



# PROVINCIAL GOVERNMENT OF SOUTH COTABATO

## CITIZEN'S CHARTER 2022 Edition



## **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.

### **I. 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.

### **II. 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.

### **III. 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.



## LIST OF SERVICES

<b>Provincial Accountant's Office</b>	
<b>External Services</b>	<b>12</b>
1. Certificates and Printing of Scanned Financial Transactions	13
2. Processing of Vouchers	14
<b>Internal Services</b>	<b>16</b>
1. Issuance of PACCO Clearance	17
2. Processing of Payrolls	19
<b>Provincial Administrator's Office</b>	
<b>External Services</b>	<b>21</b>
1. Assistance to Public Education	22
2. Processing of Financial Documents for Signature/Initial	23
3. Processing of Non-Financial Documents for Appropriate Action	24
<b>Provincial Agriculture Office</b>	
<b>External Services</b>	<b>26</b>
1. Availment of Biocontrol Agents	27
2. Availment of Farm Machineries and Drying Facilities	28
3. Availment of Organic Inputs	30
4. Availment of Pesticides/Chemicals	31
5. Availment of Pesticide Residue Analysis	32
6. Availment of Planting Materials and Cost	33
7. Availment of Planting Materials under Plant Now, Pay Later (PNPL) scheme	36
8. Availment of Small Scale Irrigation Projects (SSIP)	37
9. Availment of Specialized Training	39
10. Availment of Soil Analysis	40
11. Distribution/Dispersal of Hito, Tilapia and other Freshwater Fishes fry and fingerlings	41
12. Technical Assistance on Fishery Development	42
13. Training Assistance on Fisheries	43
<b>Provincial Assessor's Office</b>	
<b>External Services</b>	<b>44</b>
1. Availment of Annotation of Bailbonds and Mortgages of Real Property Tax Declarations	45
2. Availment of Appraisal and Assessment of Real Properties(Complex)	46
3. Availment of Appraisal and Assessment of Real Properties(Simple)	48
4. Availment of Certifications on (Complex)	51
4.1 Landholding/Improvements (a) with History/Estate Tax (b) No Property	
4.2 True Copies of Assessment Records	
5. Availment of Certifications on (Simple)	53
5.1 Landholding/Improvements (a) with History/Estate Tax (b) No Property	
5.2 True Copies of Assessment Records	
6. Availment of Technical Assistance on Assessment of Real Properties	55



<b>Provincial Budget Office</b>	
<b>Internal Services</b>	<b>57</b>
1. Certifies to the existence of available appropriation	58
2. Release of allotment	59
<b>Provincial Disaster Risk Reduction Management Office</b>	
<b>External Services</b>	<b>61</b>
1. Patient Transport Service	62
2. Provision of Food for work (FFW) and Cash for Work (CFW) Program	63
3. Provision of Relief Assistance	65
<b>Provincial Engineer's Office</b>	
<b>External Services</b>	<b>66</b>
1. Approval of Barangay Request for Equipment	67
2. Approval of Contractor/Private Individual Request for Equipment	68
3. Conduct of Joint as Stake Survey	70
4. Conduct of Materials and Field Testing and Issuance of Pouring Permit	71
5. Conduct of Pre-Construction Conference	72
6. Preparation of Financial Documents for Contractor's Claim for Mobilization Fund	73
7. Preparation of Financial Documents for Contractor's Claim for First Progress Billing, 30-80%	75
8. Preparation of Financial Documents for Contractor's Claim for Progress Billing, 30-80%	79
9. Preparation of Financial Documents for the Processing of Pre-Final Inspection	81
10. Preparation of Financial Documents for the Processing for Final Billing	82
11. Preparation of Financial Documents for the Processing of Release of Payment of Contractor's Claim for Retention	85
12. Processing for One-Time 100% Payment of Contractor	87
<b>Internal Services</b>	<b>92</b>
1. Preparation of Plans & Program of Works (POW) for Projects Charged to AIP 20% LDF	93
2. Preparation and Approval for Suspension of Work	95
3. Preparation and Approval of Resume Order	97
4. Preparation and Approval of Variation Order	98
5. Preparation and Approval of Request for Time Extension	102
<b>Provincial Environment Management Office</b>	
<b>External Services</b>	<b>104</b>
1. Application of Ore Transport Permit	105
2. Application of Quarry Permit	106
3. Availment of Environment Management Trainings/Capacity Building	109
4. Issuance of Delivery Receipts	110
5. Request for Area Verification	111
6. Request for Bamboo Propagules	113
7. Request for Collection of Health Care Waste	114
<b>Provincial General Service Office</b>	
<b>External Services</b>	<b>116</b>
1. Inspection & Acceptance of Suppliers' Deliveries	117
2. Rental of tents, tables, barricades and portalets	119





