAL

Internal Services



1.REQUEST FOR VARIOUS DOCUMENTS

The administrative and support services cover office administration, maintaining filing system and records, preparation of payroll, produce and distribute correspondence and memorandum, coordinating office activities and operations to secure efficiency and compliance to hospital policies. The Administrative office handles the issuance of various documents such as Certificate of Net Take Home Pay, Certificate of Employment, Certified Photo Copy of Approved Payroll to all employees.

Office/Department :	Administrative Department			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	All NDH Employees (Permanent,Job Order, Resigned)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (1, Original)		NDH Employees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form and submit for approval	1.1 Check completeness of request form. 1.2 Advise staff to come back or wait for the requested document	None	30 minutes	Administrative Staff
2. Wait or come back for the requested document.	2.1 . Prepare requested document 2.2 Endorse the document to the Chief of Hospital and/or Administrative Officer for approval &signature	None	5 minutes	Administrative Staff Chief of Hospital Administrative officer
3. Claim requested document and sign on the logbook.	3.1 Release document duly signed.	None	5 minutes	Administrative Staff
Total		None	40 minutes	

2.BILLING SERVICES

Billing Section System implements the most efficient and quickest way using the Integrated Hospital Operations Management Information System (iHOMIS) to track down the number of patients being attended to on a daily basis and ensure the accurate accounting for bills of the patient. It manages the smooth healthcare performance along with administrative, medical and financial department for a convenient, clear and fast delivering healthcare services.



Office/Department :	Administrative Department			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail:	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Chart (1,Original) 2. PBEF (1,Original) 3. Birth Certificate (1,Photocopy) 4. Marriage Certificate (1,Photocopy)		Ward Station Philhealth Patient/Watcher Patient/Watcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.Receipt of Patient chart from the ward with discharge order from ROD	None	5 minutes	Ward nurse
	2.Discharge patient with ICD Coding in the iHOMIS	None	25 minutes	Billing staff
	3.Retrieve Philhealth Documents 1. PBEF 2. Birth Certificate 3. Marriage Certificate	None	20 minutes	Philhealth cares
	4.Generate Billing Statement and Call-out patients attention	None	10 minutes	Billing staff
	5.Receive billing statement and accomplish clearance from other department	None		Patient watcher
Total		None	1 hour	

3.AVAILING OF AMBULANCE SERVICES

Hospital Ambulance Service Vehicle is a medically equipped vehicle which is vital in the delivery of pre and post hospital care to patients, from the site of incident to the emergency room of the appropriate receiving hospital for definitive care. It is important for the transfer of the patient to another hospital for further treatment & management.

Office/Department :	Transport Service		
Classification	Simple		
Type of Transaction	G2C-Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Referral Order (1,Original)		Emergency Room	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.Upon order by ROD to transfer the patient to other facility,inform the driver to prepare the ambulance unit(e.g: oxygen, fuel, trip ticket)	None	10 minutes	ER Nurse Nursing attendant
	2.Coordinate with thepatient/family of their hospital of choice	None	5 minutes	Ambulance driver
	3.Outside South Cotabato: inform the family about the Travelling Allowance (base on the distance & approved Revenue Code) for the Ambulance Nurse & Driver.	Refer to revenue code	5 minutes	Ambulance driver
	4.In case the patient decided to go home instead, inform the family of “no ambulance service policy” from hospital to the residence	None	10 minutes	Ambulance driver
	5.Request of ambulance from other Hospital facility: 5.1 verify for the arrangement of transport e.g. accompanying nurse, fuel etc. 5.2secure the approval of the Chief of Hospital	None	30 minutes	ER Nurse/Nursing Attendant
Total		None	1 hour	

4.WARD SERVICES (IN-PATIENT CARE)

Inpatient care begins with an individual's admission to Norala District Hospital for further management and treatment of active illness. In the ward, the patient receives care from doctors, nurses, and support units, such as: Pharmacy, Dietary, Central Supply Room, Laboratory, Radiology, Medical Social Service, and Medical Records.

Office/Department :	Ward Department
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who may avail:	Admitted Patient
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Patient's Chart from Emergency Room 2. Prescription of Medicines		ER Nurse Patient/Watcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for further evaluation upon settlement in the ward room	1.1 Patient's Data Taking 1.2 Evaluate patient's condition and corresponding medical treatment;	None	10 minutes (depends on client's condition)	Ward Nurse Nursing Attendant
2. Be compliant to medicines intake as prescribed	2.1 Provide medical treatment necessary with documentation	None	10 minutes	Medicine Nurse
3. Comply for documents needed for PHIC availment	3.1 Follow up for the compliance of necessary documents needed for PHIC	None	15 minutes	Ward Nurse Nursing Attendant
Total		None	35 minutes	



POLOMOLOK MUNICIPAL HOSPITAL

External Services



1. ANIMAL BITE TREATMENT CENTER (ABTC) CONSULTATION

This service is in support with the Rabies Prevention & Control Program. ABTC provides access and help bite victims receive timely rabies post-exposure prophylaxis. Schedule for vaccination of Anti-Rabies is every TUESDAY AND FRIDAY from 8:00 am – 11:00 am and 1:00pm – 3:00 pm.

Office or Division:	ABTC Consultation Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral Slip (1,Original) 2. OPD ID Number for "old " patient (1,Original)			Municipal Health Office Issued by PMH upon FIRST consultation	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a priority number and provide pertinent information in a sheet provided.	1.Issue priority number and information sheet to patient /watcher	None	6 minutes	Security Guard on Duty
2. Register your name and submit for vital signs taking	2.1.Register pertinent information of patient to OPD Form 2.2.Take vital signs and; 2.3.Assist patient for consultation to Attending Physician on Duty		10 minutes	Nurse/Nursing Attendant on Duty ABTC
3. Submit for consultation, diagnosis & treatment by the physician	Consult and treat patient accordingly		20 minutes	Physician on Duty ABTC
TOTAL		None	36 minutes	

2.1. ADMIN. SERVICES- BILLING/CASHIERING SERVICES

This service includes the processes of Discharge patients in the hospital. Billing services is available from Mondays to Sundays and Holidays from 11:00 am to 4:00 pm.

Office or Division:	Billing Section		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
NONE		NOT APPLICABLE	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number and present to the Billing Section	1.Facilitate billing statement of patient according to their priority number.	None	5 minutes	Billing Officer-Designate
IF PHILHEALTH: 2. Listen to instructions and sign necessary documents such as the following and submit the same to Philhealth Clerk: -Statement of Account (SOA) - Patient Benefits Eligibility Form (PBEF) - Claim Form 2 NON-PHILHEALTH Process assistance to other government agencies and present Guarantee Letter to the Cashier	2.1.Receive and verify the completeness of signatories in Statement of Account (SOA), Patient Benefits Eligibility Form (PBEF), Claim Form 2		10 minutes	Philhealth Clerk
		2.2.Advise patient to seek assistance to PCSO, Regional, Provincial and Local Social Welfare Office	10 minutes	Cashier – Designate
3. Receive the Discharge NON-PHILHEALTH Receive the Official Receipt and Discharge Clearance and present to the Ward Nurse on-Duty	3.Issue Clearance Slip and advise to present it to Ward Nurse on Duty	None	5 minutes	Admin Office
4. Present Clearance Slip to Ward Nurse on Duty (Ipakita ang Clearance Slip sa Ward Nurse on Duty)	4.Receive the Clearance Slip and facilitate SOPs on discharging patients			
TOTAL		None	35 minutes	



2.2. ADMIN. SERVICES- PHILHEALTH SERVICES

This service includes processing Philhealth Benefit availment for admitted patients. This services is available from Mondays to Fridays from 8:00 am to 5:00pm and during Saturdays, Sundays and Holidays from 9:00 am to 5:00 pm.

Office or Division:	Philhealth Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Philhealth ID Number /Member Data Record (1,Original) 2. Birth Certificate (1,Photocopy) 3. Marriage Contract (1,Photocopy) 4. Senior Citizen ID (1,Original)		Philhealth Office Local Civil Registrar Local Civil Registrar Office of the Senior Citizen Affairs		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the basic information of Philhealth Member and/or patient	1.1.Verify eligibility of availing Philhealth benefits to Philhealth Portal	None	10 minutes	Social Worker
2.FOR ACTIVE PHILHEALTH (PORTAL STATES "YES") Receive the Philhealth Notice to be presented at the Ward Nurse on Duty FOR ACTIVE PHILHEALTH BUT PORTAL STATES "NO" DUE TO: REQUIRED PROOF OF CONTRIBUTION UNDECLARED DEPENDENTS Comply required documents, right after verification	2.1.Indicate a note to patient's chart that patient is eligible to avail Philhealth benefits 2.2..Require patient/watcher to comply accordingly: EMPLOYED: completely filled-out CF1 –Part IV (Employer's Certification) SELF-EMPLOYED: Photocopy of an Official Receipts from Philhealth UNDECLARED DEPENDENTS: Child: Birth Certificate (Photocopy) Husband/Wife: Marriage Contract (Photocopy) Patient with 60 years old above: Senior Citizen ID (Photocopy)	None	10 minutes	Social Worker



FOR NO PHILHEALTH (Point of Service availment) Present any valid documents right after verification	Voter's ID Birth Certificate Marriage Contract Certificate of Indigency			
3.Receive the Philhealth Notice to be presented at the Ward Nurse on Duty	3.Print the Philhealth Notice and attach to Patient's Chart	None	5 minutes	Ward Nurse on Duty
TOTAL		None	25 minutes	

2.3. AVAILING TRANSPORT SERVICES

This service includes the processes in requesting hospital ambulance provided that it's available to be borrowed and subject to the consent of the Chief of Hospital or Resident on Duty in his behalf.

Office or Division:	Transport Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NOT APPLICABLE		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the availability of ambulance	1.1.Verify the availability of ambulance at ER and Ward 1.2.eek approval to the Chief of Hospital or Resident on Duty	None	10 minutes	Billing Officer-Designate
2. Upon approval, present to the driver the name of patient and place of conduction	2.Prepare Trip Ticket	None	10 minutes	Driver on Duty
3. Sign at Trip Ticket	3.Dispatch ambulance accordingly	None	5 minutes	Driver on Duty
TOTAL		None	25 minutes	



3.LABORATORY SERVICES

This facilitates Hematology, Parasitology, Clinical Microscopy, Chemistry, Serology and Bacteriology examinations. This service plays a vital role in the early detection, diagnosis and treatment of the disease of patient.

Office or Division:	Laboratory Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request (1,original)		<ul style="list-style-type: none"> • OPD Room for OPD patient • Emergency Room for ER patient • Ward Section for Admitted patient 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure signed laboratory request from the physician	1.Fill-out laboratory request and give to patient /watcher instructing them to proceed to laboratory section	None	5 minutes	Nurse on Duty
2. Proceed to the laboratory and present the request for verification	2.Receive the laboratory request and instruct patient in the process of collecting of required specimen		5 minutes	Med. Tech. Laboratory Section
3. Submit for extraction/collection of specimen	3.Receive and examine the specimen		15 minutes	Med. Tech. Laboratory Section
4. Wait the result at the ER/OPD/Ward Section	4.Record the result at the releasing logbook and forward the laboratory result to the ER/OPD/Ward Section		5 minutes	Med. Tech. Laboratory Section
TOTAL		None	30 minutes	

4.EMERGENCY ROOM CARE

Provides consultation to the patients coming beyond the regular consultation time. It provides initial care for emergency cases that needs to be transferred to a higher facility. It also serves as another entry point for patients to be hospitalized.

Office or Division:	Emergency Room Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NO requirement for NEW patients. 2. For Old patient (who previously sought consultation in this facility) present OPD Card Number (1,Original)		Issued by PMH upon FIRST consultation		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for individual treatment record, registration & undergo vital signs taking	1.1.Register vital information and treatment record of patient at Emergency Room Record and 1.2.Take vital signs to patient.	None	10 minutes	ER Nurse/Nursing Attendant
2. Wait for the doctor's instructions on prescribed medicines and schedule of follow-up	2.Consult patient and treat accordingly		15 minutes	Physician on Duty
TOTAL			25 minutes	

5. IN-PATIENT CARE (ADMISSION)

This facilitates admission and care of admitted patients

Office or Division:	Ward Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NO requirement for NEW patients. 2. For Old patient (previously sought consultation in this facility) present OPD Card Number (1,Original)		- Issued by PMH upon FIRST consultation		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit history and vital signs taking	1.Take vital signs and history of patient at the		10 minutes	Nurse on Duty
2.Submit for evaluation and initial treatment	2.Assist patient to Physician on Duty for assessment		15 minutes	Physician on Duty/ ER Nurse
3.Sign consent form for admission	3.1.Facilitate preparation of admission form and		3 minutes	ER Nurse



	3.2. Secure signature of patient /guardian at the consent form	None		
4. Secure watcher's ID from the guard on duty	4.1. Record issued ID Number at the registry logbook and 4.2. Issue watcher's ID to the watcher of patient		5 minutes	Security Guard on Duty
5. Present watcher's ID to ER Nurse on Duty	5. Forward and endorse patient to ward nurse on duty		8 minutes	Social Worker
TOTAL		None	41 minutes	

6.1. MEDICAL RECORDS SERVICE -ISSUANCE OF BIRTH CERTIFICATE

This services provides Birth Certificate to all Newborn babies who delivered in this facility hence, this services bestows a legal identity on children for life.

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not Applicable		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill – out form for Issuance of Birth Certificate to the Medical Records Clerk (MRC)	1. Receive the Request Form and retrieve the Newborn Information Sheet (NIS).	None	4 minutes	Medical Records Clerk
2. Review & check the Newborn Information Sheet (NIS)	2.1. Verify the correctness of data indicated in the NIS and 2.2. Facilitate transcription to Birth Certificate Form (LCR Form #102)	None	5 minutes	Medical Records Clerk
3. Review the prepared BC Form and sign the Informant's portion if all entries are correct	3.1. Receive the Birth Certificate form, reproduce necessary number of copies and 3.2. Facilitate required signatories	None	20 minutes	Medical Records Clerk



4. Sign the release logbook and receive Birth Certificate	4.1.Prepare the Release Logbook and 4.2.Release the Birth Certificate	None	5 minutes	Medical Records Clerk
5. Proceed to Local Civil Registrar for the Official Registration of Birth Cert.	5.Instruct parent/watcher to proceed to Local Civil Registrar	None	4 minutes	Medical Records Clerk
TOTAL			38 minutes	

6.2. MEDICAL RECORDS SERVICE-ISSUANCE OF DEATH CERTIFICATE

This services provides Death Certificate to all resuscitated patients and eventually died in this facility. Immediate family up to patient's nearest kin is strictly required to transact the issuance of Death Certificate.

Office or Division:		Medical Records Section		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OPD ID Card (1,Original)		Given to patient at OPD / ER Room upon consultation / treatment		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-out form Request form for Issuance of Death Certificate to the Medical Records Clerk (MRC)	1.1.Receive the Request Form and 1.2.Retrieve patient's record	None	5 minutes	Medical Records Clerk
2.Review & check all entries in Death Certificate	2.1 Verify the correctness of data and 2.2 Facilitate transcription to Death Certificate Form		10 minutes	Medical Records Clerk
3.Review the prepared Death Cert Form and sign the Informant's portion if all entries are correct	3.1.Reproduce necessary number of copies and 3.2.Facilitate required signatories		5 minutes	Medical Records Clerk
4.Sign the release logbook	4.1.Prepare the Release Logbook and 4.2.Release the Death Certificate		5 minutes	Medical Records Clerk
5. Proceed to Mun. Health Officer for signing Death Cert.	5.Instruct parent/watcher to proceed to Municipal		4 minutes	Local Civil Registrar



& forward to Local Civil Registrar for the Official Registration .	Health Office for signatory of the MHO and submit Death Cert. to Local Civil Registrar for the official registration			
TOTAL			29 minutes	

6.3.MEDICAL RECORDS SERVICE-ISSUANCE OF MEDICAL CERTIFICATE

This services facilitate issuance of Medical Certificate to all patients who requested. This Medical Certificate obtain certain health benefits to attest leave of absence from work or from school, to make an insurance claim or for certain legal procedures/ purposes.

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OPD ID Card (1,Original)		<ul style="list-style-type: none"> • OPD Room for OPD patient • Emergency Room for ER patient • Ward Section for Admitted patient 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill –out Request form in the Issuance of Medical Certificate to the Medical Records Clerk (MRC)	1.1.Receive and verify the correctness of data at the Request Form, 1.2.Retrieve the patient's record and 1.3.Prepare Medical Certificate	NONE	10 minutes	Medical Records Clerk
2. Claim the Med. Cert. and sign the release logbook	2.Release the Medical Certificate	NONE	5 minutes	Medical Records Clerk
TOTAL			15 minutes	

7.OUT-PATIENT CONSULTATION

This section caters to the patients referred from the Rural Health Unit and Barangay Health Stations. It serves as one of the entry points for patients to be hospitalized.

Office or Division:	Out-Patient Consultation Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip (1,Original) 2. OPD ID Number for "old" patient (1,Original)		- Municipal Health Office - Issued by PMH upon FIRST consultation		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a priority number and provide pertinent information in a sheet provided.	1. Issue priority number and information sheet to patient /watcher	None	6 minutes	Security Guard on Duty
2. Register your name and submit for vital signs taking	2.1. Register pertinent information of patient to OPD Form, 2.2. Take vital signs and 2.3. assist patient for consultation to Attending Physician on Duty	None	10 minutes	OPD Nurse/Nursing Attendant on Duty
3. Submit for consultation, diagnosis & treatment by the physician	Consult and treat patient accordingly	None	20 minutes	Physician on Duty
TOTAL		None	36 minutes	

8. PHARMACY SERVICES for ER /OPD PATIENT

This service includes dispensing of prescribed medicines and supplies to our patients. Pharmacy service is open from Mondays to Fridays from 8:00 am to 5:00pm and Saturdays, Sundays and Holidays from 9:00 am to 5:00 pm.

Office or Division:	Radiology Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescription (1,Original)		<ul style="list-style-type: none"> • OPD Room for OPD patient • Emergency Room for ER patient 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription	1. Receive prescription and verify accordingly and check availability	None	5 minutes	Pharmacist
2. Receive prescribed drugs and	2. Dispense prescribed drugs and		5 minutes	Pharmacist



medicines/medical supplies	medicines/medical supplies to patient			
TOTAL		None	10 minutes	

9.RADIOLOGY SERVICES

This service includes radiologic examination. This is useful in diagnosing conditions and disease that affect the bones and chest.

Office or Division:	Radiology Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. X-ray Request (1, original)		<ul style="list-style-type: none"> • OPD Room for OPD patient • Emergency Room for ER patient • Ward Section for Admitted patient 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure signed x-ray request from the physician	1.2.Fill-out x-ray request and 1.2.Give to patient /watcher instructing them to proceed to x-ray section	None	5 minutes	Nurse on duty
2. Proceed to the x-ray room and present the request for verification	2.1.Receive the x-ray request and 2.2. Process the required examination		10 minutes	Radiologic Technologist (Rad. Tech.)
3. Claim the result	3.1.Record the result at the releasing logbook and 3.2.Forward the x-ray result to the ER/OPD/Ward Section		24 hours	Rad. Tech.
TOTAL		None	39 minutes	



POLOMOLOK MUNICIPAL HOSPITAL

Internal Services



1.PHARMACY SERVICES FOR ADMITTED PATIENTS

This service includes dispensing prescribed medicines and supplies to all admitted patients as per compliance to Philhealth Circular # 2017_006 – Strengthening the Implementation of No Balance Billing Policy (Revision 1).

Office or Division:	Radiology Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Ward Nurse on Duty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescription (1, Original)		Ward Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present prescription	1.1 Receive prescription and verify accordingly and check availability	None	5 minutes	Pharmacist
2. Wait for the delivery of the prescribed prescriptions at Ward Section	2. Deliver all prescribed drugs and medicines/supplies to the ward		20 minutes	Pharmacist
TOTAL		None	25 minutes	

2.PROCESSING OF LEAVE APPLICATION

This services facilitates leave availment of Regular employees.

Office or Division:	Administrative Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All qualified Regular Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1,Original)		HR In-Charge		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form for leave application	1.1. Receive and review the request form and 1.2. Verify leave balances and 1.3. Process to Leave Management System	None	10 minutes	HR In-Charge
2. Sign leave application	2.1. Receive signed application 2.2. facilitate approval to Chief Hospital and 2.3. Submit to Human Resource Management Division		2 days	HR In-Charge
TOTAL		None	2 days and 10 minutes	



SOUTH COTABATO PROVINCIAL HOSPITAL

External Services



1.AVAILING AFFILIATION TRAINING/SERVICES

As a level II hospital, SCPH maintains its Training Accreditation for Nursing Affiliation from the Department of Health. It caters to one Affiliate institution per approved 100 beds. Among the affiliation services provided include training and orientation on hospital policies and procedures, actual practicum and exposure in service areas and wards, provision of lectures and many others.

Office or Division:	NURSING SERVICE – CHIEF NURSE OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G and G2B- GOVERNMENT TO GOVERNMENT & GOVERNMENT TO BUSINESS (ACADEMIC INSTITUTION)			
Who May Avail:	TRAINING AFFILIATES, AFFLIATE SCHOOL COORDINATOR/ PERSONNEL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-in Request Form / Letter/ School Administrator's Endorsement (1,Original) 2. MOA (1,Original) 3. Pertinent School Records Proof of Identification (1,Original) 4. List of proposed trainees for affiliation (1Original) 5. Approved Contract of Affiliation (1,Original)		1. Interested school 2.Chief Nurse Office 3.Applicant School Affiliate 4.Applicant School Affiliate 5.Administrative Office and Chief Nurse Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure list of requirements from the Chief Nurse Office	1. Issue list of requirements to the interested affiliate school	None	30 minutes	Training Coordinator / Chief Nurse Nursing Service
2. Submit the requirements to the CNO for evaluation and instructions	2. Receive and evaluate the requirements and give instructions	None	15 minutes	Training Coordinator / Chief Nurse Nursing Service
3. Wait for the processing and approval of MOA and Contract of Affiliation (COA)	3. If eligible, secure proper entries in the MOA and COA including completeness of attachments, and forward documents to the COH for endorsement to PGSC	None	2 days	Administrative Officer Administrative Office Chief of Hospital II COH Office
4. Secure a copy of the approved request and duly signed MOA and COA	4. Issue a copy of the approved request and duly signed MOA and COA	None	30 minutes	Admin Clerk Administrative Office or Chief Nurse Chief Nurse Office



5. Confirm schedule, secure further instructions from the Training Coordinator and Avail Affiliation Training services	5. Evaluate schedule, provide/ issue instructions and provide Training affiliation services	Please refer to the table below	1 day	Training Coordinator/ Chief Nurse Nursing Service
TOTAL		Please refer to the table below	3 days & 55 mins.	

Affiliation Fees per Approved 2017 Revenue Ordinance of the PGSC

1.Hospital Dietetics (per day per student)	Php 30.00
2.Midwifery (per day per student)	Php 30.00
3.Nursing (per day per student)	Php 30.00
4.Pharmacy (per day per student)	Php 30.00
5.Public Health Nutrition (per day per student)	Php 30.00
6.Radiologic Technology (per day per student)	Php 30.00
7.Medical Technology Students (per day per student)	Php 30.00

2. AVAILING ANIMAL BITE SERVICES

Animal Bite Treatment Center (ABTC) is one of the services provided at the Out Patient Department of the South Cotabato Provincial Hospital relating to the Prevention and Control Program accredited under the Department of Health. Rabies is considered as one of the tropical neglected diseases. Although it is 100% preventable, it is 100% fatal. Effective and safe vaccines are available as prevention of the diseases.