3. Sale of unserviceable properties thru auction sale	121
<b>Internal Services</b>	<b>123</b>
1. Receiving of Records for archival, storage and or disposal	124
2. Receiving for repairs of building and other structures	125
3. Refilling of water containers	127
4. Release of supplies and equipment to requisitioners/end-users	128
5. Risographing of form	129
<b>Provincial Governor's Office</b>	
<b>A. Animal Production and Processing Center</b>	
<b>External Services</b>	<b>131</b>
1. Animal Dispersal	132
2. Artificial Insemination	133
3. On call Services at APPC	134
4. Technology Transfer and Orientation/Seminar	135
<b>B. Arts, Culture, Tourism and Museum Development</b>	
<b>External Services</b>	<b>136</b>
1. Request for Museum visit (Group and Walk-in)	137
2. Request for South Cotabato Performing Arts Ensemble (SCPAAE)	137
3. Request for Tour Guide	138
4. Request for Tourist Bus	139
<b>C. Barangay Affairs Unit</b>	
<b>External Services</b>	<b>140</b>
1. Barangay Assistance (Maintenance/Fuel)	141
2. Community Organizing-Reinforced Services Task Force (RST)	142
<b>D. Bids and Awards Division</b>	
<b>External Services</b>	<b>144</b>
1. Issuance of Bidding Documents	
A. Public Bidding	145
B. Alternative Mode of Procurement	146
2. Procurement complaint handling	147
<b>E. Executive Staff</b>	
<b>External Services</b>	<b>149</b>
1. Administrative and Executive Functions and Communication	150
2. Assessment and Provision of Appropriate Assistance to Individuals and Family in Crisis Situation	151
3. Solicitations and Requests	153
<b>F. Inspectorate Unit</b>	
<b>External Services</b>	<b>155</b>
1. Inspection and Monitoring	156
2. Inspection of Goods Supplies, Materials and Equipment	157
3. Pre and Post Repair Inspection of Equipment	158
4. Request for Notation in the Inspection and Acceptance Report (IAR)	159
5. Waste Material Report (WMR)	160
<b>G. Internal Audit Unit</b>	
<b>Internal Services</b>	<b>161</b>
1. Conduct of Compliance, Management or Operations Audit	162
2. Facilitate conduct of CPES Evaluation on Infrastructure project	163



<b>H. Kabugwason Pagluam Scholarship and Grant-In-Aid Program</b>	
<b>External Services</b>	<b>166</b>
1. Availment of Grant-in-Aid for Tertiary Education	167
2. Availment of Scholarship and Grant-in-Aid for Post Graduate Degree (Law and Medicine)	168
3. Availment of Scholarship for College Degree	170
4. Availment of Scholarship for modular/TESDA short courses	171
5. Financial Assistance to Public Schools	172
<b>I. South Cotabato Economic Enterprise Management Office (SCEEMO)</b>	
<b>External Services</b>	<b>174</b>
1. Lease of spaces	175
<b>I.1. Seven Falls Project Management Unit</b>	
<b>External Services</b>	<b>177</b>
1. Provision of Zipline Ride	178
<b>I.2. South Cotabato Gymnasium and Cultural Center (SCGCC)</b>	
<b>External Services</b>	<b>180</b>
1. Booking of SCGCC venue for events	181
<b>I.3. South Cotabato Sports Complex (SCSC)</b>	
<b>External Services</b>	<b>183</b>
1. Booking of SCSC venue for events	184
<b>J. South Cotabato Economic Investment and Promotion Center</b>	
<b>External Services</b>	<b>186</b>
1. Facilitation of Tax Exemption Availment & MSME's	187
<b>K. South Cotabato Rehabilitation and Detention Center</b>	
<b>External Services</b>	<b>189</b>
1. Facilitation of "Dalaw" or Visitor of Inmates	190
2. Facilitation of Food and "Pera" padala to inmates	191
3. Facilitation of Inmate's Conjugal visit to check-in	192
4. Facilitation of visit of court Judges, Lawyers, Personnel of other Government Agencies, Religious and Educational Institutions and other Private Organizations or Individuals	193
5. Issuance of Certificate of Discharge and/or release from jail	195
6. Issuance of Certifications to Inmates	196
7. Reception of Committed Inmates	197
<b>L. South Cotabato Sports Youth and Development Office (SYDO)</b>	
<b>External Services</b>	<b>199</b>
1. Request for Financial Assistance	200
2. Request for Sports Equipment	201
3. Request of Sports and Youth Development Seminars/Training	202
<b>M. Provincial Security Unit-Radio Room</b>	
<b>External Services</b>	<b>204</b>
1. Provision of Direction/Information on the Location and Name of Provincial Government Office/Unit that can Provide Requested/Desired Service/s	205
<b>Internal Services</b>	<b>206</b>
1. Radio Message Transmission	207
2. Repair of Radio Communication Equipment (Ground-Attached)	207
3. Repair of Radio Communication Equipment (Handheld Radio)	208



<b>N. Public Employment Service Unit</b>	
<b>External Services</b>	<b>210</b>
1. Application of DOLE Integrated Livelihood Emergency Employment (DILEEP)	211
2. Availment of Special Program for Employment of Students (SPES)	212
3. PESO Referral	213
4. Trabaho, Negosyo, Kabuhayan (Job and Business Fairs)	214
<b>Provincial Human Resource Management Office</b>	
<b>External Services</b>	<b>216</b>
1. Issuance of service record, certificate of employment, and certificate of no pending admin case of PGSC employee for separation purposes for the current year	217
2. Issuance of service record, certificate of employment, and certificate of no pending admin case for PGSC inactive employees	218
3. Issuance of service record, certificate of employment, and certificate of no pending admin case for PGSC inactive employees with documents already archived to PGSO	220
4. Submission and review of application for leave of absence for terminal leave claims and transfer of leave credits to new agency	222
<b>Internal Services</b>	<b>227</b>
1. Employees And Workers Biometric Registration	228
2. Issuance of Certificate Of Rating/Certified Photocopy of IPCRS	230
3. Issuance of service record, certificate of employment, and certificate of no pending admin case for PGSC active employees	231
4. Processing of leave application	233
5. Processing of leave monetization	
5.1. For regular monetization	235
5.2. For special monetization	237
6. Provision of Technical Assistance/Consultation	240
7. Request for Copy of Medical Certificate	241
<b>Provincial Information Office</b>	
<b>External Services</b>	<b>242</b>
1. Conduct of Press Conference	243
2. Hardware support and maintenance	
2.1 IT equipments specification gathering and awarding of bids	244
2.2 Repairs of various IT equipments	245
3. Multimedia Services	
3.1 Layout/Graphic Design Requests	246
3.2 Video Layout Composition Requests	247
4. Production of Recorded Materials	248
5. System support and maintenance	
5.1 Support to various existing systems	249
<b>Internal Services</b>	<b>250</b>
1. Multimedia Services	
1.1 ID requests (Existing Employees)	251
1.2 ID requests (Newly Hired Employees)	252
<b>Integrated Provincial Health Office</b>	
<b>External Services</b>	<b>254</b>
1. HIV Testing and Consultation	255