2.1. For 1st dose category II and category III

Office or Division:	OUT-PATIENT DEPARTMENT			
Classification:	SIMPLE			
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN			
Who May Avail:	GENERAL PUBLIC WITH REFERRAL FROM HEALTH FACILITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Referral form (1, original)		Rural Health Units and other health facilities		
2.Hospital Number (if with previous record) (1, original)		OPD Clerk		
3.Priority Number (1,original)		Security Guard on Duty, OPD Admitting Clerk		
4.Patient OPD Card/Record		OPD Clerk		
5.Philhealth ID		Philhealth		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral form and hospital number. set a priority number and provide pertinent information in the Health Declaration Form	1. Get and evaluate referral form and pertinent information, issue/provide hospital number and assign priority number	None	15 minutes	Security Guard and on duty PSU



2. Wait and get the priority number and hospital OPD Card/Record	2. Call in service priority number served and release patient OPD Card/Record	None	55 minutes	Security Guard and on duty PSU OPD Clerk
3. Submit self for vital signs taking, wait for the Physician-on-Duty and when called by the physician, submit OPD Record, and provide pertinent information and submit self for examination	3. Get OPD Records, get vital signs, and call in patient for examination	None	55 minutes	Nurse, Nursing Attendant, Midwife, and attending Physician
4. Present Philhealth ID of member to Counter 3	4. Interview Patient/Watcher	None	15 minutes	OPD Clerk
<p>5. Wait for your number/name to be called and register the name to the log book and submit self for rabies vaccine injection and receive health advice/education</p> <p>Category II For intradermal injection of 0.1 cc active vaccine at right and left deltoid at Day 0, Day 3, Day 7 and Day 28 if the animal died during the 14 days exposure</p> <p>Category III a) For intradermal injection of 0.1 cc active vaccine at right and left deltoid at Day 0, Day 3, Day 7 and Day 28 if the animal died during the 14 days exposure b) Do skin testing for passive vaccine and observe for 30 minutes if there is</p>	<p>a. Call the priority number or the patient's name to log in to the log book b. Perform the vaccination</p>	None	<p>a) For category II – 45 minutes b) For category III – 2 hours and 15 minutes</p>	Nurse/Midwife



allergy, if negative, infiltrate to wound and observe again for 1 hour if there is untoward reaction				
TOTAL		None	a) Category II – 3 hours and 5 mins b) Category III – 4 hours and 58 minutes	

2.2. For 2nd dose and 3rd dose

Office or Division:	OUT-PATIENT DEPARTMENT			
Classification:	SIMPLE			
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN			
Who May Avail:	GENERAL PUBLIC WITH REFERRAL FROM HEALTH FACILITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Rabies Vaccination Card (1, original)				
2.Hospital Number (if with previous record) (1, original)		OPD Clerk		
3.Priority Number (1,original)		Security Guard on Duty, OPD Admitting Clerk		
4.Patient OPD Card/Record		OPD Clerk		
5.Philhealth ID		Philhealth		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral form and hospital number. set a priority number and provide pertinent information in the Health Declaration Form	1. Get and evaluate referral form and pertinent information, issue/provide hospital number and assign priority number	None	25 minutes	Security Guard and on duty PSU
2. Wait and get the priority number and hospital OPD Card/Record	2. Call in service priority number served and release patient OPD Card/Record	None	15 minutes	Security Guard and on duty PSU OPD Clerk
3. Present Philhealth ID of member to Counter 3	3. Interview Patient/Watcher	None	15 minutes	OPD Clerk
4. Wait for your number/name to be called and register the name to the log book and submit self for rabies vaccine injection and receive	a. Call the priority number or the patient's name to log in to the log book b. Perform the vaccination	None	a) For category II – 40 minutes b) For category III – 2 hours and 10 minutes	Nurse/Midwife



<p>health advice/education</p> <p>Category II For intradermal injection of 0.1 cc active vaccine at right and left deltoid at Day 0, Day 3, Day 7 and Day 28 if the animal died during the 14 days exposure</p> <p>Category III a) For intradermal injection of 0.1 cc active vaccine at right and left deltoid at Day 0, Day 3, Day 7 and Day 28 if the animal died during the 14 days exposure b) Do skin testing for passive vaccine and observe for 30 minutes if there is allergy, if negative, infiltrate to wound and observe again for 1 hour if there is untoward reaction</p>				
TOTAL		None	a) Category II – 1 hours and 35 mins b) Category III – 3 hours and 5 minutes	

2.3. For Special Lane

Office or Division:	OUT-PATIENT DEPARTMENT	
Classification:	SIMPLE	
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN	
Who May Avail:	GENERAL PUBLIC WITH REFERRAL FROM HEALTH FACILITY	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Referral Form/Rabies Vaccination Card (1, original)		
2. Hospital Number (if with previous record) (1, original)	OPD Clerk	
3. Priority Number (1, original)	Security Guard on Duty, OPD Admitting Clerk	
4. Patient OPD Card/Record	OPD Clerk	



5. Senior Citizen's ID, if applicable (1,original)				
6.Philhealth ID		Philhealth		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral form, hospital number and Senior Citizen's ID (if applicable). set a priority number and provide pertinent information in the Health Declaration Form	1. Get and evaluate referral form and pertinent information, issue/provide hospital number and assign priority number	None	15 minutes	Security Guard and on duty PSU
2. Endorse Health Declaration Form to PSU Guard on duty	2. Assist and endorse the client to the Counter 3 for Philhealth ID verification	None	10 minutes	Security Guard and on duty PSU OPD Clerk
3. Present Philhealth ID of member to Counter 3	3. Interview Patient/Watcher	None	15 minutes	OPD Clerk
4. Wait for your number/name to be called and register the name to the log book and submit self for rabies vaccine injection and receive health advice/education Category II For intradermal injection of 0.1 cc active vaccine at right and left deltoid at Day 0, Day 3, Day 7 and Day 28 if the animal died during the 14 days exposure Category III a) For intradermal injection of 0.1 cc active vaccine at right and left deltoid at Day 0, Day 3, Day 7 and Day 28 if the animal died during the 14 days exposure	a. Call the priority number or the patient's name to log in to the log book b. Perform the vaccination	None	a) For category II – 30 minutes b) For category III – 2 hours	Nurse/Midwife



b) Do skin testing for passive vaccine and observe for 30 minutes if there is allergy, if negative, infiltrate to wound and observe again for 1 hour if there is untoward reaction				
TOTAL	None		a) Category II – 1 hours and 35 mins b) Category III – 3 hours and 5 minutes	

3.AVAILING OF BILLING SERVICES

All hospital bills and expenses incurred by the hospitalization of patients are processed including charges of all the services provided to patients in the hospital are encoded and printed by the Billing Section. Both hospital bills of PHIC and Non-PHIC patients are catered and processed for reimbursement claims of the hospital.

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – BILLING SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN			
Who May Avail:	SCPH ADMITTED PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.a For Non-PHIC, Note for billing – (1, Original)		Nurse Station		
b. For PHIC Member/beneficiary, “OK note for PHIC” – (1,Original)		MSSO/ PHIC Section		
1. Patient Chart with “May Go Home” order – (NOD to present directly to PHIC) (1, Original)		Nurse Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance and “OK for PHIC” note (if with PHIC) to Nurse’s Station.	1. Receive clearance and “OK for PHIC” note (if with PHIC)	None	10 minutes	Nurse on-duty Nursing Service
For deceased patients, present “For Billing” note, clearance and “OK for PHIC” (if with PHIC)	For deceased patients, receive “For Billing” note, clearance and “OK for PHIC” (if with PHIC)	None	10 minutes	Billing Clerk Admin-Billing Section
2. Claim the Statement of Account / Bill at the	2. Issue the Statement of Account / Bill.	Refer to approved revenue code/ PHIC case rates	1 hour	PHIC Clerk PHIC Section, Billing Clerk



Nurse's Station once the name of patient is called. For deceased patients, claim the Statement of Account/Bill at Billing Section once the name of the patient is called.	For deceased patients, issue the Statement of Account/Bill at Billing Section	Free for FHP/ NBB qualified beneficiaries	1 hour	Billing Section Nurse on-duty Nursing Service PHIC Clerk PHIC Section, Billing Clerk Billing Section
A. If with PHIC, fill-out and sign necessary information in the Statement of Account/Bill and proceed to other service areas for the completion of clearance. B. If Non-PHIC/FHP qualified beneficiary, secure notation from the Medical Social Worker and submit the noted hospital bill to the Cashier's Office for receipt of the Statement of Account/Bill and proceed to other service areas for the completion of clearance.	A. If with PHIC, review necessary information in the Statement of Account/Bill B. If Non-PHIC/FHP qualified beneficiary, issue notation, receive the noted hospital bill and provide instruction for completion of clearance	Refer to approved revenue code/ PHIC case rates Free for FHP/ NBB qualified beneficiaries	1 hour	PHIC Clerk PHIC Section, Billing Clerk Billing Section Billing Clerk Billing Section, Medical Social Worker MSSO, Cashier Cashier's Section
TOTAL		Free for FHP/ NBB BENEFICIARIES and for NON-FHP BENEFICIARIES, Refer to the Approved Revenue Code	3 hours & 20 minutes	

4.AVAILING CASHIERING SERVICES

Cashiering services involve handling/ collecting of customers' payments for the services and goods provided or to be provided to them. Careful calculation of all the bills and charges for payments, review of the charges per applied standard revenue fees and evaluation of discounts (if there are any) and provision of exact change/ notation, recording of payments and issuance of Official Receipts are among the activities performed.

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – CASHIERING SECTION
Classification:	SIMPLE



Type of Transaction:		G2C- GOVERNMENT TO CITIZEN		
Who May Avail:		OPD AND SCPH ADMITTED PATIENTS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1a. Charge Slip, - (1, Original)		Service Areas (eg. OPD, Laboratory, Medical Imaging Unit, ER, etc.)		
1.b. Note from Medical Social Worker, - (1, Original) or		Medical Social Service Section		
1.c. Hospital Bill – 1 copy		Billing/ PHIC Section		
2. a Prescription with price notation – (1, Original) or		Pharmacy		
2.b. Note from Social Worker – (1, Original)		Medical Social Service Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.a. For payment of Drug Testing, Blood Products, medical supplies and for other fees and those excluded in the FHP: Present the Charge Slip and/or Note from Medical Social Worker	1.a. For payment of Drug Testing, Blood Products, medical supplies and for other fees and those excluded in the FHP: Receive and evaluate the Charge Slip and/or Note from MSSO	Refer to approved revenue code/ PHIC case rates Free for FHP/ NBB qualified beneficiaries	10 minutes	Cash Clerk/ Cashier Cashier's Section
b. For payment of drugs and medicines: Present prescription with charge amount and/or note from Medical Social Worker	b. For payment of drugs and medicines: Receive and evaluate prescription with charge amount and/or note from medical Social Worker		10 minutes	Cash Clerk/ Cashier Cashier's Section
2. Pay hospital fees	Receive payment	Refer to approved revenue code/ PHIC case rates Free for FHP/ NBB qualified beneficiaries	15 minutes	Cash Clerk/ Cashier Cashier's Section
3. Secure Official Receipts	3. Issue Official Receipts	Refer to approved revenue code/ PHIC case rates Free for FHP/ NBB qualified beneficiaries	9 minutes	Cash Clerk/ Cashier Cashier's Section
TOTAL		Free for FHP/ NBB BENEFICIARIES	45 minutes	



	and for NON-FHP BENEFICIARIES, Refer to the Approved Revenue Code		
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5.AVAILING DENTAL SERVICES

Dental services such as oral check-up/consultation, simple tooth extraction, drainage of dental abscess, alveolectomy and management of dental infections and trauma to periodontal mucosa are provided at the Out-patient Department of the SCPH.

Office or Division:	OUT-PATIENT DEPARTMENT : DENTAL SECTION			
Classification:	SIMPLE TECHNICAL			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN			
Who May Avail:	GENERAL PUBLIC WITH REFERRAL FROM HEALTH FACILITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Form – (1,original)		Municipality/City Health/ Hospital or other Clinic Dentist		
2. Hospital number (if with previous record) – (1,Original)		SCPH OPD Clerk		
3. Priority Number - (1,Original)		SCPH OPD Clerk		
4. Patient Dental Card – (1,Original)		SCPH OPD Clerk		
5. Prescription (if there is any) – (1,Original)		Dentist		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral form, proof of identification (if necessary) and hospital number, get a priority number and provide pertinent information	1. Get and evaluate the referral form and pertinent information, issue/provide hospital number and assign priority number	Refer to Approved Revenue Code Free for FHP qualified beneficiaries	5 minutes	BHW in-charge / OPD Clerk Medical Records Section
2. Wait for your number to be called and receive the Patient Card and submit the same to the Dental service area	2. Call the service priority number, release the Patient Card and instruct to proceed to the Dental room/ area	Refer to Approved Revenue Code Free for FHP qualified beneficiaries	30 minutes	OPD Clerk Medical Records Section and Dental Aide Ancillary Dept.



3. Wait for your number/ name to be called, submit self to Dental Information Intake, and when called by the Dentist on Duty, provide other pertinent information and submit self for Dental examination / Treatment and Management.	3. Call the priority number, get dental info, conduct dental check-up/ examination / Treatment and Management.	Refer to Approved Revenue Code Free for FHP qualified beneficiaries	2 hours	Dental Aide and Dentist Ancillary Dept.
4. Receive oral health advice/ education/ instruction and or prescription if there is any	4. Provide oral health advice/ education/ instruction and or prescription if there is any	Refer to Approved Revenue Code Free for FHP qualified beneficiaries	10 minutes	Dentist Ancillary Dept
TOTAL		Free consultation and for other services lease refer to the approved Revenue Code	2 hours & 45 minutes	

6. AVAILING DISCHARGE SERVICES

All admitted patients with “May Go Home” order from their attending physicians at South Cotabato Provincial Hospital are required to submit their clearances prior to their discharge from the hospital. With the premise that patients’ conditions have already improved, they have to process their documents and requirements (eg. Pay hospital bills, provide PHIC documents like Marriage certificate, return borrowed equipment/ facility, etc.) prior to their discharge.

Office or Division:	NURSING SERVICE AND ADMINISTRATIVE SUPPORT SERVICES	
Classification:	SIMPLE	
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN	
Who May Avail:	SCPH ADMITTED PATIENTS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Clearance for discharge – (1,Original)		Nurse’s Station
2. “OK fo PHIC” note – (1,Original)		MSSO
3. Proof of Verification, other PHIC documents/ Note for Discharge - (!,Original)		PHIC Section
4. Hospital Bill and/or with note from the Medical Social Worker – (1,Original)		MSSO, Cashier
5. PHIC documents and clearance and/or received hospital bill – (1,Original)		PHIC Section
6. Accomplished Clearance, Discharge Note – (1,Original)		PHIC Section



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure clearance form to other service areas, present signed clearance for discharge to Nurse's Station and present "OK for PHIC" note (if with PHIC)	1. Issue clearance for signature to Central Supply	FREE	20 minutes	CSR in-Charge, Nursing Service Department
2. Secure hospital bill to be issued by the Nurse-on-duty and provide information (if required) for verification.	2. Issue hospital bill to patients respectively and instruct patients to provide information for verification A. If with PHIC, fill-out and sign necessary information in the Statement of Account/Bill and proceed to other service areas for the completion of clearance B. If Non-PHIC/FHP qualified beneficiary, wait for the bill and proceed to the Medical Social Worker	Refer to PHIC Case Rates and/or Free for FHP qualified beneficiaries If NonPHIC, Refer to service fee per approved Revenue Code Free for FHP qualified beneficiaries	20 minutes	Nurse-on-duty Nursing Service Department
A. If with PHIC, proceed to Philhealth Section for Philhealth clearance, receive and accomplish documentary forms.	A. Receive and check accomplished forms for its completeness. Attached discharged PHIC clearance and instructs client/s to present accomplishment forms to Nurse Station.	Free for NBB and PHIC beneficiary	15 minutes (without system downtime)	PHIC Clerk
B. In Non-PHIC/FHP qualified beneficiary, secure notation	B. Receive noted hospital bill and instruct client to go back to his/her respective ward	If NonPHIC, Refer to service fee per approved Revenue Code	10 minutes	Medical Social Worker (MSSO) Cashier



from the Medical Social Worker and submit the noted hospital bill to the Cashier's Office for receipt of the Statement of Account/Bill and proceed to other service areas for the completion of clearance		Free for FHP qualified beneficiaries		
3. Present the fully accomplished clearance, secure the Discharge Note and Take note of the discharge instructions	3. Receive accomplished PHIC clearance and issues Discharge Note along with the Discharge Instructions	None	20 minutes	Nurse
4. Present the Discharge Note, submit for inspection and go home	4. Receive Discharge Note and watcher's ID, inspect belongings and patient and once clear, allow patient to go home	None	10 minutes	Security Guard on-Duty
TOTAL		Refer to PHIC Case Rates and/or Free for FHP, NBB and PHIC qualified beneficiaries	1 hour and 35 minutes	

7. AVAILING DISCOUNTS

The hospital through its Medical Social Services Section provides discounts on the goods and services provided to its clients/ patients who are not NBB, PHIC or FHP beneficiaries. Usual rates per approved revenue code are applied to services availed by walk-in patients from the OPD aside from consultation, eg. diagnostic services requested/ required by private hospitals/ physicians/other health facilities including the drugs and medicines, and the like which are prescribed upon consultation. All take home medicines are not considered free, thus, regular/ discounted rates apply.

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL SOCIAL WELFARE SECTION
Classification:	SIMPLE
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who May Avail:	ALL (OPD AND SCPH ADMITTED PATIENTS)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Charge Slip/ Prescription/ Statement of Account/ Hospital Bill – (1,Original)		Service areas where services are sought or goods are to be provided		
2. Proof of Identification (ie. Certification, ID, CTC, etc.) – (1,Original)		Concerned government institutions/ client		
3. Contact details/ Information, Guarantee/ referral with notation – (1,Original)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pertinent documents for processing	1. Review and evaluate pertinent documents	None	15 minutes	Medical Social Worker MSSO
2. Subject self for interview/ information taking and provide information	2. Conduct validation/ interview/ or seek pertinent information	None	15 minutes	Medical Social Worker MSSO
3. Secure notation and/ or referral, wait for encoding / logging of assistance extended and further instructions	3. Secure notation and/ or referral, call in for encoding/logging of assistance extended and give instructions	None	10 minutes	Medical Social Worker MSSO
TOTAL		None	40 minutes	

8.AVAILING EMERGENCY ROOM SERVICES

Emergency services are services provided by hospital workers at the Emergency Room to the patients referred by other health facilities. Depending on the Chief complaint and treatment management of the case per diagnosis of the physicians, varying emergency services needed by the patient and by the care management orders are provided. Some patients may be referred for observation and discharged while others are admitted for further management and treatment

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL SOCIAL WELFARE SECTION
Classification:	SIMPLE
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who May Avail:	ALL
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral Form (if referred) – (1,Original)	Municipal Health Offices, other hospitals and other health stations
2. Hospital number, diagnostic results (if with previous record) – (1,Original)	
3. Diagnostic request (if there is any) or recent Medical Certificate (if previously admitted) – (1,original)	Municipal Health Offices, other hospitals and other health stations/ private physician
4. Consent for Admission (if applicable) – (1,original)	Admitting Section



5. Prescription/s (if applicable) – (1,Original)		Admitting/ Attending Physician		
6. Referral/ Transfer Note (if for transfer/ referral to other health facility) – (1,Original)		Nurse Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present the referral form and hospital number, submit self for Information taking and classification, provide pertinent information and wait for instruction (especially regarding admission accommodation / availability)</p> <p>If patient is critical, watcher should provide the data and receive instruction</p>	<p>1. Issue the referral form and give hospital number (if without previous record), get information, and give instructions</p> <p>If patient is critical, assess the data given by the watcher and give instructions</p>	None	15 minutes	ER Admitting Clerk Medical Records Section Medical Social Worker MSSO, Nurse and/or Nursing Attendant on Duty Nursing Service
2. Submit self/ patient to Vital signs taking, wait for the Physician on duty, and submit self for Medical and diagnostic examination/ Treatment and/or Management	2. Evaluate vital signs and for medical and diagnostic examination/treatment and/or management	Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	2 hours	Physician on Duty Medical Professional Nurse/ Nursing Attendant on Duty Nursing Service Utility Worker Housekeeping Section, Service Areas In-Charge (Medical Technologist, Radiologic Technician, Ancillary Dept. etc.)
3. Receive medical advice/ education/ instruction, prescription if there is any and procure/get from Pharmacy (if required), wait	3. Provide medical advice/education/instruction, prescription if necessary. Give instructions for admission/transfer to ward or for further observation at the ER,	Refer to approved revenue code/PHIC case rates/ SRP Free for FHP/NBB	30 minutes	Physician on Duty <i>Medical Professional</i> , NA or NOD <i>Nursing Service</i> , Pharmacist <i>Pharmacy Section</i> , receiving NOD if transfer to ward, <i>Nursing Service</i>



for further instruction if for admission/ transfer to Ward or for further Observation at the ER, Treatment and Management	or treatment and management.	qualified beneficiaries		Medical Social Worker MSSO
4. Submit self and receive medical management, care and treatment procedures, Take Note of medical advice and instruction ad comply with the advice/ procedure depending on the case (if for Normal Deliver, Surgery, Referral, etc.)	4. Assess client and issue medical management, care and treatment procedures.	Refer to approved revenue code/PHIC case rates Free for FHP qualified beneficiaries	4 hours	Physician on Duty, Nurse/ NA on Duty, Utility Worker, Service Areas In-Charge (Medical technologist, Radiologic Technician, Pharmacist, Medical Social Worker, Ambulance Driver, Nutritionist Dietician etc.)
	TOTAL	Refer to approved revenue code/PHIC case rates Free for FHP / NBB qualified beneficiaries	6 hours, 45 Minutes	

9. AVAILING GENE EXPERT SERVICES

Gene expert services are services intended/ availed by potential/ suspected PTB patients whether admitted, OPD (walk-in) or referred by other health facilities.

Office or Division:	ANCILLARY SERVICE- MEDICAL IMAGING UNIT	
Classification:	SIMPLE	
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN	
Who May Avail:	ALL SCPH OPD, ER AND ADMITTED PATIENTS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Chest X-Ray Request – (1,Original)		Municipal Health Offices, other hospitals and other health stations or private physicians/ SCPH Attending Physician (if admitted)
2. Chest X-Ray result – (1,Original)		Medical Imaging Unit
3. Sputum request with specimen – (1,Original)		Attending Physician



4. Listed name in the Logbook/ request form – (1,Original)		Medical Imaging Unit		
5. Charge Slip – (1,Original)		Medical Imaging Unit		
6. Official Receipt (if applicable) – (1,Original)		Cashier's Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request for Chest X-Ray and submit self for examination	1. Issue request for Chest X-Ray and receive patient for examination	Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	30 minutes	PTB NOD in-charge, Radiologic Technologist <i>Medical Imaging Unit</i>
2. Pay at the Cashier (if non FHP Beneficiary) Wait for results and if result positive for PTB, subject self for Pre-counselling/ instruction and submit Sputum specimen	2. Receive payment (if non FHP Beneficiary) give results and if result positive for PTB, assess Pre-counselling/ instruction and give Sputum specimen	Refer to approved revenue code/PHIC case rates Free for FHP qualified beneficiaries	3 hours	Cahier <i>Cashier's Section</i> PTB NOD in-charge, Radiologic Technologist, Medical Technologist <i>Ancillary Dept.</i>
3. Submit OR (if applicable) and sputum specimen to HACT Laboratory for processing	3. Receive OR (if applicable) and sputum specimen to HACT Laboratory for processing	None	5 minutes	HACT MedTech
4. Wait and secure Gene XPert result and wait for further instruction, advice and follow-up visit	4. Issue Gene XPert result and give instruction, advice and follow-up visit	None	3 hours	NOD in-charge <i>Nursing Service</i> MedTech <i>Laboratory Section</i>
	TOTAL	Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	6 hours, 35 minutes	

10.AVAILING OF HOSPITALIZATION ASSISTANCE

Hospital Assistance is the financial assistance provided by the hospital to the patients served and/or admitted in the SCPH by way of discounting or providing guarantee referrals to defray their hospitalization expenses. Some are provided as discounts to the total hospital bill and charge slips, others are in the form of guarantee letters for the institutions where the hospital has existing MOA for out-sourced services while



others are notes for non-payment/ free hospitalization (for No Balance Billing patients and Free Hospitalization Program Beneficiaries.