2. HIV Treatment/Consultation	256
3. Request for Provincial Health Status Data	257
4. Request for Resource Person	258
<b>Provincial Hospitals</b>	
<b>A. Norala District Hospital</b>	
<b>External Services</b>	<b>259</b>
1. Availing of Ambulance Services	260
2. Availing Billing Services	261
3. Availing Dental Services	263
4. Availing Laboratory Services	264
5. Availing Operating Room Services	
5.1 Elective Surgery	265
5.2 Emergency Surgery	269
6. Availing of Radiology Service	272
7. Billing Services	273
8. Dietary Services	274
9. Dispensing of Drugs and Medicines	275
10. Emergency Consultation/Emergency Care Room	277
11. Securing Medical Records	278
12. Social Welfare Assistance	279
13. Ward Services	281
<b>Internal Services</b>	<b>282</b>
1. Request for Various Documents	283
<b>B. Polomolok Municipal Hospital</b>	
<b>External Services</b>	<b>284</b>
1. Admin Services	
1.1 Billing/Cashiering Services	285
1.2 PHILHEALTH Services	286
2. Animal Bite Treatment Center (ABTC) Consultation	288
3. Availing Transport Services	289
4. Emergency Room Care	290
5. In-Patient Care (Admission)	291
6. Laboratory Services	292
7. Medical Records Service	
7.1 Issuance of Birth Certificate	293
7.2 Issuance of Death Certificate	294
7.3 Issuance of Medical Certificate	295
8. Out-Patient Consultation	296
9. Pharmacy Services for ER/OPD Patient	297
10. Radiology Services	298
<b>Internal Services</b>	<b>299</b>
1. Pharmacy Services for Admitted Patients	300
2. Processing of Leave Application	300
<b>C. South Cotabato Provincial Hospital</b>	
<b>External Services</b>	<b>302</b>
1. Availing 2D-Echo Ultrasound Services	303
2. Availing Affiliation Training/Services	304
3. Availing Animal Bite Services	306
4. Availing Cashiering Services	308



5. Availing Dental Services	310
6. Availing Discharge Services	311
7. Availing Discounts	314
8. Availing Emergency Room Services	315
9. Availing Gene Expert Services	318
10. Availing Hemodialysis Services	319
A. Availing Out-Patient Dialysis Treatment	321
B. Availing of In-Patient Dialysis Treatment	322
11. Availing Hospitalization Assistance	324
12. Availing Hospitalization Services	326
13. Availing Minor Surgery/Procedure	329
14. Availing of Billing Services	333
15. Availing of Laboratory Services	335
16. Availing of Medical Supplies	338
17. Availing of Nutrition and Dietetic Services	340
18. Availing of Pharmacy Services	341
19. Availing of X-ray and Ultrasound services	344
20. Availing Outpatient Consultation	346
21. Availing PHIC package of services thru enrolment to point-of-service	351
22. Availing Philhealth Services	353
23. Availing Transport (Ambulance) Services	355
24. Availing Ward Services	357
25. Claiming of Cadaver	359
26. Securing Medical-Related Certifications	
A. Filing & Issuance of Birth Certificate and Newborn Admission	361
B. Filing & Issuance of Certificate of Confinement	364
C. Filing & Issuance of Death Certificate	365
D. Filing & Issuance of Fetal Death Certificate	367
E. Filing & Issuance of Medical Certificate	369
F. Filing & Issuance of Medico-legal Certificate	371
<b>Internal Services</b>	<b>373</b>
1. Availing Transport (Office Vehicle) Services	374
2. Leave Application	375
3. Request for Various Documents	376
4. Securing Certifications	377
<b>Provincial Legal Office</b>	
<b>External Services</b>	<b>378</b>
1. Renders Legal Opinion	379
2. Request of Case Transcription	380
3. Resolve Legal Issues, Gives Legal Advice and Renders other Legal Services to Clients on Matters of Public Concerns	381
<b>Provincial Planning and Development Office</b>	
<b>External Services</b>	<b>382</b>
1. Evaluation and Monitoring Service	
1.1. Request Evaluation and Monitoring Documents (Accomplishment Report, Monitoring Reports, OPCR)	383
1.2. Request for Monitoring and Site Inspection (PPMC & PMMT-LEPIC)	384
2. Planning and Programing Services	