Office or Division:	ADMINISTRATIVE SUPPORT: MEDICAL SOCIAL WELFARE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN			
Who May Avail:	ALL ADMITTED PATIENTS AT SCPH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Identification (ID, Certification, Birth Certificate, CTC, etc), - (1,Original)		Government institutions		
2. PHIC ID (if PHIC Member or Beneficiary) – (1,Original)		PHIC Regional Office XII		
3. Hospital bill/ Prescription or charge slip – (1,Original)		Billing/ PHIC Section		
4. Eligibility for Assistance/ Guarantee/ Referral letter – (1,Original)		Medical Social Service Section/ other Financial Assistance Organizations/ Office		
5. Hospital Clearance – (1,Original)		Billing/ PHIC Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements (certification, proof of identification and hospital bill/ charge slip)	1. Get and evaluate the requirements (certification, proof of identification and hospital bill/ charge slip)	None	30 minutes	Medical Social Worker MSSO
2. Provide the necessary information/ date and answer questions from the interview, affix signature on the patient information sheet and secure eligibility for assistance/ referral/ guarantee letter/ clearance	2. Solicit the necessary information/ date and validate answers to questions from the interview, ensure signature of patient on the information sheet and secure eligibility for assistance/ referral/ guarantee letter/ clearance	Per approved PHIC case rates/ revenue code Free for FHP qualified beneficiaries	30 minutes	Medical Social Worker MSSO
a. If NBB and FHP Beneficiary, proceed to the	a.If NBB and FHP Beneficiary, get and validate eligibility for	Per approved PHIC case rates/ revenue code	30 minutes	Medical Social Worker Service In-Charge



<p>service areas/ health facility where service is sought, present the eligibility for assistance/ referral/ guarantee letter/ clearance and wait to receive service/ instruction</p> <p>b. If Non-PHIC, you may seek additional assistance from other financial assistance provider (eg. DSWD, P/C/MSWDO, PCSO, etc.), or directly proceed to cashier for payment of fees and charges and secure official receipt</p> <p>Note: for those with additional assistance, submit the referral/ guarantee letter/s to the Medical Social Worker for recording</p>	<p>assistance/ referral/ guarantee letter/ clearance presented and provide instruction</p> <p>b.If Non-PHIC, instruct watcher of patient to seek additional assistance from other financial assistance providers (eg. DSWD, P/C/MSWDO, PCSO, etc.), or instruct to proceed to cashier for payment of fees and charges and issue official receipt</p> <p>Note: for those with additional assistance, secure the referral/ guarantee letter/s and record</p>	<p>Free for FHP qualified beneficiaries</p>	<p>30 minutes</p>	<p><i>MSSO</i> In-charge of other financial assistance providers <i>PGO, PSWDO, DSWD, etc.</i></p> <p>Medical Social Worker <i>MSSO</i></p> <p>Cashier <i>Cashier's Section</i></p>
<p>TOTAL</p>		<p>FREE FOR FHP/NBB BENEFICIARIES AND FOR NON-FHP BENEFICIARIES, REFER TO APPROVED REVENUE CODE</p>	<p>2 hours</p>	

11.AVAILING OF HOSPITALIZATION SERVICES

All patients seeking emergency medical attention and intervention at the SCPH are provided with hospitalization services such as Admission, Medical diagnosis and treatment, Ancillary services (Laboratory, Radiologic and Pharmacy services), Support Services (Medical Social Welfare, Linen and Laundry, Utility, Dietary, Billing and Cashiering, Transport, HOMIS, Medical Records, PHIC) and Patient Management and Care (Medical Professional and Nursing Services).



Office or Division:	MEDICAL PROFESSIONAL, NURSING SERVICE DEPARTMENT AND ADMINISTRATIVE SUPPORT SERVICES			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN			
Who May Avail:	GENERAL PUBLIC REFERRED FOR ADMISSION			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Form – (1,Original)		Municipal Health Offices, other hospitals and other health stations		
2. Hospital number (if with previous record) – (1,Original)		OPD Retrieval		
3. Proof of Identification (ID, CTC/ Birth Certificate, Brgy. Certification, etc.) – (1,Original)		Government institutions		
4. PHIC ID (If PhilHealth Member or beneficiary) –(1,Original)		PHIC member/ PHIC officer		
5. diagnostic results (if with previous record), - (1,Original)		Patients' copy/medical records section		
6. diagnostic request/s (if required) or recent Medical Certificate (if previously admitted) – (1,Original)		Attending physician/patient copy		
7. Chart (Station-station),		Nurse Stations		
8. Prescriptions – (1,Original)		Attending physician		
4. Diagnostic Requests/ Results (as admitted) (1,Original)		Nurse's station/attending physician		
5. Note for PHIC (if PhilHealth Member or Beneficiary), (1,Original)		Philhealth office		
6. Referral/ Transfer Note (if for transfer) (1,Original)		Attending physician		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral form and hospital number, submit self for Information taking and classification, provide pertinent information and wait for instruction (especially regarding admission accommodation/ availability)	1. Get the referral form and hospital number, conduct Information taking and classification, solicit pertinent information and provide instruction (especially regarding admission accommodation/ availability)	None	5 minutes	ER Admitting Clerk, Medical Records Section Medical Social Worker MSSO
2. Proceed to the Nurse Table where Case classification belongs, wait for your number/ name to be called, submit self to Vital signs taking	2. Call-in priority number/ name, get Vital signs (initial VS) and pertinent information and provide	Per approved PHIC case rates Free for FHP/NBB qualified beneficiaries	30 minutes	Nurse/ Nursing Attendant on Duty, Nursing Service , Physician on duty



and wait for the Physician on duty	instruction to wait for the Physician on duty			Medical Professional
3. Wait for your number/ name to be called, submit self to Medical History Taking and Chief Complaint interview, provide other pertinent information and submit self for Medical examination/ Treatment and/or Management	3. Call patient number/ name, conduct Medical History Taking and Chief Complaint interview, solicit other pertinent information and provide Medical examination/ Treatment and/or Management (physical examination, history taking assessment)	Per approved PHIC case rates Free for FHP/NBB qualified beneficiaries	2 hours	Physician on duty Medical Professional, Nurse/ Nursing Attendant on Duty, Nursing Service, Utility Worker, Housekeeping Section Service Areas In-Charge (Medical Technologist-Laboratory Section, Radiologic Technician-Medical Imaging Unit, etc.)
4. Receive medical advice/ education/ instruction, prescription if there is any and procure/get from Pharmacy (if required), wait for further instruction and submit self for official admission/ transfer to Ward for further Observation, Treatment and Management	4. Provide medical advice/ education/ instruction, prescription if needed and, give further instruction and perform official admission/ transfer to Ward for further Observation, Treatment and Management (IV insertion and other procedures)	Per approved PHIC case rates/ SRP for drugs and meds Free for FHP/ NBB qualified beneficiaries	10 minutes	Physician on Duty Medical Professional, NA or NOD Nursing Service, Pharmacist Pharmacy Section, receiving NOD if transfer to ward, Medical Social Worker MSSO
5. Submit self and receive medical management, care and treatment procedures, Take Note of medical advice and instruction and comply with the advice/ procedure depending on the case (if for Normal Deliver, Surgery, Referral, etc.)	5. Perform medical management, care and treatment procedures, provide medical advice and instruction (charting done-inform	Per approved PHIC case rates Free for FHP qualified beneficiaries	3 hours	Physician on Duty Medical Professional, NA or NOD Nursing Service, Utility Worker Housekeeping Section, Service Areas



	ward/endorse to ward)			In-Charge (Medical Technologist-Laboratory Section, Radiologic Technician-Medical Imaging Unit, Pharmacist Pharmacy Section, Medical Social Worker MSSO Ambulance Driver Transport Section, Nutritionist Dietician Dietary Section, etc.)
TOTAL		FREE FOR FHP/NNBB BENEFICIARIES AND FOR NON-FHP BENEFICIARIES, REFER TO APPROVED REVENUE CODE	5 hours,45 minutes	

12.AVAILING OF LABORATORY SERVICES

Laboratory services which can be availed by patients in the hospital include diagnostic examinations such as Blood Chemistry, urinalysis, fecalysis, lipid profile, calcium testing, thyphidot, CBC, Platelet count, conduct of Blood Cross matching, blood, bacteriology, histopathy and many others.

Office or Division:	ANCILLARY SERVICE- LABORATORY SECTION
Classification:	SIMPLE
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN
Who May Avail:	ALL SCPH OPD, ER AND ADMITTED PATIENTS
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled in Laboratory Request / Referral Form– (1,Original)	Municipal Health Offices, other hospitals and other health stations or private physicians/ SCPH Attending Physician (if admitted)/ Client
2. Laboratory result – (1,Original)	Laboratory Section
3. Listed name in the Logbook/ request form – (1,Original)	Laboratory Section
4. Charge Slip – (1,Original)	Laboratory Section
5. Official Receipt (if applicable) – (1,Original)	Cashier's Section



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Secure laboratory request from the Physician and present to the Laboratory</p> <p>a.) If admitted patient: Patient provides proper identification, first name, middle name, and last name, date of birth, age, gender, etc.</p> <p>b.) if OPD Patient: The Med Tech on duty assess the availability of the test requested</p>	<p>1. Get laboratory request and validate information and request</p> <p>a.)if admitted patient: NOD-carries out Doctors' order -logs in the requested test at the laboratory receiving logbook with the patient proper identification, complete name, ward, date of birth, age, gender etc.</p> <p>b.) if OPD Patient: The Med Tech on duty assess the availability of the test requested</p>	<p>Refer to approved revenue code Free for OPD PHIC/ FHP and NBB beneficiaries</p>	<p>15 minutes</p> <p>15 minutes</p> <p>10 minutes</p>	<p>Physician/Doctor Medical Professional</p> <p>Nurse on duty Nursing Service</p> <p>Med Tech on duty Laboratory Section</p>
<p>3.) Issue charge slip</p> <p>Present the receipt to Med Tech on duty for collection of sample</p> <p>For Senior Citizen and Person with Disability Patient, Patient may go to Social Worker for discount</p>	<p>3. If admitted: MedTech collect sample, process, record results to its specific logbook, release results to wards, charge the patient in accordance to test performed record in Philhealth logbook</p> <p>If OPD Patient: Cashier collects payment and issue official receipt</p> <p>Get the receipt and conduct collection of sample</p> <p>Assess classification of patient and provide corresponding discount</p>	<p>Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries</p>	<p>30 minutes</p>	<p>Med Tech on duty Laboratory Section</p> <p>Cashier Cashier's Section</p> <p>Med Tech on duty Laboratory Section</p> <p>Medical Social Worker MSSO</p>



4.) Get laboratory result	<p>4. Med Tech collect sample, process, record and release result</p> <p>For admitted patients: MedTech endorse results to wards.</p> <p>For OPD Patients: MedTech instruct patient the time to claim their result</p>	None	6 hours	<p>Med Tech on duty Laboratory Section</p> <p>Med Tech on duty Laboratory Section</p> <p>Med Tech on duty Laboratory Section</p>
5.) Present result to Physician	<p>5. If admitted patient: Nurse on duty attach the result to patient chart. Physician/Doctor on duty</p> <p>For OPD Patient:</p>	None	10 minutes	Nurse on duty



	Physician/Doctor on duty get and evaluate results			
6.) Wait and take note of the Physician's instruction	6. If admitted patient: Physician interpret the result for treatment and further management of patient For OPD Patient: Physician interpret the result for treatment and management	None	10 minutes	Physician/ Doctor
	TOTAL	Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	7 hours and 30 minutes	

13.AVAILING OF MEDICAL SUPPLIES

Medical supplies needed by the patients not available at the pharmacy are provided by the Central Supply Room. Some of these supplies include surgical masks, oxygen cannula, alcohol, and many others.

Office or Division:	NURSING SERVICE- CENTRAL SUPPLY ROOM			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	ALL SCPH ADMITTED PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip – (1,Original)		Nurse Station		
1. "OK" note for PHIC – (1,Original)		Medical Social Welfare Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get request for medical supplies and wait for instructions	1. Issue request for medical supplies and give instructions	None	30 minutes	Nurse and/or Nursing Attendant on Duty Nursing Service, Attending Physician Medical Professional



2. If indigent, NBB, or FHP Beneficiary, present the request slip (with notation from the Medical Social Worker) and "OK" note for PHIC to CSR	2. If indigent, NBB, or FHP Beneficiary, assess the request slip (with notation from the Medical Social Worker) and "OK" note for PHIC to CSR	Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	10 minutes	Nursing Attendant Central Supply Room
If not indigent, get Charge Slip from the Attendant,	If not indigent, issue Charge Slip		5 minutes	Nursing Attendant Central Supply Room
Pay to the Cashier and present the Official Receipt to CSR	Accept payment and issue OR		10 minutes	Cashier's Section
3. Get the medical supplies, Check the items and endorse to the nurse for endorsement and administration	3. Assess the medical supplies, endorse and administer the items.	Refer to approved revenue code/PHIC case rates Free for FHP qualified beneficiaries	15 minutes	Nursing Attendant Central Supply Room
	TOTAL	Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	55 minutes for indigent ; 1 hour and 10 minutes for Non indigent/ Non PHIC and Non FHP Beneficiary	

14. AVAILING OF NUTRITION AND DIETETIC SERVICES

Nutrition and Dietetic services are hospital dietary services provided by the hospital which include provision of food to patients/ or watchers for NPO patients, diet counseling to those with health and nutritional issues, tube feeding and supplemental nourishment for those with special health needs and conditions.

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – DIETARY SECTION
Classification:	SIMPLE
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN
Who May Avail:	SCPH ADMITTED PATIENTS
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Name inclusion in the Patient List – (1 diet/ census list, Original)	Dietary Section or Nurse Station
2. Proof of Identification and admission – (1, Original for Validation nly)	Client



3. Doctor's Order (For Special Diet Care, eg. Tube Feeding and Supplemental Nourishment& Counselling) -(1,Original)		Nurse Station/ Physician on Duty		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1. For normal care: Present self and proof of identification and wait for name to be called for confirmation from the Diet list</p> <p>If not called and when name is not in the diet list, coordinate with the Nurse Station and get instruction</p> <p>1.2.For special care: Present doctor's order and wait for instructions/ counseling</p>	<p>1.1. Evaluate proof of identification and call the name of patient/watcher. Confirm from the Diet list</p> <p>If not called and when name is not in the diet list, coordinate with the Nurse Station and get instruction</p> <p>1.2.For special care: Present doctor's order and call for instructions/ counseling</p>	<p>Refer to approved revenue code/ PHIC case rates Free for FHP/ NBB qualified beneficiaries</p>	<p>30 minutes 3 times a day</p> <p>10 minutes</p> <p>1 hour</p>	<p>Food Service Worker Dietary Section</p> <p>Nurse on Duty Nursing Service</p> <p>Nutritionist Dietician Dietary Section</p>
2.Receive food	2.Receive food	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	10 minutes	Food Service Worker/ Nutritionist Dietician Dietary Section with the assistance of the NOD Nursing Service
3.Once finished, tidy plate, collect all utensils and return to the service worker during the scheduled collection	3.Collect all utensils and return to the service worker during the scheduled collection	None	5 minutes	Food Service Worker Dietary Section
TOTAL		Refer to approved revenue code/ PHIC case rates Free for FHP/ NBB qualified beneficiaries	1 hour, 55 minutes	



15. OUTPATIENT CONSULTATION SERVICES

All non-emergency patients who need not be admitted but seek medical attention referred by Rural Health Units and other health facilities are catered at the Out-Patient Department of the Hospital. Services such as medical consultation, dental interventions, Ophthalmology consultations, animal bite treatments, and the like are provided to patients.

Office or Division:	OUTPATIENT DEPARTMENT			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN			
Who May Avail:	GENERAL PUBLIC WITH REFERRAL FROM HEALTH FACILITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Form – (1,Original)		Municipal Health Offices, other hospitals and other health stations		
2. Hospital number (if with previous record) – (1,Original)		OPD Clerk		
3. Priority Number – (1,Original)		Security Guard on Duty/ BHW In-Charge, OPD Admitting Clerk		
1 Patient Card - (1,Original) 1.1. For pregnant mother: Home Based Maternal Record Card – (1,Original) 1.2. For child: Growth Monitoring Card-(1,Original)		OPD Clerk		
2 Referral/ Request for Diagnostic examinations: Laboratory and X-Ray Requests, (if there is any or if applicable)- (1,original)		Private Physician or OPD physician		
3 Prescription (if there is any or if applicable) (1,Original)		OPD Physician		
4 Charge Slip(if there is any or if applicable) – (1,Original)		OPD Nurse/Nursing Attendant		
5 <i>Diagnostic test results (Laboratory, X-ray, Ultrasound, etc.)</i> – (1,Original)		Hospital Laboratory and/or Medical Imaging Unit or Diagnostic Centers		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the referral form and hospital number, get a priority number and provide pertinent information	1.Get and evaluate the referral form and pertinent information, issue/provide hospital number and assign priority number	None	20 minutes	Security Guard on-duty- PSU / BHW in-charge / OPD Clerk Medical Records Section
2.Wait for your number to be called and receive the Patient Card and submit the same to the service area	2 Call in service priority number served, release Patient card and receive patient card	None	30 minutes	OPD Clerk Medical Records Section Nursing Attendant In-Charge



where service is being sought				Nursing Service
3.Submit self to Vital Signs Taking, wait for the Physician on duty and when called by the Physician, provide pertinent information and submit self for examination -if FaMed physician has a meeting (T,Th (AM)) 8:00-9:30AM	3.Get vital signs Call in patient and get necessary information, provide medical consultation services and issue diagnostic requirements if applicable	Refer to approved revenue code/ PCB #1 package free for FHP qualified beneficiaries	1 hour 2 hours	Nursing Attendant In-Charge Nursing Service Physician on duty Medical Professional
5.1.If with laboratory request, secure referral or request form, subject self for examination and requirements, pay the appropriate fees, wait and get the results; 5.2.. If with prescription, secure prescription and note the medical advice and instruction from the OPD physician, 6.Present prescription to the Pharmacist, Pay fee to the Cashier, present the OR and prescription and get the drugs and medicines/ supplies needed.	5.1.Issue request form and provide instruction, get specimen Issue OR Perform examination and Release the results 5.2. Issue prescription and provide medical advice Get prescription, issue charge slip 6.Issue OR Get the prescription and see OR and release procured drugs and medicines	Refer to approved revenue code/ PCB #1 package free for FHP qualified beneficiaries Refer to approved revenue code/ PCB #1 package free for FHP qualified beneficiaries	3 hours 45 minutes	NA/ NOD In-charge – Nursing Service Lab In-Charge- Ancillary Dept., Cashier Cashier's Section Lab In-Charge- Ancillary Dept., OPD Physician Medical Professional Pharmacist Pharmacy Section Cashier Cashier's Section Pharmacist Ancillary Dept
7.1.Submit the laboratory or diagnostic results to the physician, wait for medical advice and instruction, buy Drugs and Medicines if with prescription and proceed to the OPD Clerk for Medical Certificate issuance if needed. 7.2.Proceed to the OPD Clerk for Medical Certificate issuance if needed.	7.1. Get lab/diagnostic results, provide medical advice/ instruction Get prescription, issue charge slip, issue OR, Release drugs and meds Issue medical certificate 7.2.Issue medical certificate	Refer to approved revenue code/ PCB #1 package free for FHP qualified beneficiaries None	1 day	OPD Physician Medical Professional Pharmacist Pharmacy Section Cashier Cashier's Section OPD Clerk Medical Records Section OPD Clerk Medical Records Section



TOTAL	FREE CONSULTATION AND FOR OTHER SERVICES, REFER TO APPROVED REVENUE CODE/ PCB #1 PACKAGE	7 hours,35 minutes	
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16.AVAILING OF PHARMACY SERVICES

All drugs and medicine needs for Patient Care and Management are properly dispensed to the patients/watchers by the hospital pharmacy. If the drugs and medicines are not available in the main pharmacy, patients/ watchers are referred to the adjoining Health Plus Shop-in a-Shop Pharmacy of the Hospital supervised by the Chief Pharmacist of the Hospital.

Office or Division:	ANCILLARY DEPARTMENT – PHARMACY SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN			
Who May Avail:	OPD AND SCPH ADMITTED PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.A For OPD and Non-PHIC patients - Prescription/s (1,Original)		From OPD Physician if OPD patient From ER attending physicians if ER patient From Ward Attending physician or NOD at station if admitted		
1.B For PHIC patients – 1.1. Prescription (1,Original), and 1.2. “OK for PHIC” note – (1,Original)		From OPD Physician if OPD patient From ER attending physicians if ER patient From Ward Attending physician or NOD at station if admitted Medical Social Worker/ PHIC Section		
2.Prescription/s with price notation/ charge slip –(1,Original)		Pharmacy Section		
3.Official Receipt (if applicable) – (1,Original)		Cashier		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Read and check the name indicated in the prescription properly and present it to the Pharmacy	1. Read and check the name indicated in the prescription properly and present it to the Pharmacy	None	10 Minutes	Pharmacist/ Pharmacy Aide Pharmacy Section



<p>2.If the Drugs and Medicines are available at the Main Pharmacy:</p> <p>2.a1. For FHP Qualified Beneficiary: check and secure the items</p> <p>2.a2. For Non-PHIC and Non-FHP Beneficiary, secure the prescription with price notation, pay to the cashier and secure the Official Receipt then go back to the pharmacy to get the items purchased</p>	<p>2.If the Drugs and Medicines are available at the Main Pharmacy:</p> <p>2.a1. For FHP Qualified Beneficiary: check and secure the items</p> <p>2.a2. For Non-PHIC and Non-FHP Beneficiary, secure the prescription with price notation, pay to the cashier and secure the Official Receipt then go back to the pharmacy to get the items purchased</p>	<p>Per approved PHIC case rates/ SRP Free for FHP/NBB qualified beneficiaries</p>	<p>15 minutes/ item</p> <p>20 minutes/item</p>	<p>Pharmacist/ Pharmacy Aide Pharmacy Section</p> <p>Pharmacist/ Pharmacy Aide Pharmacy Section Cashier Cashier Section</p>
<p>3.If the drugs and medicines are not available at the Main Pharmacy: 1. Proceed to the Health Plus Shop-In-a-Shop (HPSIS) Pharmacy,</p>	<p>3. If the drugs and medicines are not available at the Main Pharmacy: 1. Proceed to the Health Plus Shop-In-a-Shop (HPSIS) Pharmacy,</p>	<p>Per approved PHIC case rates/ SRP Free for FHP /NBB qualified beneficiaries</p>	<p>20 minutes</p>	<p>HPSIS Pharmacist Mahintana Foundation Pharmacy Aide Pharmacy Section</p>
<p>4.Present the prescription, Pay the corresponding amount (if Non-PHIC or Non-FHP Beneficiary),</p>	<p>4. Present the prescription, Pay the corresponding amount (if Non-PHIC or Non-FHP Beneficiary)</p>			
<p>5.Secure ad check the items provided</p>	<p>5.Secure and check the items provided</p>			



TOTAL	Free for FHP BENEFICIARIES and for NON-FHP BENEFICIARIES, REFER TO APPROVED REVENUE CODE	1 hour,5 minutes	
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17.AVAILING PHILHEALTH SERVICES

PhilHealth Services provide assistance to patients on how to avail membership and benefits of PhilHealth as a member or as a beneficiary. Benefits of PhilHealth services vary based on the membership classification. However, if the patient belongs to the No Balance Billing Category or qualifies as a Free Hospitalization Program beneficiary, all fees are waived and hospitalization services shall be availed free of charge.

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – SOCIAL WORKER			
Classification:	SIMPLE			
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN			
Who May Avail:	SCPH ADMITTED PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For patients with Philhealth: 1. Discharge Clearance – (1,Original); 2. Complete documents needed for Philhealth Verification (1, Original) such as: a. Claim Signature Form b. Philhealth Member Registration Form c. Member Data Record (if available) d. Certificate of Contribution e. PHIC Official Receipt f. Certification of Eligibility g. Birth Certificate h. Marriage Contract/Tribal Marriage Contract 3. Documents needed for authorization on behalf of the member (1,Original): a. Birth Certificate b. Marriage Contract/ Tribal Marriage Contract c. Valid ID 4. Valid Ids – (1,Original) a. UMID b. PRC c. Postal d. Voter's ID / Certification e. Senior Citizen f. Peron with Disability (PWD) g. Passport h. Driver's License		Nurse Station (Nursing Service) Medical Social Worker (MSSO) Medical Social Worker (MSSO) Philhealth Office Member's Employer Philhealth Office/Member Philhealth Office } Concerned Government Agencies } Concerned Government Agencies } Concerned Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to Medical Social Services Office for information on who and how to avail Philhealth benefits and its requirements	1. assistance for those members utilizing Philhealth benefits and list of requirements (with forms) for presumed (based on stated facts) qualified members	None	15 minutes (without system downtime)	Medical Social Worker MSSO
2. Present documentary requirements for initial verification thru Philhealth Portal and/or ECWS for eligibility status	2. Check/ evaluate presented documents for verification of validity and completeness vis-a-vis with PHIC and iHOMIS a. If YES – proceed to Step 4 b. If No – instructs client to submit documentary requirements as stated in the PHIC/eClaims Portal. For POS, submit documentary requirements for enrolment.	None	15 minutes (without system downtime)	Medical Social Worker MSSO
3. Secure and accomplish documentary requirements	3. Receive and check accomplished documentary requirements. For Point-Of-Service (POS), encode accomplished forms for enrolment to POS.	None	20 minutes (without system downtime)	Medical Social Worker MSSO
4. Secure note indicating “OK for Philhealth”	4. Issue “OK for Philhealth” note to patients eligible for PHIC benefit availment	None	10 minutes	Medical Social Worker MSSO
5. Present note and get prescription	5. Issue prescribed medications, supplies and other supplementary request to patients	None	15 minutes	Pharmacist Pharmacy Central Supply Room In-charge CSR
TOTAL		None	1 hour and 15 minutes	

18. AVAILING TRANSPORT (AMBULANCE) SERVICES

Ambulance services are services provided to transport and conduct patients to and from the hospital where they will be or had been admitted or will be getting outsourced services such as 2D echo, diagnostic procedures, CT scan, MRI, higher facility services referral and the like transported using the ambulance vehicle of the hospital. Patients who are discharged/ or with Home without Medical Advice (HAMA) cannot avail the service per standard regulation for hospitals.