2.1 Evaluation of CSO/NGA accreditation application	385
2.2. Provision of Statistical Data to Researchers	386
2.3. Request for various maps, data and shapefiles of documents (PDPFP,ELA,AIP,PDIP)	387
2.4. Review of AIP Proposals and Project Profiles	388
2.5. Review of Annual GAD Plan of C/MLGUs	390
3.Special Projects Service	
3.1.Provision of Technical Services for project proposal and program/project formulation	392
<b>Provincial Population Office</b>	
<b>External Services</b>	<b>394</b>
1. Request for Population Data and Resource Materials	395
2. Request for Resource Person	396
3. Request for Training/Seminars on PPO Programs for BLGUs and MLGUs, Schools and Partner Institutions	397
<b>Provincial Social Welfare and Development Office</b>	
<b>External Services</b>	<b>400</b>
1. Alalay sa Negosyo, Ginhawa at Trabaho (ANGAT) Program	401
2. Productivity Skills and Capability Building (PSCB)	403
3. Provision of Financial/Food Assistance	405
4. Provision of Nutrition Services	411
<b>Provincial Treasurer's Office</b>	
<b>External Services</b>	<b>413</b>
1. Billing and Collection for Walk-in Taxpayers	
1.1 Simple Transaction	414
1.2 Complex Transaction	415
2. Claiming of Salaries, Wages, Honorarium, and Incentives by means of cash	416
3.Computation & Billing of Tax on Transfer of Real Property Ownership	418
4. Disbursement of Checks	
4.1 For Individual claimants	420
4.2 For Contractors/Dealers/Suppliers	421
5. Issuance of Accountable Forms	423
6.Issuance of Official Receipts for Secretary's Fee, Assessor's Fee, PHRMO (Leave Credits and Service Records)	425
7. Issuance of Official Receipts for the Bills from Revenue Operations Division (ROD) and Field Supervision Division (FSD)	426
8 Issuance of PTO Tax Clearance	427
9. Verification of RPT Clearance Issued by MTO	429
<b>Provincial Veterinary Office</b>	
<b>External Services</b>	<b>430</b>
1. Alay sa Barangay Program	431
2. Animal Treatment (Walk-in)	431
3. Castration/Spaying/Minor Surgeries for Dogs/Cats	432
4. Issuance of Transport Permit/Veterinary Health Certificate for Livestock, Poultry and its by –product	434
5. Rabies Vaccination (Walk-in)	439



<b>Sangguniang Panlalawigan Office</b>	
<b>External Services</b>	<b>440</b>
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	441
2. Issuance of Certified Copies of Resolutions/Ordinances	443
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	444
4. Receiving of Resolutions/Ordinances/ Executive Orders of Component LGU's for SP review	447
<b>Feedback and Complaint Mechanism</b>	<b>450</b>
<b>List of Offices</b>	<b>452</b>



## **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

<b>Office or Division:</b>	Provincial Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form ( 1 original)		Provincial Accountant's Office-Admin Section		
2. Official Receipt ( 1 original)		Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCE SS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		As indicated	4 days	

## 2. PROCESSING OF VOUCHERS

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

<b>Office or Division:</b>	Provincial Accountant's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All Offices of the Provincial Government of South Cotabato, Suppliers/Contractors, Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Checklist for processing of claims (1 original copy)		Data Center		
2. Obligation Request and Disbursement Voucher with complete supporting documents (1 original copy)		Concerned Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 hour	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
<b>TOTAL</b>		None	5 days	



# **Provincial Accountant's Office**

## **Internal Services**



## 1. 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)

<b>Office or Division:</b>	Provincial Accountant's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Employees of the Provincial Government of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PACCO Clearance Form (4 ,original)		Provincial Accountant's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/pay ables and unliquidated cash advances	None	20 minutes	Administrative Officers/ Administrative Assistants/ Administrative Aides/ Admin. Clerks Pre-Audit Division
	2.3 Check for receivables/pay ables 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	3. Provide Computation of fees for payment ( if necessary)	Refer to the Table of Comput	1 day	Administrative Officer Admin Support Section



fees for payment (if necessary)		ation of PACCO		
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 Comput ation 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
<b>TOTAL</b>		Refer to the Table of Comput ation of PACCO ( if necessa ry)	5 days	



## 2. PROCESSING OF PAYROLLS

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

<b>Office or Division:</b>	Provincial Accountant's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Offices of the Provincial Government of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Checklist for processing of claims( 1 original copy)		Data Center		
2. Obligation Request and Disbursement Voucher with complete supporting documents ( 1 original copy)		Concerned Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESS-ING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	5 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 hour	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
<b>TOTAL</b>		None	7 days	





# **Provincial Administrator's Office**

## **External Services**



## 1. ASSISTANCE TO PUBLIC EDUCATION (HIRING OF PSB, CDT, CLERK, UTILITY & WATCHMAN, AVAILMENT OF CONSTRUCTION MATERIALS, SCHOOL BUILDINGS)

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.

<b>Office or Division:</b>	Provincial Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
<b>Who may avail:</b>	Students, Teachers, Residents of the Province of South Cotabato, People from all walks of life			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application letter, letter requests and other pertinent papers (1 original copy)		Client / Requisitioner		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application letter	1. Receive and record the application letters, for action or referral to the Provincial Administrator.	None	10 minutes	Admin. Staff Admin. Support Services
2. <b>(Request for Materials)</b> Submit letter request	1.2 (For Replacement) Endorse to PHRMO for orientation and requirements  1. Receive and record the application letters, for action or referral to the Provincial Administrator.	None	10 minutes	Admin. Staff Admin. Support Services



	1.2 (If the materials is available) Prepare withdrawal slip then endorse to PGSO or Supplier			
<b>TOTAL</b>		None	20 minutes	