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – TRANSPORT SECTION
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Classification:	SIMPLE			
Type of Transaction:	G2G, G2B & G2C- GOVERNMENT TO GOVERNMENT, GOVERNMENT TO BUSINESS (PRIVATE HEALTH INSTITUTIONS) AND GOVERNMENT TO CITIZEN			
Who May Avail:	ADMITTED, WALK-IN & REFERRED PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (details of patient's name, case, destination, schedule and purpose), - (1,Original)		Nurse Station (if SCPH admitted), Other health facility/ physician (if referred), Client		
2. Note from the PGO (for Special Trip) or Referral form – (1,Original) 2.b. Note for discharge (if admitted) – (1,Original) 2.c. Out on pass (if referred for outsourced service) – (1,Original)		Provincial Governor's Office, Provincial Administrator's Office		
3. Contact details/ Information – (1,Original)		Client		
4. Proof of Identification - (1,original)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For travel to and from SCPH and Special Trip: Present the request/ pertinent documents (approved discharge note/ out of pass or referral note) to the Drivers' Quarter and provide the required information	1. For travel to and from SCPH and Special Trip: Present the request/ pertinent documents to the Drivers' Quarter and give information	None	15 minutes	Driver on Duty Transport Section
2. Wait for confirmation/ instructions	2. Evaluate and give instructions	None	15 minutes	Driver on Duty Transport Section
3. Agree on the schedule and arrangement for travel	3. Agree on the schedule and arrangement for travel	Refer to approved revenue code/PHIC case rates Free for FHP qualified beneficiaries	10 minutes	Driver on Duty Transport Section
4. Confirm final schedule and carry out instructions		Refer to approved revenue	30 minutes	Driver on Duty Transport Section



	4. Evaluate final schedule and give instructions	code/PHIC case rates Free for FHP/ NBB qualified beneficiaries		
5. Prepare and accompany the patient during travel	5. Carry and Transport Patient	Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	Within the day as scheduled	Nurse of Duty Nurse Station Driver on Duty Transport Section
TOTAL		Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	Within 1 day as scheduled	

19.SERVICE NAME: AVAILING TRANSPORT (OFFICE VEHICLE) SERVICES

Transport services refer to conduct of hospital personnel to and from the hospital and other institutions/ areas declared on official travel for purposes such as attendance to meetings, conferences, pick-up or conducting personnel to airports, coordination, processing and official business with government and private institutions and the like using the office vehicle.

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – TRANSPORT SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G - GOVERNMENT TO GOVERNMENT			
Who May Avail:	SCPH PERSONNEL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Order/ Special order or Pass slip (official transaction) – (1,Original)		Administrative Office		
2. Trip Ticket - (1,Original)		Driver's Quarters		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request/ pertinent documents to the Drivers' Quarter and provide the required information	1. Evaluate the request/ pertinent documents and give instructions (eg. Assignment of driver)	None	5 minutes	Driver on Duty Transport Section



2. Wait for confirmation/ instructions	2. Contact assigned driver, confirm vehicle availability and give instructions	None	15 minutes	Driver on Duty Transport Section
3. Agree and confirm arrangements on the schedule and travel	3. Evaluate final schedule and provide final instructions/ arrangement	None	10 minutes	Driver on Duty Transport Section
4. Coordinate and travel	4. conduct personnel to official destination	None	1 day	Driver on Duty Transport Section
	TOTAL	None	1 day, 1 hr, 10 mins.	

20. AVAILING WARD SERVICES

Ward services are services availed and provided at the wards to the patient who are admitted to the hospital per referral by the Emergency Room physician. These services vary depending on the cases and the wards where they belong, eg. dressing for surgery and CS OB patients or to patients suffering from abrasions and the like. Ancillary services are also provided like diagnostic tests required by the laboratory and the Medical Imaging unit as management and treatment per case of patients as ordered.

Office or Division:	MEDICAL PROFESSIONAL AND NURSING SERVICES			
Classification:	COMPLEX			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	ALL SCPH ADMITTED PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from Emergency Room – (1,Original)		Emergency Room		
2. Patient Admission Chart – (1,Original)		Emergency Room		
3. Diagnostic requests/ additional results – (1,Original each)		Attending Physician/ Nurse Station		
4. Prescription/s - (1,Original)		Nurse Station/ Attending Physician		
5. Discharge Instructions/ Medical Notes/ advice – (1,Original)		Nurse Station/ Attending Physician		
6. List of Take Home Meds, Referral Note (if applicable) – (1,Original)		Nurse Station/ Attending Physician		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit all the required drugs and medicines, medical supplies and items	1. Assess all required drugs and medicines, medical supplies and items	Refer to approved revenue code/PHIC	30 minutes	Nurse and/or Nursing Attendant on Duty



needed for medical care and treatment and wait for instruction	needed for medical care and treatment and give instructions.	case rates/ SRP Free for FHP/ NBB qualified beneficiaries		Nursing Service
2. Submit self/ patient to medical examinations, medications and comply with the instructions (ie. Procure drugs and medicines required, scheduled intake of drugs and medicines, scheduled ultrasound, submission of specimen to the lab, to dos and not to dos, etc.) and wait for the examination and advice of the Physician during the ward rounds.	2. Conduct medical examinations, medication and give instructions. Call in for the examination and give advice during the ward rounds.	Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	4 days	Physician on Duty Medical Professional Nurse/ Nursing Attendant on Duty Nursing Service, Utility Worker Housekeeping Section, Service Areas In-Charge (Medical Technologist, Radiologic Technician, Pharmacist, - Ancillary Dept., etc.)
3. Receive medical advice/ education/ instruction, May Go Home/ Discharge Order (Improved or for referral), Procure Take Home Medicines, Take note of follow-up check-ups (if applicable)	3. Issue medical advice/education/instruction, May Go Home/Discharge Order, Procure Take Home Medicines.	Refer to approved revenue code/PHIC case rates Free for FHP qualified beneficiaries	1 day	Physician on Duty Medical Professional NOD Nursing Service Ambulance Driver Transport Section (if necessary)
	TOTAL	Refer to approved revenue code/PHIC case rates Free for FHP / NBB qualified beneficiaries	5 days, 30 mins.	

21.AVAILING OF X-RAY SERVICES

X Ray are the services provided by the Medical Imaging Unit belonging to the ancillary and diagnostic services of the hospital.

Office or Division:	ANCILLARY SERVICE- MEDICAL IMAGING UNIT
Classification:	SIMPLE



Type of Transaction:		G2C - GOVERNMENT TO CITIZEN		
Who May Avail:		ALL SCPH OPD, ER AND ADMITTED PATIENTS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip, or Referral Form – (1,Original)		Municipal Health Offices, other hospitals and other health stations or private physicians		
2. “OK” note for PHIC (if PHIC member/ beneficiary) – (1,Original)		Medical Social Service Section		
3. Charge slip (if applicable) – (1,Original)		Medical Imaging Unit		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request from the Physician/ NOD to the Radiologic Technologist	1. Asses request given	Refer to approved revenue code/PHIC case rates Free for FHP qualified beneficiaries	10 minutes	Radiologic Technologist on Duty Medical Imaging Unit
2. If admitted, submit self for Medical Imaging procedure 2.1.If OPD patient, receive charge slip and proceed to the Medical Social Worker for assessment, patient classification and assistance or 2.2.Proceed to the Cashier (if with charge for payment) and 2.3.Return to the MIU and submit self for procedure	2. If admitted, conduct Medical Imaging procedure 2.1.If OPD patient, issue charge slip, Medical Social Worker for assessment, patient classification and assistance or 2.2.Accept CS and payment and issue OR 2.3.Conduct procedure	Refer to approved revenue code/PHIC case rates Free for FHP qualified beneficiaries	30 minutes	Radiologic Technologist on Duty Medical Imaging Unit Medical Social Worker MSSO, Radiologic Technologist Medical Imaging Unit Cashier Cashier's Section Radiologic Technologist Medical Imaging Unit
3. Receive instruction and wait for the result if the film/ cassette image is clear, and recording of procedure conducted was completed	3. Give instruction and result if the film/ cassette image is clear, and recording of procedure	None	40 minutes	Radiologic Technologist on Duty and/ or MIU In-Charge, Radiologist Medical Imaging Unit



4. If not admitted, return to claim the result If admitted, wait for the results at the wards where admitted.	4. If not admitted, issue result upon presentation of OR If admitted, issue results at the wards where admitted.	Refer to approved revenue code/PHIC case rates Free for FHP qualified beneficiaries	1 day	Radiologic Technologist on Duty and/ or MIU In-Charge, Radiologist Medical Imaging Unit
	TOTAL	Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	1 day, 1 hour, 20 mins.	

22.AVAILING OF ULTRASOUND SERVICES

Ultrasound Services are the services provided by the Medical Imaging Unit belonging to the ancillary and diagnostic services of the hospital.

Office or Division:	ANCILLARY SERVICE- MEDICAL IMAGING UNIT			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	ALL SCPH OPD, ER AND ADMITTED PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip, or Referral Form – (1,Original)		Municipal Health Offices, other hospitals and other health stations or private physicians		
2. “OK” note for PHIC (if PHIC member/ beneficiary) – (1,Original)		Medical Social Service Section		
3. Charge slip (if applicable) – (1,Original)		Medical Imaging Unit		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request from the Physician/ NOD to the Radiologic Technologist	1. Asses request given	Refer to approved revenue code/PHIC case rates Free for FHP qualified beneficiaries	10 minutes	Radiologic Technologist on Duty Medical Imaging Unit
2. If admitted, submit self for Medical Imaging procedure 2.1.If OPD patient, receive charge slip	2. If admitted, conduct Medical Imaging procedure 2.1.If OPD patient, issue charge slip,	Refer to approved revenue code/PHIC case rates	30 minutes	Radiologic Technologist on Duty Medical Imaging Unit Medical Social Worker



and proceed to the Medical Social Worker for assessment, patient classification and assistance or 2.2.Proceed to the Cashier (if with charge for payment) and 2.3.Return to the MIU and submit self for procedure	Medical Social Worker for assessment, patient classification and assistance or 2.2.Accept CS and payment and issue OR 2.3.Conduct procedure	Free for FHP qualified beneficiaries		MSSO, Radiologic Technologist Medical Imaging Unit Cashier Cashier's Section Radiologic Technologist Medical Imaging Unit
3. Receive instruction and wait for the result if the film/ cassette image is clear, and recording of procedure conducted was completed	3. Give instruction and result if the film/ cassette image is clear, and recording of procedure	None	40 minutes	Radiologic Technologist on Duty and/ or MIU In-Charge, Radiologist Medical Imaging Unit
4. If not admitted, return to claim the result If admitted, wait for the results at the wards where admitted.	4. If not admitted, issue result upon presentation of OR If admitted, issue results at the wards where admitted.	Refer to approved revenue code/PHIC case rates Free for FHP qualified beneficiaries	2 days	Radiologic Technologist on Duty and/ or MIU In-Charge, Radiologist Medical Imaging Unit
	TOTAL	Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	2 days, 1 hour, 20 mins.	

23.CLAIMING OF CADAVER

The claiming of cadaver service applies to all folks or legitimate relatives/claimant whose patient/s die/s at the hospital. All cadavers are taken to the morgue immediately upon death of patient has been declared. The legitimate claimant should claim the cadaver within the day.

Office or Division:	NURSING SERVICE AND ADMINISTRATIVE SUPPORT SERVICES – SECURITY SERVICES AND HOUSEKEEPING
Classification:	SIMPLE



Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who May Avail:	BEREAVED FAMILY OF DEAD PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for discharge, for Discharge Order by Physician – (1,Original)		Nurse station		
2. Proof of Identification of claimant declaring legitimacy to claim cadaver (ie. Certification, ID, CTC, marriage Certificate- if married, established relationship, etc.) – (1,Original)		Client		
3. Processed Hospital Bill with Clearance (1,Original)		Billing/ PHIC Section		
4. Official Receipt (if applicable, eg. Non PHIC patient) –(1,Original)		Cashier's Section		
5. Filled-in Cadaver Disposition Form (1,Original)		Nurse Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure discharge note from the nurse station	1. Issue discharge note	None	15 minutes	Nurse on Duty/ Nursing Attendant on duty Nursing Service
2. Secure hospital bill, Note, Assessment and Disposition of Cadaver Form and accomplish clearance	2. Issue hospital bill, Note, Assessment and Disposition of Cadaver Form and provide instruction on accomplishing clearance	Refer to approved revenue code/PHIC case rates Free for FHP qualified beneficiaries	2 hours	Billing Clerk Billing Section PHIC Clerk PHIC Section, Medical Social Worker, MSSO Pharmacist/ Aide Pharmacy Section Laboratory Aide/ Medical Technologist Laboratory Section CSR attendant Nursing Service MIU Staff Medical Imaging Unit Cashier Cashier's Section
3. Present accomplished clearance and/or official receipt to nurse station where patient was admitted, submit Cadaver Claim Form and wait for the Discharge Card/ note	3. Receive and evaluate accomplished clearance and/or official receipt, evaluate filled-in cadaver form and give Discharge Card/ note	None	30 minutes	Nurse on Duty Nursing Service



4. Proceed to the guard/Main Exit, present the discharge card / clearance from the nurse station, submit Filled in Cadaver Form, present belongings for inspection and Proceed to the Morgue	4. Assess the discharge card/clearance/get Cadaver Form and inspect belongings	None	30 minutes	Hospital Guard on Duty PSU, Utility Worker Housekeeping Section
	TOTAL	Refer to approved revenue code/PHIC case rates Free for FHP / NBB qualified beneficiaries	4 hours and 15 minutes	

24.SECURING MEDICAL-RELATED CERTIFICATIONS

Medical-related certifications are issued by the Medical Records section which are deemed needed for registration, insurance assistance, medico-legal cases, seeking financial assistance and for other legal purposes of patients and folks. Among these certifications are Birth Certificates, Newborn Admission, Death Certificates, Certificates of Confinement, Medical Certificates, Medico-Legal Certificates and Fetal Death Certificates.

24.1.FILING & ISSUANCE OF BIRTH CERTIFICATE (BC) AND NEWBORN ADMISSION

All newborn babies delivered at SCPH are issued with BC after father/guardian completely processed and complied requirements at Medical Records (MR) Section

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL RECORDS SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN			
Who May Avail:	SCPH ADMITTED PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Information Sheet – (1, Original)		Delivery Room (DR) or Operating Room (OR)		
2. Duly filled-up Birth Information Sheet (BIS) – (1, Original)		Client		
3. BIS with admission note from ER- admitting unit – (1,Original)		ER Admitting Section		
4. Claim stub – (1,Original) 4.a Valid ID as claimant (1 copy), or 4.b Authorization letter & valid ID (w/ photocopy), if through representative – (1,Original Copy)		MR section } Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID		



			PROCESSING TIME	PERSON RESPONSIBLE
1. Father or watcher secures Birth Information Sheet (BIS) form from Delivery Room (DR) if normal delivery and from Operating Room (OR) if via caesarian section delivery.	1. OR or DR staff fill up date & time of delivery & name of Attending Physician -instruct father/watcher to fill up completely the remaining entries in the BIS	None	5 minutes	Delivery Room or Operating Room staff <i>Nursing Service</i>
2. Father fill up/ complete the entries in the BIS form and proceed to Emergency Room (ER) Admitting Section for admission of Newborn (NB) baby with final name.	2. Fill up the BIS form and proceed to the Emergency Room (ER) Admitting Section for admission of Newborn (NB) baby with final name	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 minutes	Father / Guardian (filer)
3. Father processes his newborn admission by providing complete and accurate data to encoder and signs consent for admission.	3. Process newborn and admission & give instructions	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	15 minutes	ER Admitting encoder / clerk <i>Medical Records Section</i>
4. Father proceeds to Medical Records Section (MRS) to file Birth Certificate (BC): • Signing of BC as informant, after BC transcription and review. • Giving of instructions to filer • Issuing of claim stub (schedule of release)	4. Transcribe BC *give instruction	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	30 minutes	Father / Guardian (filer) MR encoder / clerk
5. Father / guardian claims BC according to scheduled date with valid ID and requirements for	5. Issue transcribed BC to: >father – if not married	Refer to approved revenue code/ PHIC case rates	1 day	MR encoder / clerk <i>Medical Records Section</i>



registrations as instructed during signing, authorization letter (for married only) if through representative with photocopies of ID of parent and claimant.	>guardian – if baby's mother is minor of age >parent or representative if married	Free for FHP qualified beneficiaries		
TOTAL		Refer to approved revenue code/ PHIC case rates Free for FHP/ NBB qualified beneficiaries	1 day, 1 hour and 10 minutes	

24.B.FILING & ISSUANCE OF CERTIFICATE OF CONFINEMENT (CC)

A certificate of confinement is issued to client/nearest kin while patient is still admitted at SCPH for simple purpose/use only. E.g. justification of patient confinement for school or employer use.

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL RECORDS SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN			
Who May Avail:	SCPH ADMITTED PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID of claimant – (1,Original)		Concerned government agency		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Guardian / Watcher or nearest kin requests from the Medical Records Section by providing correct and complete name of patient currently admitted patient and its purpose.	1. Cater patient request	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 minutes	MR encoder / clerk <i>Medical Records Section</i>
2. Guardian / Watcher or nearest kin waits for the preparation and	2. Prepare CC	Refer to approved revenue code/ PHIC case rates	5 minutes	MR Encoder / Clerk



processing of the Certificate of Confinement (CC).		Free for FHP qualified beneficiaries		Medical Records Section
3. Guardian or watcher/nearest kin claims CC by presenting valid ID & acknowledges receipt by signing at MRS release logbook	3. Issue CC to claimant and record release	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 minutes	MR encoder/clerk
TOTAL		Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	15 minutes	

24.C.FILING & ISSUANCE OF DEATH CERTIFICATE (DC)

Death Certificate (DC) is issued to nearest kin of died patient at SCPH either admitted or ER death. All patients declared dead on arrival (DOA) are issued with DOA record only. DC will be prepared/issued by concerned city/municipal/Barangay Health Center of patient's place of origin.

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL RECORDS SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN			
Who May Avail:	SCPH ADMITTED PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip – (1, Original)		MR Section		
2. Note for Billing – (1,Original)		Concerned ward or MR section		
3. Hospital Bill with clearance note – (1, Original)		Billing Section		
4. Patient's valid / authentic document showing complete vital data – (1,Original)		Client		
5. Valid ID as claimant – (1,Original)		Client		
6. Death Certificate duly transcribed and signed *other documents as required by concerned agencies (a, b, c): Koronadal City Health Office: Embalmer: Koronadal City Civil Registrar - 3 copies		MR section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I – Filing of Death Certificate(DC):		None	5 Minutes	MR encoder / clerk



1. Client requests from Medical Records Section by filling up request slip.	1. Provide request slip			Medical Records Section
2. Client processes hospital bill at Billing Section, if not yet billed.	2. Give note for billing if not yet billed; give instructions	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	15 minutes	MR encoder / clerk Medical Records Section
3. Client presents Hospital Bill to Medical Records Section to attach to patient records. Waits for further instruction.	3. Receive bill – attach to patient record -give further instruction to client/nearest kin	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	10 minutes	MR encoder / clerk Medical Records Section
II – Issuance of Death Certificate:				
1. Client provides complete and accurate data of patient to by providing valid document of patient to validate and transcribe correct data in the Death Certificate.	1. Transcribe DC upon data validation from nearest kin as client	Refer to approved revenue code/ Free for FHP/ NBB qualified beneficiaries	30 minutes	MR encoder / clerk Medical Records Section
2. Client (should be next of kin) reviews data and signs as informant at the transcribed Death Certificate, claims DC and waits further instruction.	2. Issue DC and provide instruction	Refer to approved revenue code Free for FHP/ NBB qualified beneficiaries	20 minutes	MR encoder / clerk Medical Records Section
3. Client processes Death Certificate according to final instruction given by MR staff: a. Process DC at Koronadal City Health Office b. Process FDC at Funeral Care / Embalmer (if any) c. Process DC to register at	3. Give final instruction	Refer to approved revenue code Free for FHP/ NBB qualified beneficiaries Fees vary based on concened agencies standard fees	1 day	MR encoder / clerk Medical Records Section



Koronadal City Civil Registrar's Office				
TOTAL		Refer to approved revenue code/ standard fees Free for FHP qualified beneficiaries	1 day, 1 hour, 20 mins.	

24.D.FILING & ISSUANCE OF FETAL DEATH CERTIFICATE (FDC)

FDC is issued to a patient who delivered stillbirth and is usually used but not limited to burial purposes and insurance claims of parents

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL RECORDS SECTION			
Classification:	SIMPLE			
Type of Transaction:	FILING & ISSUANCE OF MEDICAL CERTIFICATE			
Who May Avail:	PATIENT/GUARDIAN/WATCHER OF PATIENT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requested slip –(1,Original)		MR section		
2. Birth Information Slip – (1,Original)		MR section		
3. Certificate of Fetal Death form - (1,Original)		Ward station		
4. Valid ID of mother or father as claimant – (1,Original)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Father/guardian requests from Medical Records Sections through Nurses' station concerned by securing the certificate of Fetal Death form (pink form) from Nurse on Duty (NOD) or Nursing Attendant on Duty (NAOD)	1. Provide request slips & give instructions	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	10 minutes	MR encoder/clerk
2. Father/guardian secures Birth Information Sheet (BIS) form, fills-in all entries completely and accurately.	2. Provide BIS	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 minutes	NOD/NAOD
3. Father submits duly filled-in BIS to MRS staff for basis of validating and	3. Transcribe FDC	Refer to approved revenue code/	15 minutes	MR encoder/clerk



transcribing Certificate of Fetal Death (CFD).		PHIC case rates Free for FHP qualified beneficiaries		
4. Father reviews data and signs at the transcribed Certificate of Fetal Death	4. Review data and signs at the transcribed Certificate of Fetal Death	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries		Client
5. Father claims the Fetal Death Certificate by presenting valid ID, and signs at MRS release logbook. Listens to final instructions for processing/registration: a. Process CFD at Koronadal City Health Office b. Process FDC at Funeral Care/Embalmer (if any) c. Process CFD to register at Koronadal City Civil Registrar's Office	5. Issue transcribed FDC to client & gives instructions	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 minutes	MRS
TOTAL		Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	35 minutes	

24.E.FILING & ISSUANCE OF MEDICAL CERTIFICATE (MC)

A medical certificate is issued to patient with final diagnosis & for remarks, signed by patient's attending physician. The MC is advised not to be used in litigation purpose instead MLC is necessary.

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL RECORDS SECTION	
Classification:	COMPLEX TECHNICAL	
Type of Transaction:	FILING & ISSUANCE OF MEDICAL CERTIFICATE	
Who May Avail:	PATIENT/GUARDIAN/WATCHER OF PATIENT	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Required slip – (1, Original)	MR section	



2. Valid ID as claimant (client/nearest kin) – (1,original)		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If patient is currently admitted: 1. Client (nearest kin of the patient) requests from the Nurses' station concerned	1. Provide request slip	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 minutes	Nurse on duty (NOD) or nursing attendant on duty (NAOD)
2. Client waits for NOD/NAOD who facilitates MC preparation at Medical Records Section (MRS) and signature of the Attending Physician	2. Prepare MC; facilitates AP signature	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	20 minutes	MR encoder/NOD or NAOD
3. Client takes the signed MC from NOD or NAOD and proceeds to MRS to acknowledge receipt by presenting MC and valid ID and signs at the release logbook	3. Issue MC to clients	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 minutes 30 minutes	NOD/NAOD; MR encoder/clerk
B. If patient was already discharged: 1. Patient requests from Medical Records Section by filling up request form	1. Provide request slip	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 minutes	MR encoder/clerk
2. Patient waits for instruction when to come back for MC release	2. Give instructions	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 days	MR encoder/clerk
3. Patient or nearest kin claims the MC to acknowledge receipt by presenting valid ID and signs at the release logbook	3. Issue MIC	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 minutes	MR encoder/clerk



TOTAL	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 days, 1 hour, 10 mins.	
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24.F. FILING & ISSUANCE OF MEDICO-LEGAL CERTIFICATE (MLC)

A medico-legal certificate is patient basically to support his legal case in court. This certificate is issued only once & upon or after discharge only & is strictly released to patient only or if through representative (nearest kin), signed, named, relationship stated & authorization letter is required.

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL RECORDS SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN			
Who May Avail:	SCPH ADMITTED PATIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip – (1,original)		Medical Records section		
2. Police Request; - (1,Original) 3. Patient valid document / valid ID card – (1,Original)		Concerned police station client		
4.a Valid ID of patient as claimant – (1,Original) 4.b If through representative, signed authorization letter from the patient, valid ID card of patient (w/photocopy) and valid ID (w/ photocopy) of claimant (nearest kin) – (1,original)		} Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I – Filing of Medico-legal Certificate (MLC): 1. Patient or nearest kin requests from Medical Records Section.	1.-provide request slip -give instructions	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 minutes	MR Encoder / Clerk <i>Medical Records Section</i>
2. Patient provides police request and his valid document/ID card to validate and ensure correct data in preparing MLC. Waits further instruction.	2.-validate police request, patient data -give instructions	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	10 minutes	MR Encoder / Clerk <i>Medical Records Section</i>



<p>II – Issuance of Medico-legal Certificate (MLC): 1. Patient presents valid ID card and claim MLC by signing at the release logbook. Note: a. Only the patient himself can claim the MLC by presenting his valid ID. If patient is still recuperating, next kin can claim by presenting signed authorization letter and valid ID (both patient and claimant) b. Only the Attending Physician (AP) can sign the MLC</p>	<p>1. Issue MLC, record release</p>	<p>Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries</p>	<p>3 days</p>	<p>MR Encoder / Clerk <i>Medical Records Section</i></p>
<p>TOTAL</p>		<p>Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries</p>	<p>3 days, 15 mins.</p>	



SOUTH COTABATO PROVINCIAL HOSPITAL

Internal Services



1. PROCESSING OF LEAVE APPLICATION

Regular employees apply for their leave availments such as Forced Leave, Special Leave (MC#6), Solo Parent Leave (for entitled employees), Sick Leave, Monetization and the like at the Payroll Section of the Administrative Office.

Office or Division:	ADMINISTRATIVE SUPPORT SERVICES – PAYROLL SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2G- GOVERNMENT TO GOVERNMENT			
Who May Avail:	SCPH CURRENT EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form – (1,Original)		Payroll Section		
2. attachments eg. medical certificates, justification letter (if applicable) – (1,Original)		Client or Concerned institution		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form for leave application	1.Receive and review the request form and verify leave balances and process to Leave Management System	None	10 minutes	Clerk Payroll Section
2. Forward leave application form for initial of immediate supervisor	2.Receive and review per area schedule and affix initial	None	10 minutes	Immediate Supervisor Service Area Department
3. Submit leave application for verification and initial of Administrative Officer and signature/approval of the Chief of Hospital	3.Receive and verify application per consistency and completeness, d affix initial and endorse to the Chief of Hospital for signature and approval	None	10 minutes	Administrative Officer Administrative Office
4. Follow-up and ensure approved leave	4.Inform employee of status of leave, if approved, receive signed application and forward to PHRMO for processing	None	1 day	Clerk/ Liaison Administrative Office
TOTAL		None	1 day, 30 mins.	



2.REQUEST FOR VARIOUS DOCUMENTS

The administrative and support services of the hospital covers all the financial and administrative concerns of the hospital. As the operational arm of the Management, it provides support and coordination to all departments and performs functions such as housekeeping, security services, preventive maintenance, transport, information technology, supplies and property management, records management, financial management and the like. Most of the communications and correspondences including policies and procedures, manuals, directives and personal documents are handled by the Administrative. As such, various documents are being requested in and released by the office.

Office or Division:		ADMINISTRATIVE SUPPORT SERVICES – ADMIN OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2G- GOVERNMENT TO GOVERNMENT		
Who May Avail:		SCPH CURRENT EMPLOYEES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form – (1,Original)		Admin Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form	1.Receive and review the request form and verify whether document requested is available	None	10 minutes	Clerk Admin Office
2. Wait for approval of request	2.Receive, review/ evaluate request and affix signature with notation	None	10 minutes	Administrative Officer Admin Office
3. Receive requested document and sign release Form	3.Release requested document and facilitate signing of release form and file requests	None	10 minutes	Clerk Administrative Office
TOTAL		None	30 minutes	

3.SECURING CERTIFICATIONS (EMPLOYMENT, SERVICE, ETC.)

Certifications like employment certifications are also provided to employees (current and previously employed) at the hospital by the Payroll Section (all) and Nursing Service Office (for Nursing Staff only). Other certifications such as Net Take Home Pay and the like are also issued for purposes of loan attachments and many others by the Payroll Section.

Office or Division:		ADMINISTRATIVE SUPPORT SERVICES – PAYROLL SECTION AND NURSING SERVICE – CHIEF NURSE OFFICE	
Classification:		SIMPLE	
Type of Transaction:		G2G- GOVERNMENT TO GOVERNMENT	
Who May Avail:		SCPH CURRENT AND PREVIOUS EMPLOYEES, CONSULTANTS, WORKERS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Pertinent Personal Records (ie. Contract/ Previous Employment/ Certification/ Service Records) – (1, Original)		Client Administrative Office or Chief Nurse Office (for Nursing Staff)	



2. Proofs of Identification (Valid ID, PRC, etc.) – (1,Original)		Client/ Government Institutions		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements, submit the same to the Chief Nurse Office/ Administrative Office/ Payroll Section and provide pertinent information	1. Get and evaluate the submitted requirements and provided information for validation	None	15 minutes	Training Coordinator/ CN Nursing Service Admin Clerk/ Payroll Master Admin Office
2.Wait for the duly signed certification by the Chief of Hospital with seal Certification and claim at the Admin Office	2. Get the duly signed certification by the Chief of Hospital with seal Certification and claim at the Admin Office	None	1 day	Training Coordinator/ CN Nursing Service Admin Clerk/ Payroll Master and SAO Admin Office and Chief of Hospital COH Office
TOTAL		None	1 day, 15 minutes	



**PROVINCIAL HUMAN RESOURCE
MANAGEMENT OFFICE**
External Services



1. PROVISION OF TECHNICAL ASSISTANCE/CONSULTATION (L&D/PMS/RME/HRD COMMITTEES)

It provides technical assistance to other offices who seek consultation as aid in the respective office conduct of learning and development interventions such as but not limited to; training/seminar/fora etc. or for individual/ office seeking consultation and assistance concerning their Individual Performance Commitment Report or Performance Rating and other concerns.

Office or Division:	Provincial Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	PGSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (2,Original)		Administrative Support Services Section- HRDD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter request for schedule of consultation on technical assistance addressed to the Provincial Governor	1.Discuss details of technical assistance needed, nature of the activity needing assistance and possible requirements *If TA needed can be extended immediately, assistance is provided. If needed in a separate schedule, agree on the arrangement, schedule, and role	None	5 minutes	Admin Aide IV Provincial Human Resource Management Office-Admin Support Services Section
2.Avail of the technical assistance requested	2.Provide Technical Assistance	None	10 minutes	Admin Aide IV Provincial Human Resource Management Office-Admin Support Services Section
TOTAL:		None	15 minutes	

2. EMPLOYEES AND WORKERS BIOMETRIC REGISTRATION

Employees and workers biometric registration is facilitated to register new PGSC employees and workers in the HRIS, capture unique physical features such as finger print and assignment of employee ID number.

Office or Division:	Provincial Human Resource Management Office		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	New hired PGSC Employees and Job Order Workers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Employee Information Form		Information Management Section	



(1,Original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to fill-up Employee Information Form	1. Give the request form to the client	None	2 minutes	Admin Aide VI Provincial Human Resource Management Office-Personnel Actions and Information Management Section
2. Submit Employee Information Form	2. Check the request form if filled-up legibly 2.1 Encode data for registration and processing 2.2 Capture and save finger print and assign ID Number	None	10 minutes	Admin Aide VI Provincial Human Resource Management Office-Personnel Actions and Information Management Section
3. Receive employee ID number	3. Issue Employee ID number	None	3 minutes	Admin Aide VI Provincial Human Resource Management Office-Personnel Actions and Information Management Section
4. Proceed to PGO-ICTC and present employee ID number for picture taking and ID Printing	4. Take the picture of client and process ID	None	10 minutes	Admin Aide IV Provincial Governor's Office-Information and Communication Technology Center
TOTAL:		None	25 minutes	

3. ISSUANCE OF CERTIFICATE OF RATING/CERTIFIED PHOTOCOPY OF IPCRS

Certified IPCRs are requested by PGSC employees for employment applications/ promotion reference and/or office or personal file

Office or Division:	Provincial Human Resource Management Office		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	PGSC Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Form (2 original copies)		Administrative Support Services Section	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the request form	1.1 Forward to Supervising Administrative Officer for approval 1.2 Forward to PMS in-charge to prepare request	None	3 days	Admin Aide IV Provincial Human Resource Management Office-Admin Support Services Section (HRDD) Admin Aide IV Provincial Human Resource Management Office-PMS (HRDD)
2. Receive certified copy of requested document	2.1 Release to Client	None	5 minutes	Admin Aide IV Provincial Human Resource Management Office-PMS (HRDD)
TOTAL:		None	3 days & 5minutes	

4. ISSUANCE OF REFERRAL FOR LABORATORY AND MEDICAL CHECK-UP

Request for referral for laboratory and medical check-up is issued upon request by PGSC employees who would like to avail of laboratory and medical check-up

Office or Division:	Provincial Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Active PGSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 original copy)		Administrative Support Services Section		
2. Referral Form (1 original copy, 1 duplicate copy)		Benefits and Welfare Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to fill-up request form	1. Give the request form to the client	None	2 minutes	Admin Aide IV/JO Program Assistant Provincial Human Resource Management Office-Admin Support Services Section
2. Submit request form for the processing and release	2. Check the request form if filled-up legibly 2.1 Prepare referral for check-up and laboratory 2.2 Forward referral to PHRMO for approval	None	10 minutes	Admin Aide IV/JO Program Assistant Provincial Human Resource Management Office-Admin Support Services Section



	forward to concerned section for preparation 2.3 Prepare document and facilitate signature of SAO/PHRMO			Administrative Officer II Provincial Human Resource Management Office-Benefits and Welfare Section
3. Receive requested document	3. Issue document *ensure client signed in the request form	None	3 minutes	Administrative Officer II Provincial Human Resource Management Office-Benefits and Welfare Section
TOTAL:		None	15 minutes	

5. ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT, CERTIFICATE OF NO PENDING ADMIN CASE, AND CERTIFICATE OF LEAVE CREDITS (PERSONAL/ LEGAL PURPOSE, GSIS, PAGIBIG HDMF MATURITY AND SEPARATION PURPOSES) FOR PGSC ACTIVE EMPLOYEES

These said documents are requested by PGSC Employees for Personal and/or Legal Purpose and GSIS, PAGIBIG HDMF Maturity and Separation Purposes. Certifications are issued to validate employees' information and employment history.

Office or Division:	Provincial Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Active PGSC Employees and those that Separated/Retired within the year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 original copy)		Administrative Support Services Section		
2. Billing Statement (1 original copy, 1 duplicate copy)				
3. Official Receipt (1 original copy)		Provincial Treasurer's Office- Cashier		
4. Requested Document- Service Record, Certificate of Employment and Certificate of No Pending Case (depending on the number of copies requested)		Personnel Actions Section		
5. Requested Document- Certificate of Leave Credits (depending on the number of copies requested)		Leave Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to fill-up request form	1. Give the request form to the client	None	5 minutes	JO Program Assistant Provincial Human Resource Management Office-Admin Support Services Section
2. Submit request form	2.1 Review the request form if filled-up legibly	None	5 minutes	JO Program Assistant Provincial



*Make sure to secure the billing statement for personal or private loans purposes	2.2 Issue billing statement (if applicable)			Human Resource Management Office-Admin Support Services Section
3. Pay the required fees at the PTO by showing the billing statement *Make sure to secure official receipt that will be issued upon payment	3. Accept the payment based on the billing statement 3.1 Issue Official Receipt	P130.00	15 minutes	Cashier Provincial Treasurer's Office Finance Building Capitol Compound
4. Return to PHRMO-Admin Support Services Section for the processing and release of requested document	4. Check the official receipt 4.1 Attach Receipt to the Request Form and forward to Supervising Administrative Officer for approval and forward to concerned section 4.3 Preparation of document requested and forward to SAO/PHRMO for signature *service records for separation purposes in the document will be forwarded to PGO through PADMIN for signature	None	3 days	JO Program Assistant Provincial Human Resource Management Office-Admin Support Services Section Supervising Administrative Officer Provincial Human Resource Management Office Administrative Officer II Provincial Human Resource Management Office- Leave Management Section Administrative Officer IV Provincial Human Resource Management Office- Personnel Actions Section
5. Receive requested document	5.1 Issue requested document	None	5 minutes	Administrative Officer II Provincial Human Resource Management Office- Leave Management Section Administrative Officer IV Provincial Human Resource Management Office- Personnel Actions Section
TOTAL:		P130.00	3 days, 30 minutes	



6. ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT, CERTIFICATE OF NO PENDING ADMIN CASE, AND CERTIFICATE OF LEAVE CREDITS (FOR PERSONAL/ LEGAL PURPOSE) FOR PGSC IN-ACTIVE EMPLOYEES

These said documents are requested by PGSC In-active Employees for Personal and/or Legal Purposes. Certifications are issued to validate employees' information and employment history.

Office or Division:	Provincial Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C G2G			
Who may avail:	In-active PGSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 original copy)		Administrative Support Services Section		
2. Requested Document- Service Record, Certificate of Employment and Certificate of No Pending Case (depending on the number of copies requested)		Personnel Actions Section		
3. Requested Document- Certificate of Leave Credits (depending on the number of copies requested)		Leave Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to fill-up request form	1.1 Give the request form to the client	None	5 minutes	JO Program Assistant Provincial Human Resource Management Office-Admin Support Services Section
2. Submit request form	2. 1 Check the request form if filled-up legibly	None	5 minutes	JO Program Assistant Provincial Human Resource Management Office-Admin Support Services Section
3. Pay the required fees at the PTO by showing the billing statement *Make sure to secure official receipt that will be issued upon payment	3. Accept the payment based on the billing statement 3.1 Issue Official Receipt	P130.00	15 minutes	Cashier Provincial Treasurer's Office Finance Building Capitol Compound
4. Return to PHRMO-Admin Support Services Section for the processing and release of requested document	4. Check the official receipt 4.1 Attach Receipt to the Request Form and forward to Supervising Administrative Officer for approval and forward to concerned section 4.3 Preparation of document requested	None	3 days	JO Program Assistant Provincial Human Resource Management Office-Admin Support Services Section Supervising Administrative Officer Provincial Human Resource Management Office Administrative Officer II



	and forward to SAO/PHRMO for signature *service records for separation purposes in the document will be forwarded to PGO through PADMIN for signature			Provincial Human Resource Management Office- Leave Management Section Administrative Officer IV Provincial Human Resource Management Office- Personnel Actions Section
5. Receive requested document	5.1 Issue requested document	None	5 minutes	Administrative Officer II Provincial Human Resource Management Office- Leave Management Section Administrative Officer IV Provincial Human Resource Management Office- Personnel Actions Section
TOTAL:		P130.00	3 days, 30 mins.	

7. PROCESSING OF LEAVE APPLICATION

Leave Application is filed by PGSC officials and employees as a right or privilege not to report for work with or without pay as may be provided by law and as prescribed under CSC Rules.

Office or Division:	Provincial Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	PGSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. CS Form No. 6 Leave Application Form (2 original copies)		Through Leave Management System in the Respective Departments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Application for Leave of Absence	1. record leave application 1.1 Submit leave application to Leave Section Incoming In-Charge for tracking 1.2 Record leave details in the leave card	None	3 days	Administrative Officer II Provincial Human Resource Management Office-Admin Support Services Administrative Officer II Provincial Human Resource Management Office- Leave



	<p>1.3 Verify leave application and forward to SAO/PHRMO for signature</p> <p>1.4 Review and initial of SAO/ PHRMO to approve leave application</p> <p>*for Department Heads and for approved leave to Travel Abroad, forward to PGO for approval</p> <p>1.6 Record/Scan approved leave application *retain one (1) original copy</p>			<p>Management Section</p> <p>Supervising Administrative Office/ Provincial Human Resource Management Officer</p> <p>Provincial Human Resource Management Office</p> <p>Administrative Officer IV</p> <p>Provincial Human Resource Management Office- Leave Management Section</p> <p>Provincial Administrator's Office</p> <p>Provincial Governor's Office</p>
2. Receive approved leave application	2. Release approved leave application	None	5 minutes	JO Program Assistant Provincial Human Resource Management Office- Leave Management Section
TOTAL:		None	3 days,5 minutes	

8.PROCESSING OF LEAVE MONETIZATION

8.1. FOR REGULAR MONETIZATION

A privilege given to officials and employees in the career and non-career who have accumulated leave credits to monetize portion of such leave credits in accordance with rules prescribed by the CSC and DBM.

Office or Division:	Provincial Human Resource Management Office		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	PGSC Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. CS Form No. 6 Leave Application Form		Through Leave Management System	



(2 original copies) *Regular Monetization – for application for 10 days monetization				
2. Application Form for Leave Monetization (2 original copies)		Administrative Support Services of the department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Regular Monetization for 10 days monetization, Submit application for Leave Monetization (CS Form 6)	1.1 Receive and record leave application	None	3 days	JO Program Assistant Provincial Human Resource Management Office-Leave Management Section
	1.2 Check for availability of fund			Administrative Officer II Provincial Human Resource Management Office-Leave Management Section
	1.3 Record leave monetization in the leave card, verify leave application & forward for review and initial			Supervising Administrative Officer Provincial Human Resource Management Office
	1.4 Review and initial approved leave of application			
	1.5 Scan approved leave application and forward to PGO for preparation of voucher			
2. Receive approved request form	2.1 Release to office for preparation of CSC Form 6	None	5 minutes	JO Program Assistant Provincial Human Resource Management Office-Leave Management Section
	2.2 Record leave monetization in the leave card, verify leave application & forward for review and initial			Administrative Officer II Provincial Human Resource Management Office-Leave Management Section
	2.3 Review and initial approved leave of application			Supervising Administrative Officer



	2.4 Scan approved leave application and forward to PGO for preparation of voucher			Provincial Human Resource Management Office Provincial Administrator Provincial Administrator's Office Provincial Governor's Office
TOTAL:		None	3days, 5mins.	

8.2. FOR SPECIAL MONETIZATION

A privilege given to officials and employees in the career and non-career who have accumulated leave credits to monetize portion of such leave credits in accordance with rules prescribed by the CSC and DBM.

Office or Division:	Provincial Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	PGSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CS Form No. 6 Leave Application Form (2 original copies) *Special Monetization – for more than 10 days/for monetization charged to Sick Leave		Through Leave Management System		
2. Application Form for Leave Monetization (2 original copies)		Administrative Support Services of the department		
3. For Special Monetization: Appropriate supporting documents such as demand letter/billing statement, medical certificate, medical prescription or request for laboratory and other procedures (2 original copies)		Doctor/Hospital Schools or Lending Institution's issued billings or demand letter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Special Monetization, Submit duly accomplished application for leave monetization form and complete supporting documents	1.1 Receive and review application and supporting documents	None	3 days	JO Program Assistant Provincial Human Resource Management Office- Leave Management Section
	1.2 Check availability of Funds			Administrative Officer II Provincial Human Resource Management Office-



	<p>1.3 Record and process application and forward to SAO/PHRMO for recommendation of approval</p> <p>1.4 Review and initial in the application</p> <p>1.6 Approved request</p>			<p>Leave Management Section</p> <p>Supervising Administrative Officer Provincial Human Resource Management Office</p> <p>Provincial Administrator Provincial Administrator's Office</p>
2. Receive approved request form	<p>2.1 Release to office for preparation of CSC Form 6</p> <p>2.2 Record leave monetization in the leave card, verify leave application & forward for review and initial</p> <p>2.3 Review and initial approved leave of application</p> <p>2.4 Scan approved leave application and forward to PGO for preparation of voucher</p>	None	5 minutes	<p>JO Program Assistant Provincial Human Resource Management Office-Leave Management Section</p> <p>Administrative Officer II Provincial Human Resource Management Office-Leave Management Section</p> <p>Supervising Administrative Officer Provincial Human Resource Management Office</p> <p>Provincial Administrator Provincial Administrator's Office</p> <p>Provincial Governor's Office</p>
TOTAL:		None	3days, 5 mins.	



9.PROCESSING OF TERMINAL LEAVE AND RETIREMENT/SEPARATION BENEFITS AND CLAIMS

Processing of Terminal Leave and Retirement/Separation Benefits and Claims is compelled by retirees and those that have separated from service to comply the requirements needed for their terminal leave and other benefit claims

Office or Division:	Provincial Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	PGSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CS Form No. 6 Leave Application Form (2 original copies)		Through Leave Management System		
2. Office Clearances (2 original copies)		Administrative Support Services Section		
3. Service Record (2 original copies)				
4. NOSA/NOSI (2,Certified Photocopy)				
5. SALN (2, Certified Photocopy)				
6. Copy of Latest Appointment (2, Certified Photocopy)				
7. Leave Card (1,Photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Terminal Leave Application at LMS and print	1.1 Coordinate with retiree/heir regarding requirements needed for the processing of terminal leave 1.2 Provide checklist	None	5minutes	Administrative Aide IV Provincial Human Resource Management Office- Administrative Support Section
2. Process Clearance	2.1 Advice retiree to see GSIS liaison officer for retirement counseling	None	10 minutes	Administrative Officer IV Provincial Human Resource Management Office- Personnel Actions Section
3. Submit complete requirements for processing of request	3.1 Process terminal leave benefit 3.2 Forward complete requirements to PGO for preparation of Terminal Leave Voucher			Administrative Aide IV Provincial Human Resource Management Office- Administrative Support Section Administrative Staff Provincial Governor's Office
TOTAL:		None	15 minutes	



PROVINCIAL LEGAL OFFICE

External Services



1.RENDERS LEGAL OPINION FOR THE GOVERNOR, VICE-GOVERNOR, MEMBERS OF THE SANGGUNIANG PANLALAWIGAN, DEPARTMENT HEADS, MAYORS, SANGGUNIANG BAYAN MEMBERS AND BARANGAY OFFICIALS WHEN DIRECTED OR REQUESTED.

Rendering legal opinion is given to the governor, vice-governor, members of the sangguniang panlalawigan, department heads, mayors, sanggunian bayan members and barangay officials for review of all legal matters of any contract, resolutions, ordinances, MOA, MOU and other documents.

Office or Division:	Provincial Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Governor, Vice-Governor, Provincial Administrator, Members of the SP, Department Heads, Mayors, SB Members and Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents for Legal Opinion (1,Original)		Client		
2. Endorsement (1, Original)		Provincial Administrator's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The legal question is referred to the PLO by the Governor, Vice-Governor, Provincial Administrator, Members of the SP, Department Heads, Mayors, SB Members or Barangay Officials	1.1.Receive request,directive to render legal opinion	None	19 days	PLO or legal officer
	1.2.Conduct of legal research			
	1.3.Prepare the legal opinion			
	2.The legal opinion is forwarded to the Governor or the Provincial Administrator or the Vice-Governor for transmittal to the requesting party.	None	5 minutes	Administrative Officer or the Officer of the Day
Total		None	19 days, 5 minutes	

2.RESOLVE LEGAL ISSUES, GIVES LEGAL ADVICE AND RENDERS OTHER LEGAL SERVICES TO CLIENTS ON MATTERS OF PUBLIC CONCERNS.

Resolving Legal issues, giving legal advice and rendering other legal services is given to all citizen who needs legal advice or any legal service so that they will be enlighten as to the legality of their problems and to know the legal steps that they may be taken.

Office or Division:	Provincial Legal Office		
Classification:	Simple		
Type of Transaction:	G2G- Government to Government/G2C-Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
N/A		N/A	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from the administrative support staff, especially the Administrative Officer, as to the availability of the PLO or any of the legal officers to perform the above services	1.1. The AO or concerned employee interviews the client and gets the necessary data	None	5 minutes	Administrative Officer or the Officer of the Day
	1.2. The AO or Officer of the Day refers the client to the PLO, or in the latter's absence, to any of the legal officers;	None	5 minutes	Administrative Officer or the Officer of the Day
2. Avail of the legal service	2. The PLO or legal officer then gives proper advice or renders other legal services.	None	2 hours	PLO or legal officer
TOTAL		None	2 hours, 10 minutes	

3. REQUEST OF CASE TRANSCRIPTION

Request of Case Transcription is given to respondent of an Administrative Case whether pending or decided for any legal purpose.