## 2. PROCESSING OF FINANCIAL DOCUMENTS FOR SIGNATURE/ INITIAL

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

<b>Office or Division:</b>	Provincial Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
<b>Who may avail:</b>	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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Financial Documents (Payrolls, Vouchers- 1 set -original copy)		Client /Requisitioner/Concerned Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	20 minutes	Provincial Administrator Provincial Administrator's Office



	of the financial document			
	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
<b>TOTAL</b>		None	40 minutes	

### 3. 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.

<b>Office or Division:</b>	Provincial Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
<b>Who may avail:</b>	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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Documents, letter requests and other pertinent papers (1 original copy)		Client / Requisitioner		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	40 minutes	



# **Provincial Agriculture Office**

## **External Services**



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

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

<b>Office or Division:</b>	Provincial Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All Farmers/LGUs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Withdrawal Slip (1 original copy) 2. Official Receipt (1 original copy)		Provincial Agriculture Office Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Letter request 2. 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/ FOD/ Public Assistance desk in-charge
2.Pay at the Provincial treasurer's office showing the withdrawal slip	2.1 Receive payment 2.2 Issue Official Receipt	1.Metarrhizium Php 15.00/pack 2.Trichoderma-Php 15.00/pack 3.Trichogramma-Php 3.00/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
<b>TOTAL</b>		1.Metarrhizium Php 15.00/pack 2.Trichoderma-Php 15.00/pack	1 hr. & 10 minutes	



	3.Trichogramma- Php 3.00/card		
--	----------------------------------	--	--

## 2. AVAILMENT OF FARM MACHINERIES AND DRYING FACILITIES

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

<b>Office or Division:</b>	Provincial Agriculture Office- Agricultural Engineering and Infrastructure Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	Cooperative, Irrigator’s Association & People’s Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 program of project proposal (1 original copy) 6. List of officers and members w/ areas (1 original copy) 7. Operational policy guidelines 8. Machinery shed/garage (picture) 9. Notarized deed of donation for dryers at least 600sqm, 1000sqm for rice processing complex and should shoulder expenses for site preparation development (1 original copy) 10. For PO’s (Photocopy of accreditation)		1.Cooperative, irrigator’s Association, Peoples Organization 2.SEC/NIA/CDA/DOLE 3.Municipal & Provincial Agriculture/MAFC 4. Provincial Agriculture Office 5. Provincial Agriculture Office 6. Cooperative, Irrigators Association, Peoples Organization 7. Cooperative, Irrigators Association, Peoples Organization 8. Banks 9. Cooperative, Irrigators Association, Peoples Organization 10. Cooperative, Irrigators Association, Peoples Organization 11. Cooperative, Irrigators Association, Peoples Organization 12. SP or DA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit all the requirements addressed to the DA-RFO XII Director/ Provincial Governor	1.1 Receive and check all the requirements 1.2 Secure endorsement from the Provincial Agriculturist	None	2 days	Supervising Agriculturist, Senior Agriculturist,
	1.3 Forward the aligned	None	1 day	





	endorsement to DA-RFO XII for prioritization and funding			Agriculturist II, Research & Support Services Division
	1.4 Notify the proponent of the status of the request depending on the procurement of the Department of Agriculture/ PLGU	None	1 day	
	1.5 Inform the proponent of the approval of the Grant to Release and Notice to Proceed.	None	1 day	
<b>2.Claim the approved grant</b>	2.1 Proceed to Tupi Seed Farm, Bololmala, Tupi/PNDF 2.2 Release of the Grant	None	15 minutes	Supervising Agriculturist, Senior Agriculturist, Agriculturist II , FS, Research & Support Services Division
<b>TOTAL</b>		<b>None</b>	<b>5 days &amp; 15 minutes</b>	



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

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

<b>Office or Division:</b>	Provincial Agriculture Office-Agricultural Research & Support Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Withdrawal Slip (1 original copy) 2. Official Receipt (1 original copy)		Provincial Agriculture Office Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire/Verify the availability of stocks	1. Issue withdrawal slip for payment to the Provincial Treasurer's Office	NONE	15 minutes	Agriculturist 1 Research Section/ FOD/ Public Assistance desk in-charge
2. Pay at the Provincial treasurer's office showing the withdrawal slip	2.1 Receive payment 2.2 Issue Official Receipt	1. Permented Fruit (FFJ)- Php 95.22/L 2. Fermented Plant Juice (FPJ) Php 55.00/L 3. Fish Amino Acid (FAA)-Php 120.00/L 4. Oriental Herbal Nutrient (OHN) Php 80.00/L 5. Vermicast Php 160.00/sack @ 40kg/sack 6. African Night Crawler Php 350.00/kg	30 minutes	Cashier Provincial Treasurer's Office
3. Present the Official Receipt	3.1 Accept the Official Receipt	None	30 minutes	Farm Superintendent



for the release of stocks	3.2 Release of stocks			Agricultural Research & Support Services Division
<b>TOTAL</b>		1. Permented Fruit (FFJ)- Php 95.22/L 2. Fermented Plant Juice (FPJ) Php 55.00/L 3. Fish Amino Acid (FAA)-Php 120.00/L 4. Oriental Herbal Nutrient (OHN) Php 80.00/L 5. Vermicast Php 160.00/sack @ 40kg/sack 6. African Night Cwarler Php 350.00/kg	1 hr. & 15 minutes	

#### 4. AVAILMENT OF PESTICIDES/CHEMICALS

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

<b>Office or Division:</b>	Provincial Agriculture Office- Field Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Rice, Corn & High Value Crop Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Report of Infestation (1 original copy) 2. Withdrawal Slip (1 original copy)		Provincial Agriculture Office Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Report of Infection	1.1 Accept the Report of Infection	None	5 Minutes	Supervising Agriculturist Senior agriculturist



	1.2 Schedule visitation/ validation			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	Supervising Agriculturist Senior agriculturist Field Operations Division
3.Secure withdrawal slip	3.1 Provide withdrawal Slip	None	5 minutes	Supervising Agriculturist Senior Agriculturist
4.Wait for the release of available pesticides	4.1 Release of required pesticides	None	20 minutes	Field operations division
<b>TOTAL</b>		<b>None</b>	<b>2 days 30 minutes</b>	

## 5. 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 important. It determines not only the present compounds, but also their metabolites and degradation products.