Office or Division:	Provincial Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Respondent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1, Original)		Provincial Legal Office		
2. Official Receipt of Payment (1, original)		Provincial Treasurers Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Secure Request Form from the Person In-charge	1. Receive the Request form and assessed the completion of form and payment	None	5 minutes	AIC Secretariat
1.2. Fill-up the Form with Required Information				
1.3. Submit the Form to the Person In-charge				
2. Pay the assessed payment to the Provincial Treasurers Office	2.1. Receive Payment 2.2. Issue Official Receipt	100 pesos for the first 3 pages succeeding	10 minutes	Provincial Treasurers Office



		pages 5 pesos per page		
3.Present the Official Receipt to the Provincial Legal Office	3.Instruct the client when to get the case transcription	N/A	5 minutes	AIC Secretariat
	4.1.Prepare the Transcript Requested 4.2.Certify and Sign the Trasncript	None	19 days	AIC Secretariat
5.Return to the PLO and claim the transcript requested	5.Forward the transcript to the requestor	None	5 minutes	AIC Secretariat
TOTAL		As indicated	19 days,25 minutes	



**PROVINCIAL PLANNING AND DEVELOPMENT
OFFICE**

External Services



1.SERVICE NAME: PLANNING AND PROGRAMMING SERVICES

1.1 Evaluation of CSO/NGO Accreditation Application

Office or Division	Planning and Programming Division			
Classification:	Simple			
Type of Transaction:	Private Sector/CSOs/NGOs to Government			
Who may avail:	Privates Sector and CSOs/NGOs			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
CSO/NGO Accreditation		Planning and Programming Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.)Secure forms and requirements for CSO/NGO Accreditation	Provide list of requirements and form for accreditation	None	10 mins.	Ariel R. Buenavides
2.)Submission of CSO/NGO form and requirements for accreditation	Evaluate the accreditation documents	None	2 days	
	TOTAL	None	2 days, 10 mins.	

1.2. DESCRIPTION OF THE SERVICE: Request for Provincial Planning Documents (PDPFP, ELA, AIP, PDIP)

Office or Division	Planning and Programming Division			
Classification:	Simple			
Type of Transaction:	Private / Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Various Planning Documents		Planning and Programming Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter to PPDO Admin requesting for a copy of planning documents	a.) The Administrative Officer forwards the letter request to the Provincial Planning and Development Coordinator	None	10 minutes	Kimberly Dasilao Quennie Degracia
	b.) The PPDC routes the same request to the Planning and Programming Division	None	60 minutes	PPDC Jennifer C. Bretaña
	c.) PPD provides copy either printed or e-copy of planning documents	None	20 minutes	Wennie Montino



	TOTAL	None	1 hour, 30 minutes	
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1.3. DESCRIPTION OF THE SERVICE: Request for various maps, data and shapefiles

Office or Division	Planning and Programming Division			
Classification:	Simple			
Type of Transaction:	Private / Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Maps, Shapefiles, and Data		Planning and Programming Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Submit letter of request for maps, data, and shapefiles to PPDO Admin	a.) The Administrative Officer forwards the letter request to the Provincial Planning and Development Coordinator	None	10 minutes	Kimberly Dasilao Quennie Degracia
	b.) The PPDC routes the same request to the Planning and Programming Division	None	60 minutes	PPDC Jennifer C. Bretaña
	c.) If map, data or shapefiles is/are available, it will be provided immediately (JPEG, Word, Excel, shapefiles) If map is/are to be created and data is available.	None	20 minutes 3 days	Wennie Montino
	TOTAL	None	3 days, 1 hour, 30 minutes	

1.4 DESCRIPTION OF THE SERVICE: Review of AIP Proposals and Project Profiles

Office or Division	Planning and Programming Division			
Classification:	Complex			
Type of Transaction:	Private / Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Various Planning Documents		Planning and Programming Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Submit endorsement letter with attached AIP	a.) The Administrative Officer forwards the	None	20 minutes	Kimberly Dasilao



proposals and project profiles to PPDO Admin	endorsement letter with the attached AIP proposals and project profiles to the Planning and Programming Division			Quennie Degracia
	<p>b.)The Planning and Programming Division receives and review the AIP proposals and project profiles</p> <p>b.1)If correct, the PPD assigned personnel files and consolidates the proposals and submits the profiles to the Division Head for initials and forwards the same to PPDC for signature</p> <p>b.2)If there has revision, the PPD forwards the proposals and profiles to PPDO Admin for return to concerned office.</p>	None	5 days	PPDO-Plans and Programs Personnel
	The PPDC signs the proposals and forward the same to the Administrative Support Services for routing	None	60 minutes	PPDC
	The Administrative Support Services forwards the same to the Provincial Treasurer's Office or concerned agency.	None	60 minutes	Kimberly Dasilao Quennie Degracia
	TOTAL	None	5 days, 2hr., 20 minutes	

1.5. DESCRIPTION OF THE SERVICE: Review of Annual GAD Plan of C/MLGU

Office or Division	Planning and Programming Division			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	C/MLGUs			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Annual GAD Plan of C/MLGU		Planning and Programming Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.)The C/MLGU submits endorsement letter	1.) The Administrative Officer forwards the endorsement letter with the attached plan to	None	10 minutes	Kimberly Dasilao Quennie Degracia



and GAD Plan to PPDO Admin.	the Provincial Planning and Development. Coordinator			
	2.) The PPDC routes the same request to the Planning and Programming Division	None	60 minutes	PPDC Jennifer C. Bretaña
	3.)The Planning and Programming Division receives the GAD Plan and does the following: a.) Review the GAD Plan a.1.) If complete and complied, issue a certification for signature of the PPDC. Proceed to b. a.2.) If incomplete and non-compliant, endorse the GAD Plan back to the concerned C/MLGUs with summary of findings for revision/enhancement. Proceed to 2.	None	5 days	Ariel Buenavides
	b.)The PPDC signs certification/ letter and forward the same to the Administrative Support Services for routing	None	20 minutes	PPDC Jennifer C. Bretaña
	c.)The Administrative Support Services forwards the signed certification / letter and GAD Plans to DILG/concerned C/MLGU	None	20 minutes	Kimberly Dasilao Quennie Degracia
2.)C/MLGU resubmits GAD Plan based on the initial review	The Administrative Officer forwards the resubmitted GAD Plan to Planning and Programming Division	None	10 minutes	Kimberly Dasilao Quennie Degracia Ariel Buenavides
	Planning and Programming Division receives the Plan and repeats Step 3.a, a.1, 3.b, 3.c.			
	TOTAL	None	5 days, 2 hours	

2. SERVICE NAME: RESEARCH, EVALUATION AND MONITORING SERVICES

2.1.DESCRPTION OF THE SERVICE: Provision of Statistical Data to Researchers

Office or Division:	Research, Evaluation and Monitoring
Classification:	Simple
Type of Transaction:	Government to Government & Citizens (Researchers)
Who may avail:	All Government Agencies, LGUs and Researchers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter Request	PPDO – REM Division



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter Request addressed to the PPDC	Received the submitted letter request Start processing the request (for available data only) and advise client to be back after 3 days	None	5 minutes	Kimberly Dasilao Eleazar Abellera Jose Daniel Salamat Edgardo Serilo Hazel Jace Rhudy Ruby Librado Analee Santos Delia Bastareche
1. Proceed to the PPDO – REM Division for the release of request	Release documents to the clients/researchers	None	5 minutes	Delia Bastareche
TOTAL		None	10 minutes	

3.SPECIAL PROJECTS SERVICES

3.1. DESCRIPTION OF THE SERVICE: Formulation and Submission of Project Proposals/Feasibility Studies/Business Plans for Fund Sourcing from Local and Foreign Funding Institutions-

Office or Division:	Special Projects Division			
Classification:	Highly Technical			
Type of Transaction:	G2G G2C			
Who may avail:	LGUs, Cooperatives/People's Organizations, NGAs, Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Projects/Programs Available for the PGs,LGU, POs		Special Projects Division		
Letter of Intent for Availment of the Project		From the Requisitioner		
Documentary Requirements for the Project/Program		Special Projects Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the nature of the available project	Provide information as to the project/program	None	1 hr.	Program Coordinators (Maritess Tanseco, Kenelynn Ariño, Jennifer Ilao, Doreen Mae Vallar, Brian De Eyoy and Cris Pingkunn Fuentes)
2. Submit letter of Intent to the Governor	Assist the PG as to the content of the letter	None	1 hr.	Program Coordinators (Maritess Tanseco, Kenelynn Ariño,



				Jennifer Ilaó, Doreen Mae Vallar, Brian De Eyoy and Cris Pingkunn Fuentes)
3. Discuss schedule and appointment with the assigned program coordinator	Discuss the program/project and work closely with the PG for the formulation of the proposal	None	1 day	Program Coordinators (Maritess Tanseco, Kenelynn Ariño, Jennifer Ilaó, Doreen Mae Vallar, Brian De Eyoy and Cris Pingkunn Fuentes)
4. Work on the proposal and all the attachments for submission to funding donor	Work with the PG and complete the proposal for submission to funding donor	None	25 days	Program Coordinators (Maritess Tanseco, Kenelynn Ariño, Jennifer Ilaó, Doreen Mae Vallar, Brian De Eyoy and Cris Pingkunn Fuentes)
5. Follow-up results as to status of the proposal	Discuss with the PG the status and consequent action when project is approved for funding	None	2 days	Program Coordinator (Maritess Tanseco, Kenelynn Ariño, Jennifer Ilaó, Doreen Mae Vallar, Brian De Eyoy and Cris Pingkunn Fuentes)
6. Implement project with close coordination from the PLGU	Closely monitor the project implementation and with regular evaluation and reporting	None	5 days	Program Coordinator (Maritess Tanseco, Kenelynn Ariño, Jennifer Ilaó, Doreen Mae Vallar, Brian De Eyoy and Cris Pingkunn Fuentes)
TOTAL		None	33 days, 2hrs.	

3.2.1. DESCRIPTION OF THE SERVICE: 1.) Provision of Technical Services for project proposals and program/project formulation

Office or Division:	Special Projects Division			
Classification:	Complex			
Type of Transaction:	G2G G2C			
Who may avail:	LGUs, Cooperatives/People's Organizations, NGAs, Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal letter of request addressed to the Governor		From the requisitioner (Lgu, cooperative, association or NGAs)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the nature of the project	Provide needed information as to the request	None	1 hour	Program Coordinator (Maritess Tanseco, Kenelynn Ariño, Jennifer Ilaó, Doreen Mae Vallar, Brian De Eyoy and Cris Pingkunn Fuentes)



2. Submit letter to the Prov'l. Gov. Office	Wait for the routing slip so as to act on the matter	None	1 hour	(Maritess Tanseco, Kenelynn Ariño, Jennifer Ila, Doreen Mae Vallar, Brian De Eyoy and Cris Pingkunn Fuentes)
3. Discuss schedule and appointment with the assigned program coordinator	Discuss extent of technical assistance needed for the program/project request	None	1 day	Program Coordinator (Maritess Tanseco, Kenelynn Ariño, Jennifer Ila, Doreen Mae Vallar, Brian De Eyoy and Cris Pingkunn Fuentes)
4. Work with the assigned program coordinator for the program/project	Provide technical services as needed for the completion of the project/program	None	5 days Simple technical services	Program Coordinator (Maritess Tanseco, Kenelynn Ariño, Jennifer Ila, Doreen Mae Vallar, Brian De Eyoy and Cris Pingkunn Fuentes)
TOTAL		None	6 days, 2 hours	

3.2.2. DESCRIPTION OF THE SERVICE: 1.) Provision of Technical Services for project proposals and program/project formulation

Office or Division:	Special Projects Division			
Classification:	Highly Technical			
Type of Transaction:	G2G G2C			
Who may avail:	LGUs, Cooperatives/People's Organizations, NGAs, Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal letter of request addressed to the Governor		From the requisitioner (Lgu, cooperative, association or NGAs)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Inquire about the nature of the project	Provide needed information as to the request	None	1 hour	Program Coordinator (Maritess Tanseco, Kenelynn Ariño, Jennifer Ila, Doreen Mae Vallar, Brian De Eyoy and Cris Pingkunn Fuentes)
4. Submit letter to the Prov'l. Gov. Office	Wait for the routing slip so as to act on the matter	None	1 hour	(Maritess Tanseco, Kenelynn Ariño, Jennifer Ila, Doreen Mae Vallar, Brian De Eyoy and Cris Pingkunn Fuentes)
5. Discuss schedule and appointment with the assigned program coordinator	Discuss extent of technical assistance needed for the program/project request	None	1 day	Program Coordinator (Maritess Tanseco, Kenelynn Ariño, Jennifer Ila, Doreen Mae Vallar, Brian De Eyoy and Cris Pingkunn Fuentes)
Work with the assigned program coordinator for the program/project	Provide technical services as needed for the completion	None	15 days Complex which requires inter-	Program Coordinator (Maritess Tanseco, Kenelynn Ariño, Jennifer Ila, Doreen Mae Vallar,



	of the project/program		agency collaboration	Brian De Eyoy and Cris Pingkunn Fuentes)
	TOTAL	None	16 days, 2 hours	



PROVINCIAL POPULATION OFFICE

External Services



1. Conduct of Training/Seminars on various PPO Programs for BLGUs and MLGUs, Schools, National Agencies and Partner Institutions

I. Responsible Parenthood and Family Planning Program

1. Pre-marriage Counselling
2. Responsible Parenthood and Family Planning Session
3. Learning Package for Parent Education on Adolescent Health and Development (LPPED) Seminar
4. Magulang at Anak: Pagsasamang Ayos (MAPA) Sessions

II. Adolescent Development Program

1. Responsible Adolescent Campaign thru Responsible Adolescent Seminar (RAC-RAS)
2. U4U Training
3. Usapang Barkadahan Training

III. Gender and Development Program

1. Gender Sensitivity Training
2. GAD-VAW Paralegal Training
3. Kalalakahang Tumutugon sa Responsibilidad sa Pamilya (KATROPA) Training
4. GAD Orientation
5. Gender Analysis and Planning

IV. Mental Health Awareness Program

1. Mental Health Awareness Campaign

DESCRIPTION OF THE SERVICE: Provision of technical support for the conduct of Training/Seminars on PPO Programs by the LGUs and MLGUs, School and other partners institution must be coursed through the assigned Population Program Worker or Officers assigned each municipalities.

Office or Division:	PROVINCIAL POPULATION OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Local Government Units, Schools and Partner Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1: 1 copy of Request Letter or		Requesting Agency for direct to office request PPOs/PPWs assigned in municipalities		
Document 2: Request Authorization Form				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.A.Submit a letter request addressed to the Provincial Governor and attention to PPO and		None		Requesting agency Population Worker/Officer



B. Fill-in the Request and Agreement Form thru the PPW				
	1. Bring Request and Agreement Form for approval of supervisor and noted by the PPO	None	25 minutes	Population Worker/Officer Population Program Officer II/IV
	2. Contact program partners to serve as resource persons/speakers on the set date	None	25 minutes	Population Worker/Officer
	3. Feedback and follow-up the requesting personnel and agency about the status of the activity	None	1-2 days	Population Worker/Officer
	4. Conduct of Actual session/activity	None		Population Worker/Officer
TOTAL			2 days and 50 mins	

2. Request for Resource Person (by National Agencies, Cooperatives and other Non Government Institution)

I. Gender and Development Program

1. Gender Sensitivity Training
2. GAD-VAW Paralegal Training
3. Kalalakahang Tumutugon sa Responsibilidad sa Pamilya (KATROPA) Training
4. GAD Orientation
5. Gender Analysis and Planning

II. Mental Health Awareness Program

1. Mental Health Awareness Campaign

DESCRIPTION OF THE SERVICE: Request for Resource Person from the Provincial Population Office for the conduct of various population related training/seminars shall be submitted to the Provincial Governors Office. The PPO will contact the client immediately after the receipt of request for feedback.

Office or Division:	PROVINCIAL POPULATION OFFICE
Classification:	SIMPLE
Type of Transaction:	G2G/G2C-Government to Government/Government to Citizen
Who may avail:	Local Government Units, NGAs, School, Cooperatives and Private Organizations
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Document 1: Request Letter	Requesting Agency



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.A.Submit a letter request addressed to the Provincial Governor and attention to PPO		None		Requesting agency
	1. Receive letter request and forward to PPO for action	None	10 minutes	PPO Administrative Section Staff
	2. Forward letter to program incharge	None	15 minutes	PPO Administrative Section Staff
	3. Feedback and follow-up the requesting agency about the status of the invitation.	None	1-2 days	Population Worker/Officer
	4. Conduct of Actual session/activity	None		Population Worker/Officer
TOTAL			2 days and 35 mins	

3. Request for PPO related data

DESCRIPTION OF THE SERVICE: Availability of data for walk in clients.

Office or Division:	PROVINCIAL POPULATION OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G/G2C- Government to Government/ Government to Citizen			
Who may avail:	LGUs and Other Government Agencies, Students, Private Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document 1: 1 copy of Letter Request or		Requesting Agency		
Document 2: Identification Card (for students/teachers)		Requesting Individual		
Document 3: Request Form		Available at PPO Administrative Services Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request address to PPO/ Present Identification Card and Fill-out request form for population and other related available data and submit to PPO Admin Section	1. Receive letter request or request form and forward to Administrative Officer/PPO for verification and forward to concerned worker/officer	None	10 minutes	Requesting Individual/ Agency PPO Administrative Staff



	2. Receive request form and accomplish /respond to corresponding request for population and other available and relevant data		20 minutes	PPDU Staff/ Sam Cyrus Bayog
	TOTAL		30 minutes	



**PROVINCIAL SANGGUNIANG PANLALAWIGAN
OFFICE
External Services**



1.ISSUANCE OF CERTIFICATE OF POSTING FOR WATER PERMIT APPLICATION, ENERGY REGULATORY COMMISSION'S (ERC) AND NATIONAL TELECOMMUNICATIONS (NTC) NOTICES OF HEARING AND PUBLIC HEARING

Copy of Certificate of Posting for water permit application, ERC and NTC notice for posting is issued to the concerned agencies after compliance of the required posting.

Office or Division:	SP Office – Legislative Records and Management Section – Ordinance and Resolution Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who May Avail:	ALL COMPONENT LGU'S AND CONCERNED STAKEHOLDERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copies of Water Permit, ERC & NTC Application (1, original)		Concerned agencies		
2. Copies of the notice of hearing on petitions and public hearing (18, Photocopy)		From concerned agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's/client's Logbook at the Public Assistance Counter and Complaint Desk	1. Present the Visitor's Logbook to the client 1.1. Direct the client to the Records Section	None	2 minutes	Librarian III LRMS
2. Submit the required documents to the receiving clerk for evaluation	2. Receive submitted documents for evaluation as to completeness of the number of required copies and subject to assessment by the Records Officer III 2.1. Assess the completeness of the documents as to the necessary supporting papers and the number of copies submitted	None	5 minutes	Admin Aide VI LRMS Librarian III LRMS



	2.2. Acknowledge receipt of submitted documents and record the same in the logbook and forward the same to Records Officer III 2.3. Prepare the documents and post the same in the Bulletin Board			Admin Aide VI LRMS Librarian III LRMS
3.Fill-in request form for the issuance of Certificate of Posting	3.Issue Certificate of Posting	None	10 minutes	Librarian III LRMS
TOTAL		None	17 minutes	

2.ISSUANCE OF CERTIFIED COPIES OF RESOLUTIONS/ ORDINANCES

Copies of resolutions and ordinances are issued to government agencies and individuals needing the documents duly certified by the Records Officer III.

Office or Division:	SP Office – Legislative Records and Management Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (for private agencies and Individuals) (1, original)		From requesting agency/individual		
2. Identification Card of client (1,Original)		From requesting agency/individual		
3. Request Form duly accomplished (1,Original)		From SP Office, Legislative Records and Management Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's/Client's Logbook at the Public Assistance Counter and Complaint Desk	1. Present the visitor's logbook to the client 1.1. Direct the client to the Record's	None	2 minutes	Librarian III LRMS



	Section			
2. Fill in the request form properly	2. Attend to the client 2.1. Give the required request form	None	5 minutes	Librarian III LRMS
3. Submit the required documents to the Records Officer III for assessment of request and verification of required documents	3. Receive required documents for initial assessment of the request 3.1. Issue a charge slip, if applicable. 3.2. Start processing the request	Secretary's Fee: P100.00 for the first three (3) pages and P5.00 for each succeeding page	3 minutes	Librarian III LRMS
4. Pay the required fees at the Provincial Treasurer's Office Cashier	4. Check the correctness of the Order of Payment 4.1. Accept payment and Issue an official receipt based on the order of payment		30 minutes	Cashier Provincial Treasurer's Office
5. Return to the Sangguniang Panlalawigan Office for the release of the requested document	5. Check the official receipt 5.1. Issue the certified copy of the requested document	None	5 minutes	Librarian III LRMS
TOTAL		As indicated	45 minutes	



3. RECEIVING OF COMPLAINTS/ APPEALED CASES AGAINST OFFICIALS OF COMPONENT LGUS AND VARIOUS CONCERNS LODGED BY PRIVATE ENTITIES/INDIVIDUALS REQUIRING APPROPRIATE ACTION BY THE SANGGUNIAN

Cases filed with and acted by the local sanggunian concerned against any erring local officials are lodged before this office for appeal and re-investigation by the SP and other complaints by the concerned complainant for investigation in aid of legislation.

Office or Division:	SP Office – Legislative Records and Management Section – Ordinance and Resolution Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who May Avail:	ALL COMPONENT LGU'S AND CONCERNED STAKEHOLDERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verified complaint/s with attached supporting documents: (1, Original) 1.1. Affidavits 1.2. Other Annexes		From LGU/agency/individual of origin		
2. Formal complaint/ position paper with original signature of concerned party (18, Photocopy)		From private persons and other stakeholders		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the visitor's Logbook at the Public Assistance Counter and Complaint Desk	1. Present the Visitor's Logbook to the client 1.1. Direct the client to the Records Section	None	2 minutes	Librarian III LRMS
2. Submit the required documents to the receiving clerk for evaluation	2. Receive submitted documents for evaluation as to completeness of the number of required copies and subject to assessment by the Board Secretary IV 2.1. Assess the completeness of the documents as to the necessary	None	30 minutes	Admin. Aide VI LRMS Board Secretary IV



	supporting papers and the number of copies submitted 2.2. Acknowledge receipt of submitted documents and record the same in the logbook 2.3. Forward the subject documents to the Ordinance and Resolution Section 2.4. Receive documents for inclusion in the Order of Business on First Reading for the scheduled session			Admin. Aide VI LRMS Admin. Adie VI LRMS Local Legislative Staff Officer Ordinance & Resolution Section
3.Receive copy of the SP Resolution	3.After referral, conduct committee meetings, render committee reports and pass resolution/s either approving or disapproving the resolutions, executive order, appropriation ordinance and other ordinances	None	3 minutes	In- Charge Concerned Committee
TOTAL		None	45 minutes	

4.1 RECEIVING OF RESOLUTIONS/ORDINANCES/EXECUTIVE ORDERS OF COMPONENT LGUs FOR SP REVIEW

Copies of approved Annual Investment Plan (AIP), ordinances and executive orders by component LGUs are submitted to this august body for review. In simple transaction, the subject for review passes two (2) readings only from the time the same is calendared for first reading until disposed of by the concerned committee.

The foregoing procedure shall also apply as regards to the governor's request requiring passage of resolution by the sanggunian. In cases where a request necessitates enactment of an ordinance,



	<p>the documents as to the necessary supporting papers and the number of copies submitted</p> <p>2.2. Acknowledge receipt of submitted documents and record the same in the logbook</p> <p>2.3. Forward the subject documents to the Ordinance and Resolution Section</p> <p>2.4. Receive documents for inclusion in the Order of Business on First Reading for the scheduled session</p> <p>2.5. After referral, conduct committee meetings, render committee reports and pass resolution/s either approving or disapproving the resolutions, executive order, appropriation ordinance and other ordinances</p>		<p>10 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>Simple- 30 working days from date of referral</p> <p>Supplemental Budget – 35 working days from date of referral</p> <p>Complex/ Highly Technical – 45 working days plus the allowed number of days of extension from date of referral</p> <p>Appropriation Ordinance – 60 working days</p>	<p>Board Secretary IV</p> <p>Admin. Aide VI LRMS</p> <p>Admin. Adie VI LRMS</p> <p>Delia G. Reboles</p> <p>Concerned Committee</p>
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			from date of referral	
TOTAL		None	Simple- 30 working days from date of referral Supplemental Budget – 35 working days from date of referral Complex/ Highly Technical – 45 working days plus the allowed number of days of extension from date of referral Appropriation Ordinance – 60 working days from date of referral	

4.2 RECEIVING OF RESOLUTIONS/ORDINANCES/EXECUTIVE ORDERS OF COMPONENT LGUs FOR SP REVIEW

Copies of approved Annual Investment Plan (AIP), ordinances and executive orders by component LGUs are submitted to this august body for review. In simple transaction, the subject for review passes two (2) readings only from the time the same is calendared for first reading until disposed of by the concerned committee.