<b>Office or Division:</b>	Provincial Agricultures Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Vegetable Farmers, Vendors and Buyers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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 and Laboratory Section
2. Pay to the Provincial Treasurer's Office showing the requisition slip	2.1 Receive Payment 2.2 Issue Official Receipt	Php 10.00/ 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 and Laboratory Section
<b>TOTAL</b>		<b>Php10.00/ Sample</b>	<b>1 hour &amp; 30 minutes</b>	

## 6. AVAILMENT OF PLANTING MATERIALS AND COST

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

<b>Office or Division:</b>	Provincial Agriculture Office- Agricultural Research and Support Services Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Walk-in Farmers	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Ensure Area to be planted must be within South Cotabato (1 photocopy-title) 2. Withdrawal Slip (1 original) 3. Official receipt (1 original)	1. Farmers 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, Public Assistance desk in-charge
	1.2 Prepare and process approval in the withdrawal slip		15 minutes	Supervising Agriculturist Agricultural Research and Support Services Division, Public Assistance Desk in-charge
2. Pay required fees at the Provincial Treasurer's Office by showing withdrawal slip	2.1 Receive payment of required fee/s 2.2 Issue Official Receipt	Asexually Propagated (Per hill) Rambutan Php30.00 Lanzones Php30.00 Durian Php30.00 Calamansi php20.00 Cacao Php25.00 Pomelo Php30.00  Sexually Propagated (Per hill) Timber trees php10.00 Maran Php10.00 Jackfruit Php10.00. Avocado Php10.00 Coffee Php10.00	30 minutes	Cashier Provincial Treasurer's Office



		Calamansi Php10.00 Pomelo Php10.00 Mangosteen(w/trifoliolate leaves)Php 25.00/50.00 Mangosteen (w/o trifoliolate leaves)Php 50.00		
3.Claim for the planting materials paid by showing the Official Receipt and Withdrawal Slip	3.1 Receive the Official Receipt and Withdrawal Slip 3.2 Prepare for the planting materials indicated in the withdrawal slip 3.3 Release the planting materials.	None	20 minutes	Agricultural Technologist; Agriculturist I , FS, Demo Farm Nursery Section
<b>TOTAL</b>		Asexually Propagated(Per hill) Rambutan Php30.00 Lanzones Php30.00 Durian Php30.00 Calamansi php20.00 Cacao Php25.00 Pomelo Php30.00  Sexually Propagated (Per hill) Timber trees php10.00	<b>1 hour &amp; 15 minutes</b>	



	Maran Php10.00 Jackfruit Php10.00. Avocado Php10.00 Coffee Php10.00 Calamansi Php10.00 Pomelo Php10.00 Mangosteen (w/trifoliate leaves)Php 25.00/50.0 0 Mangosteen (w/o trifoliate leaves)Php 50.00		
--	--	--	--

## 7. 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. It determines potential yield and performance of crop production.

<b>Office or Division:</b>	Provincial Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Deed of Undertaking between the Governor and the Farmer (1 original copy) 2.Proof of ownership of area to be planted (1 photocopy-title) 3. Any valid ID (1 original)		1.Provincial Agriculture's Office  2.Farmer  3.Farmer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





1. Submit application letter for the availment of PNPL addressed to the Governor for approval	1.1 Receives application letter	None	1 day	Agriculturist II Agriculturist I Crop Development Section	
	1.2 Indorse application letter for the approval of the Provincial Governor				
	1.3 Receives copy of the application letter approved by the Provincial Governor				10 minutes
	1.4 Conducts site validation and report validation				1 day
	1.5 Submit to the Provincial Agriculturist for approval of the validation report				45 minutes
	1.6 Notify client of the approved application and submission of requirements	None	10 minutes	Agriculturist II Agriculturist I Crop Development Section	
2. Submit requirements	2.1 Receive requirements 2.2 Issue withdrawal slip	None	15 minutes	Agriculturist II Agriculturist I 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	
<b>TOTAL</b>		<b>None</b>	<b>2 days, 1 hr and 20 mins.</b>		

## 8. AVAILMENT OF SMALL SCALE IRRIGATION PROJECTS (SSIP)

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

<b>Office or Division:</b>	Provincial Agriculture Office-Agricultural Engineering and Infrastructure Section
----------------------------	---



<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Irrigators Association & Peoples Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Letter of Intent for availment of SSIP (1 original copy) * Request of Site Visit 2.Certificate of Registration (1 photocopy) 3.Endorsement (1 original Copy) 4. Filled up validation form 5.Filled up project proposal 6.List of officers & members w/ area 7.Notarized Deed of usufruct for ROW		Irrigator's Associations & People's Organization		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 I 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 I Agricultural Engineering and Infrastructure Projects
	2.2 Notify the proponent if site is feasible or not		1 day	
	2.3 Prioritized validated sites/proponents		1 day	
	2.4 Submit endorsement letter to the Provincial Governor/funding agencies for project implementation approval		1 day	
3.Receives small scale irrigation project	3.Provide/implement small scale irrigation project	None	22 days	Supervising Agriculturist; Agriculturist II; Agriculturist I Agricultural Engineering and