The foregoing procedure shall also apply as regards to the governor's request requiring passage of resolution by the sanggunian. In cases where a request necessitates enactment of an ordinance, the three-reading rule shall apply. However, when the governor's request is certified urgent, so as to address public emergency and/or is necessary for the delivery of basic services, the sanggunian may pass the necessary legislation on second and third reading on the same session day or on the scheduled special session for such purpose.

Office or Division:	SP Office – Legislative Records and Management Section – Ordinance and Resolution Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	ALL COMPONENT LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement letter with copies of signed resolutions/ordinances/ executive orders with attached necessary supporting documents (1,Original)		From agency/LGU of origin		
1.1. Proof of the required conduct of Public hearing or publication (for ordinances with penal provisions)(1,Original)		From agency/LGU of origin		
1.2. Approved AIP and Project Profiles (for Provincial Annual Appropriation Ordinance) (18,Photocopy)		From agency/LGU of origin		
1.3. Approved AIP (for component LGUS) (18,Photocopy))		From agency/LGU of origin		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor's Logbook at the Public Assistance Counter and Complaint Desk	1. Present the Visitor's Logbook to the client 1.1. Direct the client to the Records Section	None	2 minutes	Librarian III LRMS
2. Submit the required documents to the receiving clerk for evaluation	2. Receive submitted documents for evaluation as to completeness of the number of required copies and subject to assessment by the Board Secretary IV	None	5 minutes	Admin. Adie VI LRMS



	<p>2.1. Assess the completeness of the documents as to the necessary supporting papers and the number of copies submitted</p> <p>2.2. Acknowledge receipt of submitted documents and record the same in the logbook</p> <p>2.3. Forward the subject documents to the Ordinance and Resolution Section</p> <p>2.4. Receive documents for inclusion in the Order of Business on First Reading for the scheduled session</p> <p>2.5. After referral, conduct committee meetings, render committee reports and pass resolution/s either approving or disapproving the resolutions, executive order, appropriation ordinance and other ordinances</p>		<p>10 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>Simple- 30 working days from date of referral</p> <p>Supplemental Budget – 35 working days from date of referral</p> <p>Complex/ Highly Technical – 45 working days plus the allowed number of days of extension from date of referral</p> <p>Appropriation Ordinance – 60</p>	<p>Board Secretary IV</p> <p>Admin. Aide VI LRMS</p> <p>Admin. Adie VI LRMS</p> <p>Delia G. Reboles</p> <p>Concerned Committee</p>
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			working days from date of referral	
		TOTAL	None	42 minutes



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



1. PROVISION OF FINANCIAL/FOOD PACKS ASSISTANCE

1.1. Provision of Assistance

- a) Burial/Mortuary
- b) Medical Assistance
- c) Hospital
- d) Laboratory Tests

1.1.1. General Public

Office or Division:	Crisis Intervention Management
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Indigents residents of South Cotabato
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Burial	
1. Registered Death Certificate (2, Photocopy)	City/Municipality Registrar's Office
2. Valid ID/cedula (1, photocopy) or Barangay Certification (1, Original)	Barangay Hall
	Provincial Governors Office-Assistance Center
3. Funeral Contract (2, Photocopies)	Funeral Home
4. Senior Citizen/ PWD ID, if necessary (1, photocopy)	C/MSWDO
Medical Assistance	
For admitted patient:	
1. Duly signed doctor's prescription (recita) with canvass price/quotation (2, photocopy)	Attending Physician
For outpatient:	
1. Duly signed new Doctor's prescription (recita) with canvas price/quotation (2, photocopy)	Attending Physician
2. Valid Cedula/ID (1, photocopy) or Barangay Certification (1. Original)	Any government issued ID/Barangay Hall
3. Medical Certificate, if necessary (2, original)	Hospital
Hospital	
1. Hospital bill-final bill with signature (2, photocopy)	Hospital
2. Valid Cedula/ID (1, photocopy) or Barangay Certification (1, original)	Any government issued ID/Barangay Hall
3. Certificate of confinement or medical certificate or medical abstract (2, original)	Hospital/Attending Physician
4. Other hospital related documents, if necessary	
Laboratory	
CT SCAN/ULTRASOUND	
1. CT scan/Ultrasound request from the doctor or charged slip with signature (2, photocopy)	Attending Physician/charge slip from the hospital



2. Valid Cedula/ID (1, photocopy) or Barangay Certification (1, original)		Any government issued ID/Barangay Hall		
DIALYSIS				
1. Medical Certificate/Abstract (2, photocopy)				
2. Hemodialysis Quotation (2, photocopy)				
3. Valid Cedula/ID (1, photocopy) or Barangay Certification (1, original)		Any government issued ID/Barangay Hall		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements based on the type of assistance requested for verification and wait for the issuance of priority number	1.1. Verify the client's eligibility in the Claims and Assistance Information Management System (CLAIMS) 1.2. Evaluate the submitted documents as to completeness 1.3. Stamped the submitted documents with certified photocopy 1.4. Instruct the client to log in the office daily logbook 1.5. Issue and attach the priority number to the submitted documents	None	13 minutes	Admin. Aide I Social Welfare Assistant
2. Endorse the evaluated documents and submit self to interview/assessment	2.1. Verify the presented documents and sign the certified photocopy 2.2. Conduct assessment/evaluative 2.3. Prepare credit slip/guarantee letter/referral slip	None	1 hour & 30 minutes	SOCIAL WORKER PSU STAFF
3. Wait for the assistance to be processed	3.1. Encode vital data/reference/control no. in the system 3.2. Release the credit slip/guarantee letter/referral slip	None	7 minutes	CONTROLLER PSU STAFF
TOTAL		None	1 hour, 50 minutes	



1.1.2. Special Lane for Pregnant Women/Senior Citizen/PWD

Office or Division:	Crisis Intervention Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigents residents of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Burial				
1. Registered Death Certificate (2, Photocopy)	City/Municipality Registrar's Office			
2. Valid ID/cedula (1, photocopy) or Barangay Certification (1, Original)	Barangay Hall			
	Provincial Governors Office-Assistance Center			
3. Funeral Contract (2,Photocopies)	Funeral Home			
4. Senior Citizen/ PWD ID, if necessary (1, photocopy)	C/MSWDO			
Medical Assistance				
For admitted patient:				
1. Duly signed doctor's prescription (recita) with canvass price/quotation (2,photocopy)	Attending Physician			
For outpatient:				
1. Duly signed new Doctor's prescription (recita) with canvas price/quotation (2,photocopy)	Attending Physician			
2. Valid Cedula/ID (1, photocopy) or Barangay Certification (1. Original)	Any government issued ID/Barangay Hall			
3. Medical Certificate, if necessary (2,original)	Hospital			
Hospital				
1. Hospital bill-final bill with signature (2,photocopy)	Hospital			
2. Valid Cedula/ID (1, photocopy) or Barangay Certification (1, original)	Any government issued ID/Barangay Hall			
3. Certificate of confinement or medical certificate or medical abstract (2, original)	Hospital/ Attending Physician			
4. Other hospital related documents, if necessary				
Laboratory				
CT SCAN/ULTRASOUND				
1. CT scan/Ultrasound request from the doctor or charged slip with signature (2,photocopy)	Attending Physician/charge slip from the hospital			
2. Valid Cedula/ID (1, photocopy) or Barangay Certification (1, original)	Any government issued ID/Barangay Hall			
DIALYSIS				
1. Medical Certificate/Abstract (2,photocopy)				
2. Hemodialysis Quotation (2, photocopy)				
3. Valid Cedula/ID (1, photocopy) or Barangay Certification (1, original)	Any government issued ID/Barangay Hall			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit documentary requirements based on the type of assistance requested for verification and wait for the issuance of priority number	<p>1.1. Verify the client's eligibility in the Claims and Assistance Information Management System (CLAIMS)</p> <p>1.2. Evaluate the submitted documents as to completeness</p> <p>1.3. Stamped the submitted documents with certified photocopy</p> <p>1.4. Instruct the client to log in the office daily logbook</p> <p>1.5. Issue and attach the priority number to the submitted documents</p>	None	10 minutes	Admin. Aide I Social Welfare Assistant
2. Endorse the evaluated documents and submit self to interview/ assessment	<p>2.1. Verify the presented documents and sign the certified photocopy</p> <p>2.2. Conduct assessment/evaluative</p> <p>2.3. Prepare credit slip/ guarantee letter/referral slip</p>	None	45 minutes	SOCIAL WORKER PSU STAFF
3.Wait for the assistance to be processed	<p>3.1. Encode vital data/reference/control no. in the system</p> <p>3.2. Release the credit slip/guarantee letter/ referral slip</p>	None	5 minutes	CONTROLLER PSU STAFF
TOTAL		None	1 hour	

1.2.Food Assistance for drop in clients

Office or Division:	Crisis Intervention Management
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Indigents residents of South Cotabato
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Referral from Medical Social Worker (1,Original)	Medical Social Worker
2. Valid ID or Barangay Certification (1,Original)	Any government issued ID/Barangay Hall



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for checklist of requirements	1.Refer client to next step	None	5 Minutes	Clerk/Encoder
2. Submit complete documents & Secure priority Number	2.Give the log book to the client ad issue priority number	None	15 Minutes	Officer of the day
3.Submit self to interview/assessment	3. Verify and Photo copy documents 3.1 Conduct assessment/evaluative 3.2 Issue credit slip/guarantee letter/referral slip	None	30 Minutes	Social Worker
4.Wait for the assistance to be processed	4. Encode vital data/reference/control no.	None	10 minutes	Clerk encoder/ controller
5. Avail of the requested assistance	5. Release of credit slip guarantee letter/referral slip	None	10 minutes	Social Worker
TOTAL		None	1 hour, 10 minutes	

1.3. Transportation Assistance

Office or Division:	Crisis Intervention Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigents residents of South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from the requesting physician or medical certificate (2,photocopy)		Attending Physician		
2. Registered Death Certificate in case of burial assistance (2,Photocopy)		City/Municipal Civil Registrar		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for checklist of requirements	1.Refer client to next step	None	5 Minutes	Clerk/Encoder
2. Submit complete documents & Secure priority Number	2.Give the log book to the client ad issue priority number	None	15 Minutes	Officer of the day
3.Submit self to interview/assessment	3. Verify and Photo copy documents	None	30 Minutes	Social Worker



	3.1 Conduct assessment/evaluative			
	3.2 Issue credit slip/guarantee letter/referral slip			
4.Wait for the assistance to be processed	4. Encode vital data/reference/control no.	None	10 minutes	Clerk encoder/ controller
5. Avail of the requested assistance	5. Release of credit slip guarantee letter/referral slip	None	10 minutes	Social Worker
TOTAL		None	1 hour, 10 minutes	

2.HOLDING OPPORTUNITY FOR PRODUCTIVE ENTREPRENUERSHIP (HOPE) thru credit assistance program

HOPE is a Community Based Credit Assistance Program designed to provide capital seed assistance to economically active poor individuals of South Cotabato in the form of associations composed of 15-30 members. The capital assistance will be returned to the Provincial Government within 2 years in a monthly amortization scheme.

Office or Division:	Community Welfare and Development Division	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Economically Active Poor Individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Project Proposal (2, Original) (for PACCO/PTO, LGU, PSWDO, SKA) I. Identifying Data II. Project Description III. Types of Project Being Proposed IV. Profile of HOPE members V. Group Composition & Organization VI. Saving Mobilization VII. Loan Procedures VIII. Financial Requirements IX. Projected Cash Flow X. Agreement Rollback XI. Recommendation	To be prepared by the Requesting Association	
2. Certificate of Eligibility (1,original)	PSWDO	
3. Loan Amortization Schedule (1,Original)	PSWDO	
4. Loan Summary (1,Original)	PSWDO	
5. Certificate of Membership - SOCOFEDSKA (1,Photocopy)	SOCOFEDSKA	
6. Endorsement From The Mayor (1,Original)	Mayors Office of your Municipality	
7. Certification from Barangay and MSWDO (1,Original)	BLGU / MSWDO	



8. Memorandum of Agreement (1,Original)		PSWDO		
9. Constitution and By Laws (1,Original)		To be prepared by the Requesting Association		
10. PASSBOOK (1, Photocopy of Account Name & Number) ❖ Beneficiaries must Undergo HOPE Orientation and Mandatory Training on Values Formation and Basic Business Management Training		Bank of your choice		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit request Letter with attached list of Association members address to the Provincial Governor	1.0 Forward request to the Provincial Governor for approval. Cc: BAU	None	5 days	Admin Office, PSWDO
2. Coordinate with PSWDO Staff regarding the request submitted	2. Forward to PSWDO, Endorse to Earl Rey Madres	None	3 days	Governors Office PSWDO
	2.1 Assessment of requesting party			CAO III/ Program Coordinator
	2.2 Schedule the conduct of orientation			CAO III/ Program Coordinator
3. Gather Members and Prepare venue	3. Brief orientation on HOPE Program and requirements needed	None	4 Hour	CAO III/ Program Coordinator
4. Attend Scheduled Mandatory Training	4. Conduct of the HOPE Mandatory Training	None	2 Days	CAO III/ Program Coordinator
5. Comply needed documents	5. Provide checklist for the processing of documents	None	5 days	CAO III/ Program Coordinator
6. Gather Members and sign documents	6. Facilitate documents for signature of the members of the organized group	None	3 Days	CAO III/ Program Coordinator
7. Coordinate with PSWDO Staff	7. Preparation of financial documents for processing	None	4 Hours	CAO III/ Program Coordinator
	7.1 Processing of papers	None	5 days	CAO III/ Program Coordinator
8. Receive Cheque at Treasurer's Office	8. Contact President/Treasurer to claim cheque at PTO	None	1 Hour	CAO III/ Program Coordinator
9. Deposit the Cheque	9. Deposit the Cheque to chosen bank	None	10 Days Clearing Period	Association
10. Gather members and receive the assistance	10. Release to the individual members the Seed Capital Assistance	None	4 Hours	CAO III/ Program Coordinator
TOTAL		None	39 Days,9 Hours	



3.PROVISION OF NUTRITION SERVICES

To address the malnutrition problem of South Cotabato, the Provincial Social Welfare and Development Office implements the Nutrition Program, this involves supplementary feeding to undernourished pre-school and school children in the province as identified by BNS assigned in the area.

Office or Division:	Community Welfare and Development Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Undernourished Pre-school and School children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1,Original)		To be prepared by Requesting Person /Party		
2. List of Beneficiaries (1,Original)		Barangay Nutrition Scholar / BLGU		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit request Letter with attached list of beneficiaries address to the Provincial Governor	1. Forward request to the Provincial Governor for approval. Cc: PSWDO & PNAO	None	5 days	PGO, Nutrition Staff, PNAO
2. Coordinate with Nutrition Staff regarding the request submitted	2.Forward approved letter of request to Nutrition Section/Provincial Nutrition Committee for an appropriate action	None	1 day	Nutrition Staff
3. Coordinate with Nutrition Staff regarding the request submitted	3.Validation and Analysis	None	1 day	Nutrition Staff
4. Coordinate with Nutrition Staff regarding the request submitted	4. Conduct Social Preparation Conduct orientation to BNS and Nutrition Committee, Mothers of targeted beneficiaries.	None	5 days	MNAO, Provincial Nutrition Staff, Municipal Nutrition Coordinators
	5. Launching of Supplemental Feeding 5.1 Provision of supplementary feeding for 42 days	None	2 hrs 42	Weekly records of weights status of underweight and severely underweight pre-schoolers Provincial Nutrition Staff, Municipal Nutrition Coordinator
TOTAL		None	54 days & 2 hrs.	



4.PRODUCTIVITY SKILLS AND CAPABILITY BUILDING (PSCB)

PSCB is both a Center and Community Based Training Program of the Provincial Government which provide free Employable Livelihood Skills Training to Disadvantaged and Marginalized Sectors in the Province. Training Packages offered by the program are Curtain Making, Slipper, Rag and Bag Making, Flower Arrangement, Balloon Making, Beads Making, and Table Skirting.

Office or Division:	Community Welfare and Development Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Disadvantaged and Marginalized Sectors (Women, Senior Citizen, Solo Parent, PWD, IP's, Out of School Youth)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (Address to the Governor, attention to the PSWDO) (1,Original)		To be prepared by Requesting Person /Party		
2. List of Trainees (1,Original)		To be prepared by Requesting Person /Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit request Letter with attached list of beneficiaries / Trainees address to the Provincial Governor	1. Forward request to the Provincial Governor for approval.	None	7 Days	Admin Office, PSWDO
2. Coordinate with PSWDO Staff regarding the request submitted	2.Forward approved letter request to PSWDO, Endorse to Earl Rey Madres	None	1 Day	Governors Office, PSWDO
	2.1 Act on the request 2.2 Assess the availability of training materials for training requested	None	2 Days	PSWDO , CAO III/ PSCB Trainer
3. Coordinate with PSWDO Staff	3. Validate and Assess trainees / beneficiaries	None	1 Day	CAO III/ PSCB Trainer
4. Coordinate with PSWDO Staff	4. Schedule the training	None	1 Day	CAO III/ PSCB Trainer
5. Attend the Modular Training	5. Conduct the Training (Modular Package)	None	10 days	PSCB Trainer
5. Present output	5. Check / assess individual output of the trainees	None	1 Day	PSCB Trainer



6. Present output	6. Inspect/validate/ review the output	None	1 Day	CAO III/ Productivity and Skills Coordinator (Trainor)
7. Receive Certificate of Completion	7. Issuance / Distribution of Certificate of Completion	None	1 Day	PSWDO , CAO III/ PSCB Trainer
TOTAL		None	25 Days	



PROVINCIAL TREASURER'S OFFICE

External Services



1. BILLING AND COLLECTION FOR WALK-IN TAXPAYERS

It is the direct taxes imposed on the privilege to use real property such as land, building, machinery and other improvements, unless exempted. May also be taxes imposed on the sale, donation, barter, or any mode of transfer of ownership or title of real property within the territorial jurisdiction of South Cotabato.

1.1. Simple Transaction

Office or Division:	Office of the Provincial Treasurer- Field Supervision Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any document/s indicating the tax declaration number of the property/lot requested (original/photocopy)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out office request form, secure priority number and wait for the issuance of the billing statement	1. Check and review if the details in the office request form are correct 1.2 Verify Tax Payments if updated 1.3 Compute Delinquent Real Property Tax, if any 1.4 Issue the billing statement to taxpayer thru the office file copy	None	9 minutes	LTOO III LTOO I RCC II RCC I Admin. Aide V Admin. Aide IV Ticket Checker
2. Pay the Bill at the Cash Receipts Division	2.1 Accept the payment 2.2 Issue and release the Official Receipt to the taxpayer	Amount indicated in the RPT Billing	8 minutes	LRCO III LTOO I LRCO I RC II Administrative Aide VI
TOTAL		As indicate in the RPT Billing	17 minutes	



1.2. Complex Transaction

Office or Division:		Office of the Provincial Treasurer- Field Supervision Division		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Real Property Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any document/s indicating the tax declaration number of the property/lot requested (original/photocopy)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out office request form and wait for the issuance of acknowledgement receipt	1.1 Check and review if the details in the office request form are correct 1.2 Prepare and issue acknowledgement receipt indicating among others the date for the issuance of the billing statement to the taxpayer 1.3 Verify Tax Payments if updated. Call or visit the concerned Minicipal Treasurer's Office, if necessary 1.4 Compute Delinquent Real Property Tax, if any 1.5 Prepare billing statement	None	3 days	LTOO II LTOO I RCC II RCC I Admin. Aide V Admin. Aide IV Ticket Checker
2. Claim the billing statement	2.1 Issue the billing statement to the taxpayer thru the office file copy		2 minutes	
3. Pay the Bill at the Cash Receipts Division	2.1 Accept the payment 2.2 Issue and release the Official Receipt to the taxpayer	Amount indicated in the RPT Billing	8 minutes	LRCO II LTOO I LRCO I RC II Administrative Aide VI



TOTAL	As indicate in the RPT Billing	3 days & 10 minutes	
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2. CLAIMING OF SALARIES, WAGES, HONORARIUM, AND INCENTIVES BY MEANS OF CASH

Cash payment of payroll for salaries, wages, bonus, clothing, incentives, allowances & honorarium which cannot be conveniently paid by check or through ATM accounts of payees.

Office or Division:	Office of the Provincial Treasurer- Cash Disbursement Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government
Who may avail:	LGU Officials and employees, BNS, DCW, SPES, Scholarship Grantees, non-government organization or individuals

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Two Valid IDs with Signature of the Payee: a. Office ID/Company ID (1 Original) b. Postal ID(1 Original) c. GSIS/SSS ID (1 Original) d. Passport (1 Original) e. Driver's License (1 Original)		LGU- South Cotabato, Postal Office, GSIS, SSS, PSA, LTO		
If claimed through authorized representative: a. Valid ID of representative and Payee (1 Original) b. Claimant Authorization (1 Original)		LGU- South Cotabato, Postal Office, GSIS, SSS, PSA, LTO, BIR, DFA, PRC Claimants Copy		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Payroll In-charge	1. Accommodate necessary inquiries of the client	None	2 minutes	Administrative Aide VI RCC-I Administrative Officer III Administrative Officer V Office of the Provincial Treasurer- Cash Disbursement Division
2. Present any two (2) valid IDs with signature	2. Verify the IDs given and check the name of the payee	None	2 minutes	Administrative Aide VI RCC-I Administrative Officer III Administrative Officer V Office of the Provincial Treasurer- Cash Disbursement Division
3. Affix Signature in "Received Payment" portion	3.1 Review if the received portion of the disbursement	None	2 minutes	Administrative Aide VI RCC-I Administrative Officer III



	voucher were completely filled up 3.2 Release the amount of cash to the claimant			Administrative Officer V Office of the Provincial Treasurer- Cash Disbursement Division
4.Count the cash given by the disbursing officer	4. Indicate note as "paid"	None	1 minute	Administrative Aide VI RCC-I Administrative Officer III Administrative Officer V Office of the Provincial Treasurer- Cash Disbursement Division
TOTAL		None	7minutes	

3.COMPUTATION & BILLING OF TAX ON TRANSFER OF REAL PROPERTY OWNERSHIP

These are the taxes for: Sand and gravel, Amusement, Printing and Publication, Franchise, Professional and Delivery Van/Truck, and fees and charges for use/rent from the Economic Enterprises (South Cotabato Gymnasium and Cultural Center, Zip line, Protech and South Cotabato Sports Complex), Certifications, health waste treatment and other fees.

Office or Division:	Office of the Provincial Treasurer- Revenue Operations Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Real Property Tax Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following: (1 original and 1 photocopy) a) Deed of Sales b) Deed of Donations c) Extra Judicial Settlement d) Extra Judicial Sale		Attorney's Office		
Photocopy or original of the following: 1. Tax Clearance 2. Updated Tax Declaration 3. Special Power Of Attorney, if applicable 4. Certification of No Improvements		Municipal Treasurer's Office / Provincial Treasurer's Office Provincial Assessor's Office Attorney's Office Municipal Assessors Office / Provincial Assessor's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pertinent documents needed for Transfer of Real Property Ownership to Office of the Provincial Treasurer- Revenue Operations Division and secure priority number	1.1 Receives, checks and verify pertinent documents from walk-in clients needed for transfer of Real Property Ownership 1.2 Issue priority number 1.3 Computes and prepares bill on Property Transfer Tax	None	22 minutes	Clerk Ticket Checker Administrative Aide IV LTOO-I LTOO-II LTOO- IV



	<p>1.4 Reviews and Validates Tax Payments Due</p> <p>1.5 Issues Billing statement and inform the client to return to PTO-Land Tax Division for validation of pertinent documents and approval of Property Transfer Tax</p>			
2. Proceed to the PTO Cash Division and pay necessary amount reflected in the Billing Statement	<p>2.1 Accepts the payment</p> <p>2.2 Issues and releases the Official Receipt to the client</p>	60% of 1%-Current Fair Market Value/ Zonal Valuation of BIR/ Amount of consideration (Whichever comes higher)	8 minutes	PTO Cashier
3. Return to Revenue Operations Division and endorse the Official Receipt and pertinent documents, and wait for the validation and approval of Property Transfer Tax	<p>3.1 Validates pertinent documents and stamp "Transfer Tax Paid" and provide the following data:</p> <ol style="list-style-type: none"> 1. Name; 2. Location; 3. Lot #; 4. Area; 5. Tax due; 6. OR #; and 7. Date <p>3.2 Revenue Operations Division approve the pertinent documents stampe with "Transfer Tax Paid"</p> <p>3.3 Release of receipt/s and approved documents through office logbook</p>	None	8 minutes	Clerk Ticket Checker Administrative Aide IV LTOO-I LTOO-II LTOO- IV
TOTAL		As indicated	38 minutes	

4.DISBURSEMENT OF CHECKS

4.1. For Individual claimants

A check is a document that orders a bank to pay a specific amount of money from the provincial government's bank account to the person in whose name the check has been issued.

Office or Division:	Office of the Provincial Treasurer- Cash Disbursement Division
Classification:	Simple



Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1 Original Valid ID with signature: a. Office ID/Company ID b. Postal ID c. GSIS/SSS ID d. Passport e. Driver's License		LGU- South Cotabato, Postal Office, GSIS, SSS, PSA, LTO		
If claimed through authorized representative: a. 1 Original Valid ID of representative with signature; b. 1 Original Valid ID of Payee with signature; c. 1 Original/Photocopy Authorization Letter signed by the payee		LGU- South Cotabato, Postal Office, GSIS, SSS, PSA, LTO, BIR, DFA, PRC Claimants copy		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Releasing Officer or call the PTO Cash Division to inquire the availability of check to be claimed	Check availability of check in the FMS and PTO cabinets and drawers, and prepare the same	None	1 minute	Administrative Aide VI Ticket Checker Job Order Office of the Provincial Treasurer- Cash Disbursement Division
2.Present applicable documentary requirement/s (payee or representative) to the PTO in charge	Check the identification requirement/s given, verify the name of the payee, and instruct the client to accomplish the Disbursement Voucher and Check Registrar Sheet	None	2 minutes	
3.Affix signature, indicate name, and date in the "Received Payment" portion of the Disbursement Voucher and Check Register Sheet, and claim the check	Review the details provided by client in the Check Register Sheet and Disbursement Voucher, stamp the Disbursement Voucher "PAID", and release the check to the client	None	1 minute	
TOTAL		None	4 minutes	

4.2. For Contractors/Dealers/Suppliers

A check is a document that orders a bank to pay a specific amount of money from the provincial government's bank account to the person in whose name the check has been issued.



Office or Division:	Office of the Provincial Treasurer- Cash Disbursement Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1 Original Valid ID of client with signature f. Office ID/Company ID g. Postal ID h. GSIS/SSS ID i. Passport j. Driver's License		LGU- South Cotabato, Postal Office, GSIS, SSS, PSA, LTO		
2. Official Receipt/s or Collection Receipt (if previously issued Sales invoice) for the check/s to be claimed		Respective Business Establishments		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Releasing Officer or call the PTO Cash Division to inquire the availability of check to be claimed	Check availability of check/s in the FMS and PTO cabinets and drawers, and prepare the same	None	1 minute	Administrative Aide IV Ticket Checker Job Order Office of the Provincial Treasurer- Cash Disbursement Division
2. Present 1 original valid ID with signature and the Official Receipt or Collection Receipt (if previously issued Sales Invoice) indicating the name of the company/payee.	Check the ID given and verify the name of the payee in the Official Receipt	None	2 minutes	
3. Issued Official Receipt/s or Collection Receipt/s (if previously issued Sales Invoice) indicating details on the check/s and Disbursement Voucher/s	Verify the correctness of the Official Receipt/s or Collection Receipt and instruct the client to accomplish the Disbursement Voucher/s and Check Register Sheet	None	3 minutes	
4. Affix signature, indicate name, and date in the "Received Payment" portion of the Disbursement Voucher and Check Register Sheet, and claim the check	Review the details provided by client in the Check Register Sheet and Disbursement Voucher, stamp the Disbursement Voucher "PAID", and release the check to the client	None	1 minute	



	TOTAL	None	7 minutes	
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5.ISSUANCE OF ACCOUNTABLE FORMS

Accountable forms is a document that acknowledges the receipt of money or issued for value that uses a sequential number or is a pre- numbered form used by different agencies in their monetary transactions.

Office or Division:	Office of the Provincial Treasurer- Administrative Support Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Municipal Treasurers and Accountable Officers, other LGUs, Government Leagues and Associations and other National Government Agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter -Address to the Provincial Treasurer (1 original)		Office of the Requesting Party		
2. Requisition Issue Slip (RIS) (3 original)		Office of the Requesting Party		
3. Approved Fidelity Bond of the Disbursing Officer and the Head of Office (1 certified Photocopy)		Bureau of the Treasury		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the requirements to the Accountable Forms In-charge	1.1 Receives all the requirements presented	None	5 minutes	Data Encoder I Office of the Provincial Treasurer
	1.2 Reviews the requirements as to authenticity and completeness and issue order of payment			
2. Pay the amount to the Cashier	3. Receives payment and issue OR	AF# 51- P150.00/ stub AF#52- P280.00/ stub AF#53- P180.00/ stub AF#54- P190.00/ stub AF#55- C, D, E, F- P130.00/ stub AF#56- P225.00/ stub AF#57- P130.00/ stub AF#58- P90.00/ stub BIR 0016- Individual- P100.00/ stub	5 minutes	LRCO III LRCO II LTOO I Administrative Assistant I Administrative Aide VI RCC I Office of the Provincial Treasurer -Cash Receipts Division



		BIR 0017- Corporation- P130.00/ stub		
3. Present the official Receipt as proof of payment to the Accountable Form In Charge	3. Receives and review the Official Receipt. 3.1 Prepares Invoice and Receipt of Accountable Form (duly signed)	None	5 minutes	Data Encoder I Provincial Treasurer Office of the Provincial Treasurer
4. Check and receive the Accountable Forms requested and sign the logbook of the AF In charge	4. Releases the Accountable Forms requested	None	5 minutes	Data Encoder I Office of the Provincial Treasurer
TOTAL		Total Fee is based on the amount indicated above	20 minutes	

6. ISSUANCE OF OFFICIAL RECEIPTS FOR SECRETARY'S FEE, ASSESSOR'S FEE, PHRMO (LEAVE CREDITS AND SERVICE RECORDS)

Official receipt is issued by the cashier upon collection of payment to customer as evidence and proof for every sale of properties and services, payment of different taxes, fees and charges.

Office or Division:	Office of the Provincial Treasurer- Cash Disbursement Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	Real Property Owners, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Slip (1 Original)		Assessor's Office, PHRMO, SP		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Payment Slip from the requesting office (Assessor's Office /PHRMO/SP)	1. Review and verify the payment slip given	None	2 minutes	LRCO III LRCO II LTOO I Administrative Assistant II Administrative Aide VI RCC II Office of the Provincial Treasurer -Cash Receipts Division
2. Pay the necessary amount indicated in the slip to the cashier	2.1 Accept the payment	Php 130.00 Secretary's Fee and	3 minutes	LRCO III LRCO II LTOO I



	2.2 Issue and release the Official Receipt to the client	Documentary Stamp		Administrative Assistant II Administrative Aide VI RCC I Office of the Provincial Treasurer -Cash Receipts Division
TOTAL		Php 130.00	5 minutes	

7.ISSUANCE OF OFFICIAL RECEIPTS FOR THE BILLS FROM REVENUE OPERATIONS DIVISION (ROD) AND FIELD SUPERVISION DIVISION (FSD)

Official receipt is issued by the cashier upon collection of payment to customer as evidence and proof for every sale of properties and services, payment of different taxes, fees and charges.

Office or Division:	Office of the Provincial Treasurer- Cash Receipts Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizen G2B- Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax due Worksheet (1 Original) from ROD		Office of the Provincial Treasurer -Revenue Operations Division		
2. Bill (1 Original) from FSD		Office of the Provincial Treasurer -Field Supervision Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presentation of Tax due Worksheet from either Revenue Operations Division or Billing from Field Supervision Division to the cashier	1. Verify the given billing statement if correctly encoded through the system or through manual computation.	None	3 minutes	LRCO III LRCO II LTOO I Administrative Assistant II Administrative Aide VI RCC II Office of the Provincial Treasurer -Cash Receipts Division
2.Pay the necessary amount indicated in the worksheet or bill to the cashier	2.1 Accept the payment 2.2 Issue and release the Official Receipt to the client	Amount Due found in the Billing Statement from Revenue Operations Division or Field Supervision Division	2 minutes	LRCO III LRCO II LTOO I Administrative Assistant II Administrative Aide VI RCC II Office of the Provincial Treasurer -Cash Receipts Division
TOTAL		Amount Due found in the	5 minutes	



	Billing Statement from Revenue Operations Division or Field Supervision Division		
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8.ISSUANCE OF PTO TAX CLEARANCE

A tax clearance is issue to real property units with full payment on current accounts and no delinquency on prior- years accounts.

Office or Division:	Office of the Provincial Treasurer- Field Supervision Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Real Property Tax Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Declaration (1 Photocopy)		Municipal Assessors Office / Provincial Assessor's Office		
Official Receipts (1 Original) *for tax clearance		Provincial Treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presentation of Documents to Office of the Provincial Treasurer- Field Supervision Division	2. Check and review if the details in the documents are correct. 1.2 Verification of Tax Payments 1.3 Preparation of PTO Tax Clearance 1.4 Signature of Division Chief	None	10 minutes	Ticket Checker Administrative Aide IV RCC-I LTOO- I LTOO-III LTOO-IV Office of the Provincial Treasurer
2.Pay the Clearance Fee at the Cash Receipts Division	2.1 Accept the payment 2.2 Issue and release the Official Receipt	Clearance Fee- Php 130.00	10 minutes	LRCO III LRCO II LTOO I Administrative Assistant II Administrative Aide VI RCC II Office of the Provincial Treasurer -Cash Receipts Division
3. Return to the Field Supervision Division for the release of Tax Clearance.	3.1 Check the Official Receipt	None	5 minutes	Ticket Checker Administrative Aide IV RCC-I



	3.2 Release the Tax Clearance to the Client			LTOO-I LTOO-III LTOO-IV Office of the Provincial Treasurer
TOTAL		Php 130.00	25 minutes	

9. VERIFICATION OF RPT CLEARANCE ISSUED BY MTO

Verifies that tax clearance is updated and certifies that taxpayer has either paid all taxes due and he is not liable to any taxes.

Office or Division:	Office of the Provincial Treasurer- Field Supervision Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Clearance from MTO (1 Original or Photocopy)		Municipal Treasurers Office		
Official Receipt (1 Original or photocopy) if necessary		Municipal Treasurers Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Original Copy of Municipal Tax Clearance to Office of the Provincial Treasurer- Field Supervision Division * Present OR if necessary	1.1. Check and review if all the details in the Tax Clearance is correct. 1.2 Verify if OR No. corresponds with MTO Clearance. a. Verify if MTO clearance corresponds with PTO Records. b. Signature of Division Chief is required for confirmation. 1.4 Ready to Release the RPT Clearance.	None	10 minutes	Ticket Checker Administrative Aide IV RCC-I LTOO- I LTOO-III LTOO-IV Office of the Provincial Treasurer
TOTAL		None	10 minutes	



PROVINCIAL VETERINARY OFFICE

External Services



1. ALAY SA BARANGAY PROGRAM

It is a conduct of animal deworming, vitamins supplementation and vaccination against hog cholera, hemosept, and avian flu in the barangays of South Cotabato

Office or Division:	PVET			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All animal owners in South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1,Original)		ARTA Task Force of PVET		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call, visit or send letter request to the Provincial Veterinary Office for Alay sa Barangay Program	1. Secure detailed information for the request through the letter request 2. Inform the Department Head for the request to be forwarded to Division Head in-charge 3. Schedule the Alay sa Barangay	None	30 mins	Step 1. Administrative Officer/Officer of the Day Step 2 and 3. Division Head or Provincial Veterinarian
TOTAL		None	30 mins	

2. ANIMAL TREATMENT (WALK- IN)

A treatment that an animal receives such as animal care, animal husbandry and humane treatment by providing them its medical needs. Includes Avitaminosis and Deworming

Office or Division:	PVET			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All animal/pet owners in South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fecal and blood samples if necessary (actual blood specimen)		ARTA Task Force of PVET (Veterinarians)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of animals for - History taking - Physical	1. Perform examination/ Diagnosis - Laboratory Exam (if necessary) - Prescription - Treatment - Issuance of Payment Slip	None	1 hour	Available veterinarian at PVET



2.Payment of fees	2.1.Receive Payment 2.2.Issue Official Receipt	35% of drugs cost administered	10 mins	PTO Cashier
3.Presentation of Official Receipt	3.Recording OR and issuance of documents	None	10 mins	Clerk in-charge (Animal Clinic)
TOTAL		35% of drugs cost administered	1 hr,20 mins	

3.CASTRATION/SPAYING/MINOR SURGERIES FOR DOGS/CATS

It is minor surgical operations made to prevent pets from reproducing as animal prevention control program and for welfare of these animals.

Office or Division:	PVET			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All pets owners in South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Animal must be at least six (6) months old (actual) Updated rabies vaccination (1,original) Bathe the dog/cat before the schedule date No food intake for 12 hours before surgery Confirm your schedule at 228-2413 		ARTA Task Force of PVET (Veterinarians)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit or Call PVET for schedule and pre-surgical orientation	1.Accept clients for scheduling and conduct pre-surgical orientations	None	10 mins	Clerk in-charge (Animal Clinic) and Veterinarian
2.Presentation of dogs/cats	2.Physical assessment of dogs/cats May perform the following: <ol style="list-style-type: none"> Pre-operation/surgical procedure Surgical Procedure Post-operation/surgical procedure 	None	2 hrs	Veterinarian



3.Payment of Fees	3.1.Receive Payment 3.2.Issue Official Receipt	1. Castration (cats/dogs) – P 300.00 2. Spaying – P 500.00	10 mins	Clerk in-charge (Animal Clinic)
4.Presentation of Official Receipt	4.Recording OR and prescription of drugs	None	10 mins	Clerk in-charge (Animal Clinic) and Veterinarian
TOTAL		1. Castration (cats/dogs) – P 300.00 2. Spaying – P 500.00	2 hrs ,30 mins	

4. ISSUANCE OF TRANSPORT PERMIT/VETERINARY HEALTH CERTIFICATE FOR LIVESTOCK, POULTRY AND ITS BY –PRODUCT

It is a requirement needed to be presented in the Veterinary Quarantine Checkpoint/s and Veterinary Quarantine in General Santos City for legal transport of animals and its by-product.

Office or Division:	PVET	
Classification:	Simple	
Type of Transaction:	G2B or G2C	
Who may avail:	All livestock and poultry owners	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
For Large Animals with Certificate of Ownership (1, original), viz: a. Police Clearance from Municipal Police Station with attached Barangay Clearance from Origin and Certificate of Ownership b. Cattle and carabao for breeding purposes should be tested negative of Surra	ARTA Task Force of identified agencies availing the services	
For dogs, cats, poultry, swine, animal products and by- products, (1, original) a. For Goat - must be tested and certified negative of Surra CAE b. For Sheep – must be tested and certified negative with Surra	ARTA Task Force of identified agencies availing the services	



<p>c. For Dogs – Certificate of Rabies Vaccination</p> <p>d. For Avian and Poultry –</p> <ol style="list-style-type: none">1. Certificate of ND vaccination and no ND incidence within 21 days prior to transport2. Vehicle Disinfection Certificate <p>e. For backyard avian and poultry –</p> <ol style="list-style-type: none">1. Vaccination Certificate and Livestock Cert from OMAG2. Vehicle Disinfection Certificate <p>f. For Swine (Commercial)</p> <ol style="list-style-type: none">1. Certificate of Hog Cholera Vaccination and ASF Negative Test2. Farm inspection Certificate from PVET3. Livestock Handler's Permit issued by BAI4. Livestock Vehicle permit issued by BAI5. Farm Registration issued by BAI6. Vehicle Disinfection Certificate <p>g. For Backyard Swine</p> <ol style="list-style-type: none">1. Certificate of Ownership2. Brgy. Clustering ASF Free Certification issued by the PVET3. Monthly ASF Negative Monitoring issued by PVET <p>h. For Duck</p> <ol style="list-style-type: none">1. Must be tested and certified	
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negative of Avian influenza 2. Vaccination Certificate 3. Vehicle Disinfection 4. Farm Registration from BAI i. For Meat 1. Certificate of inspection from MIC of 30kgs and above 2. Official Receipt from registered meat establishment for less than 10 kg j. For Eggs 1. Farm Registration 2. Certificate of ND vaccination and no ND incidence within 21 days prior to transport 3. Veterinary Health Certificate 4. AI Free Certification				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements and apply for a Veterinary Health Certificate and Transport Permit	1.1. Check the completeness of documents/ requirements being presented 1.2. Issue priority number 1.3. Issue Payment Slip	None	6 min.	Administrative Aide I Veterinary Aide
2. For pet animals only: Presentation of animals to be transported for inspection	2. Conduct actual inspection of the condition of the presented animals	None	10 min.	Veterinarian IV
3. Proceed to PTO-Revenue Operations	3.1. Issue priority number	None	9 min.	LTOO IV LTOO II LTOO I



Division and endorse the Payment Slip for issuance of billing statement	3.2. Issue Billing Statement			Admin. Aide VI Admin. Aide IV Revenue Collection Clerk I Ticket Checker Clerk
4. Payment of fees	4.1 Receive Payment 4.2 Issue Official Receipt	As indicated in the Billing Statement based on the rate indicated: <ul style="list-style-type: none"> • Large animals (cattle/carabao/horse) – P40.00/ head • Small animals (Goat/swine/dog/sheep) – P 15.00/head • Poultry <ul style="list-style-type: none"> ○ Commercially produced broilers/layers estrus – P0.30 per head ○ Game fowl – P50.00/head ○ Days Old chicks/goslings/ducklings – P0.20 per head ○ Adult fowls: native chicken, ducks, geese, turkeys – P 5.00 per head ○ By-Products (eggs) – P 0.25 per tray • Exotic Animals – P 10.00 per head • Hide – P12.00 per piece • Hoof and horn – P 10.00 per sack • Animals waste and by-products – P10.00 per sack • Processed meat and fresh cut (10 kg and below) – P5.00/kg 	3 min.	PTO Cashier



5. Present Official Receipt OR and wait for the approval of the Veterinary Health Certificate and Transport Permit	5.1. Verify payment and Record OR 5.2. Prepare Veterinary Health Certificate and Local Transport Permit 5.3. Instruct the client to sign in the office file copy 5.4. Issuance of Veterinary Health Certificate and Local Transport Permit	None	6 mins.	Administrative Aide I Veterinary Aide Veterinarian IV Provincial Veterinary
TOTAL		As indicated	40 mins. Or 1 day & 30 mins.	

5. RABIES VACCINATION (WALK-IN)

Injection of rabies vaccines to dogs/cats to prevent or control rabies in animals which is valid for 1 year.

Office or Division:	PVET			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All dogs/cats owners in South Cotabato			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dogs/cats must be 3 months old and above		ARTA Task Force of PVET (Veterinarians and/or Livestock Inspectors)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of dog/cat for -History Taking -Physical	1.1. Perform examination 1.2. Vaccination 1.3. Issuance of Payment Slip	None	10 mins	Veterinarians and/or Livestock Inspectors available
2. Payment of fees	2.1. Receive Payment	P50.00/head	10 mins	PTO Cashier



	2.2.Issue Official Receipt			
3.Presentation of Official Receipt	3.Recording OR and issuance of vaccination certificate	None	10 mins	Clerk in-charge (Animal Clinic)
TOTAL		P50.00/head	30 mins	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Every provincial government department/office/division has an existing and fully functional feedback mechanism.</p> <p>The client secure a feedback form from the Public Assistance and Complaints Desk In-charge/Officer of the Day of every office and drop it at the designated drop box located within the office premises.</p> <p>Contact info: Complains.arta@pgsc.gov.ph; Contact No. of every department/office/division</p>
How feedback is processed?	<p>Every Friday, the ARTA Focal Point Person of the agency opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback that requires answers will be forwarded to the concerned office and the latter will be required to take appropriate action/answer within three (3) working days from the receipt of the feedback.</p> <p>The written answer/reply of the office concerned will then be relayed to the citizen by the ARTA Focal Point Person.</p> <p>For inquiries and follow-ups, clients may contact 083-228-7708</p>
How to file a complaints:	<p>Every provincial government department/office/division has an existing and fully functional complaint mechanism.</p> <p>The client secure a complaint form from the Public Assistance and Complaints Desk In-charge/Officer of the Day of every office and drop it at the designated drop box located within the office premises.</p> <p>Complaints can also be filed via telephone provided the following information are available:</p> <ol style="list-style-type: none"> 1.Name of the person being complained of; 2.Detailed Narration of Incident complaint of; 3.Evidence <p>For inquiries and follow-ups, clients may contact 083-228-7708;</p>
How complaints are processed	<p>The ARTA Focal Point Person opens the complaints drop box every Friday and evaluates each complaint.</p> <p>Upon evaluation, the ARTA Focal Point Person shall start the investigation and forward the complaint to the concerned office for their explanation.</p> <p>The ARTA Focal Point Person shall prepare and submit report to the Provincial Governor for appropriate action.</p>



	<p>The ARTA Focal Point Person shall officially give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact 083-228-7708</p>
Contact Information of CCB,PCC,ARTA	<p>ARTA:complaints@arta.gov.ph 8478 5093 PCC:8888 CCB:0908-881-6565(SMS)</p>



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Provincial Accountant's Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-3035
Provincial Administrator's Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-2007
Provincial Agriculture Office	Poblacion, Koronadal City, South Cotabato	228-3433
Provincial Assessor's Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-9543/2441
Provincial Budget Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-3143
Provincial Engineer's Office	Poblacion, Koronadal City, South Cotabato	228-3839
Provincial General Services Offices	Provincial Capitol Compound, Koronadal City, South Cotabato	228-4251
Provincial Governor's Office- Executive Staff	Provincial Capitol Compound, Koronadal City, South Cotabato	228-3754
Provincial Governor's Office-APPC	Brgy. Tinongcop, Tantangan, South Cotabato	228-2413
Provincial Governor's office-ACTM	Poblacion, Koronadal City, South Cotabato	228-3447/878-2140
Provincial Governor's Office Barangay Affairs Unit	Provincial Capitol Compound, Koronadal City, South Cotabato	228-2432
Provincial Governor's Office -Bids and Awards Division	Provincial Capitol Compound, Koronadal City, South Cotabato	228-9951/8570
Provincial Governor's Office - Information Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-3025
Provincial Governor's Office- Inspectorate Unit	Provincial Capitol Compound, Koronadal City, South Cotabato	228-9502
Provincial Governor's Office -Internal Audit Unit	Provincial Capitol Compound, Koronadal City, South Cotabato	228-7708
Provincial Governor's Office Kabugwason Office (KPSP)	Provincial Capitol Compound, Koronadal City, South Cotabato	228-2631
Provincial Governor's Office-PDRMO	Poblacion, Koronadal City, South Cotabato	228-8361/2076
Provincial Governor's Office-SFPMU	Lake Sebu, South Cotabato	09560914156
South Cotabato Economic Enterprise Management Office- South Cotabato Gymnasium and Cultural Center (SGCC)	Alunan Avenue, Koronadal City, South Cotabato	228-9314
South Cotabato Economic Investment and Promotion Center(SCEIPC)	Protech Center, Koronadal City, South Cotabato	228-2072
South Cotabato Rehabilitation and Detention Center (SCRDC)	Bo.1, Koronadal City, South Cotabato	228-2445
South Cotabato Sports and Youth Development Office	Poblacion, Koronadal City, South Cotabato	228-2943
South Cotabato Sports Complex	Poblacion, Koronadal City, South Cotabato	228-2943



Provincial Security Unit-Radio Room	Provincial Capitol Compound, Koronadal City, South Cotabato	228-3504
Public Employment Service Unit	Provincial Capitol Compound, Koronadal City, South Cotabato	228-5439
Provincial Environment Management Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-6700
Provincial Health Office	Poblacion, Koronadal City, South Cotabato	228-2919/2289422
Provincial Hospitals	Provincial Capitol Compound, Koronadal City, South Cotabato	
Norala District Hospital	Poblacion, Municipality of Norala, South Cotabato	234-1009
Polomolok Municipal Hospital	Brgy. Pagalungan, Municipality of Polomolok, South Cotabato	225-2902
South Cotabato Provincial Hospital	Poblacion, Koronadal City, South Cotabato	228-8787
Provincial Human Resource Management Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-9654
Provincial Legal Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-2917
Provincial Planning and Development Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-3661
Provincial Population Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-2768/8087
Provincial Sangguniang Panlalawigan Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-2338/877-5581
Provincial Social Welfare and Development Office	Poblacion, Koronadal City, South Cotabato	228-3660
Provincial Treasurer's Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-2249
Provincial Veterinary Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-2413