				Infrastructure Projects
<b>TOTAL</b>		<b>None</b>	<b>26 days &amp; 5 minutes</b>	

## 9. 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.

<b>Office or Division:</b>	Provincial Agriculture Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	MLGUs, Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (1 original )		MLGU's, Farmers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 (schedule and venue) 1.4 Prepare technical materials	None	10 days	Rice-Senior Agriculturist Corn-Senior Agriculturist HVCDP-Agriculturist II/Agriculturist I Crop Protection-Senior Agriculturist Food Processing-Agriculturist II Cooperative-Agriculturist I Agribusiness-Agriculturist I Organic Agriculture-Agriculturist I
2. Prepares the venue and target participants	Facilitate/conduct the requested technical training	None	2 days	Rice-Senior Agriculturist Corn-Senior Agriculturist



				HVCDP- Agriculturist II/Agriculturist I Crop Protection- Senior Agriculturist Food Processing- Agriculturist II Cooperative- Agriculturist I Agribusiness- Agriculturist I Organic Agriculture
<b>TOTAL</b>		<b>None</b>	<b>12 days</b>	

## 10. 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 to ensure the application of enough fertilizer to meet the requirements of the crop while taking advantage of the nutrients already present in the soil.

<b>Office or Division:</b>	Provincial Agriculture Office- Agri Research and Laboratory Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 and Laboratory Section, Public Assistance Desk in-charge



2. Pay to the Provincial Treasurer's Office showing the requisition slip	2.1 Receive Payment 2.2 Issue Official Receipt	Php15.00 / 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 and Laboratory Section
<b>TOTAL</b>		<b>Php15.00 / Sample</b>	<b>1 hour &amp; 15 minutes</b>	

## 11. DISTRIBUTION/DISPERSAL OF HITO, TILAPIA AND OTHER FRESHWATER FISHES FRY AND FINGERLINGS

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.

<b>Office or Division:</b>	Provincial Agriculture Office- Fishery and Aquaculture Management Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Fisher folks/Fish farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (1 original copy)		Fisher folks/Fish farmers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request	1.1 Receive the letter request 1.2 Schedule the validation date	None	30 minutes	Public Assistance Desk in-charge/ Receiving In-Charge
2. Wait for the request to be processed	2.1 Coordinate with concerned agencies (BFARN/MLGUs)	None	2 days	Agri. 2/AT Fishery and



	2.2 Conducts site evaluation		1 day	Aquatic Management Section
	2.3 Inform beneficiaries for final schedule of distribution		1 day	
3. Claim the requested fingerlings	3. Distribute/ disburse fry/fingerlings	None	1 day	Agri. 2/AT Fishery and Aquatic Management Section
<b>TOTAL</b>		<b>None</b>	<b>5 days and 30 mins. Or depending on the availability of fry &amp; fingerlings</b>	

## 12. 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.

<b>Office or Division:</b>	Provincial Agriculture Office-fishery and Aquaculture Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	MLGUs,/Fish Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (1 original )		Farmers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit letter request	1.1 Receive letter request 1.2 secure approval of the Provincial Agriculturist	None	30 minutes	Aquaculturist II; Agricultural Technologist Fishery and Aquatic Management Section



2.Wait for technical assistance	2.render/provide technical assistance	None	1 day	Aquaculturist II; Agricultural Technologist Fishery and Aquatic Management Section
<b>TOTAL</b>		<b>None</b>	<b>1 day &amp; 30 minutes</b>	

### 13. 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.

<b>Office or Division:</b>	Provincial Agriculture Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Fish Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (1 original )		FishFarmers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/conduc t the requested technical training	None	3 days	Aquaculturist II; Agricultural Technologist Fishery and Aquatic Management Section
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	



# **Provincial Assessor's Office**

## **External Services**





# 1. 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.

<b>Office or Division:</b>	PASSO- Administrative Support Services -Assessment Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who May Avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Mortgage Contract or Court Order ( 1 Original and 2 certified photocopy) 2. Official Receipt ( 1 original) 3. Tax Clearance (3 certified photocopy) 4. Loan Application ( 1 Original and 2 certified photocopy) 5. Title (1 electronic copy and 2 certified photocopy)		Client  Provincial Treasurer’s Office Provincial/Municipal Treasurer’s Office Bank/Financial institution  Registry of Deeds		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents	1.1. Receive the documents and forward such to Assessment Records Section	None	10 minutes	Admin. Aide Admin Support Services
	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 payments	(Amount x.01%)	15 minutes	Cashier Provincial Treasurer’s Office
	2.2. Issue receipt			
3. Present the Official Receipt	3.1. Verify the payment	None	5 minutes	Assessment Records Section
	3.2. Forward the documents to OD			



	3.3. Process the requested documents	None	45 minutes	
4. Receive the requested documents	4.1. Release the requested documents	None	5 minutes	Admin. Aide Admin Support Services
<b>TOTAL</b>		(Amount x.01%)	1 hour, 25 minutes	

## 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.

<b>Office or Division:</b>	PASSO – Administrative Support Services Real Property Appraisal and Assessment Audit Division Taxmapping and Assessment Records Division		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen		
<b>Who May Avail:</b>	Property owner or representative with consent/authorization		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Present the following: 1.1 Deed of Conveyance(2 Certified photocopy)  1.2 Tax Clearance (2 Certified photocopy)  1.3 Transfer Tax Receipt (2 Certified photocopy)  1.4 Certificate of Authorizing Registration (CAR) (2 Certified photocopy)  1.5 Certificate of Title (2 Certified photocopy)  <b>Additional Requirements: (for Newly Declared Properties)</b> 1.6 Survey Plan Approved by (LMB) of DENR-( 1 original and 1 certified photocopy)		Notary Public  Provincial/Municipal treasurer’s Office  Provincial Treasurer’s Office  Bureau of Internal Revenue  Registry of Deeds  Local Field Office- DENR	



<p>1.7 Certification from CENRO (1 original and 1 photocopy)</p> <p>1.8 Sworn Statement (2 original)</p> <p>1.9 Certification from the Brgy. Captain (1 original and 1 photocopy)</p> <p>1.10 Ocular Inspection Report (issued by MASSO)( 2 original)</p> <p>1.11 Certification from NCIP(for public domain occupied &amp; possessed by NCC prior to July 04, 1955)(1 original and 1 photocopy)</p> <p>Additional Requirements: <b>(for Subdivision or Consolidation)</b></p> <p>1.12 Approved Subdivision Plan of Approved Consolidation Plan ( 2 blueprint copy)</p>	<p>Local Field Office- CENRO</p> <p>Declarant</p> <p>Office of the Barangay Captain</p> <p>Municipal Assessor's Office</p> <p>Local Field Office- NCIP</p> <p>Local Field Office- DENR</p>
--	--

<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	2.1 Receive the required documents for assessment	None	5 minutes	LAOO I, LAOO II Appraisal and Assessment Section
	2.2 Verifies/Evaluate the submitted documents	None	3 days	LAOO I, LAOO II Appraisal and Assessment Section



2. Submit the complete required documents to Appraisal and Assessment Section	(if requires inspection to determine the classification, valuation, location and existing improvements of the real Property)			
	2.3 Appraise/Assess request (including assigning of ARP number, updating tax map and TMCR)	None	2.5 days	Records, Appraisal & Assessment and Tax Mapping Sections
	2.4 Evaluate the prepared FAAS and recommend its approval	None	30 minutes	LAOO I, LAOO II and LAOO III Assessment Audit Section
	2.5 Approve the encoded FAAS	None	10 minutes	Provincial Assessor.
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 and 55 minutes	

### 3. 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.

<b>Office or Division:</b>	PASSO – Administrative Support Services Real Property Appraisal and Assessment Audit Division Tax Mapping and Assessment Records Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen	
<b>Who May Avail:</b>	Property owner or representative with consent/authorization	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Present the following: 1.1 Deed of Conveyance(2 Certified photocopy)		Notary Public



<p>1.2 Tax Clearance (2 Certified photocopy)</p> <p>1.3 Transfer Tax Receipt (2 Certified photocopy)</p> <p>1.4 Certificate of Authorizing Registration (CAR) (2 Certified photocopy)</p> <p>1.5 Certificate of Title (2 Certified photocopy)</p> <p><b>Additional Requirements: (for Newly Declared Properties)</b></p> <p>1.6 Survey Plan Approved by (LMB) of DENR-( 1 original and 1 photocopy)</p> <p>1.7 Certification from CENRO (1 original and 1 photocopy)</p> <p>1.8 Sworn Statement (2 original)</p> <p>1.9 Certification from the Brgy. Captain (1 original and 1 photocopy)</p> <p>1.10 Ocular Inspection Report (issued by MASSO)( 2 original)</p> <p>1.11 Certification from NCIP(for public domain occupied &amp; possessed by NCC prior to July 04, 1955)(1 original and 1 photocopy)</p> <p><b>Additional Requirements: (for Subdivision or Consolidation)</b></p> <p>1.12 Approved Subdivision Plan of Approved Consolidation Plan ( 2 blueprint copy)</p>		<p>Provincial/Municipal Treasurer's Office</p> <p>Provincial Treasurer's Office</p> <p>Bureau of Internal Revenue</p> <p>Registry of Deeds</p> <p>Local Field Office- DENR</p> <p>Local Field Office- CENRO</p> <p>Declarant</p> <p>Office of the Barangay Captain</p> <p>Municipal Assessor's Office</p> <p>Local Field Office- NCIP</p> <p>Local Field Office-DENR</p>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Register name to the logbook and fill-up the request form (OD will guide you to the person responsible)	1.1. Present the visitor's logbook to the client  1.2. Direct the client to person responsible	None	5 minutes	Admin Aide 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 I, LAOO II Appraisal and Assessment Section
	2.2. Verifies/Evaluate the submitted documents	None	25 Minutes	LAOO I, LAOO II Appraisal and Assessment Section
	2.3. Appraise /Assess request (including assigning of ARP number, updating tax map and TMCR)	None	2.5 days	Records, Appraisal & Assessment and Tax Mapping Sections
	2.4. Evaluate the prepared FAAS and recommend its approval	None	30 minutes	LAOO I, LAOO II and LAOO III Assessment Audit Section
	2.5 Approve the FAAS	None	15 minutes	Provincial Assessor.
3.Claim the Real Property Tax Declaration	3.1. Release copy of Real Property Tax Declaration	None	5 minutes	Admin Aide Admin Support Services
Total		None	2 days, 5 hours and 25 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.

<b>Office or Division:</b>	PASSO- Administrative Support Services Assessment Records Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who May Avail:</b>	Property owner or representative with consent/authorization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tax Clearance ( 1 originald or photocopy) 2. Official Receipt ( 1 original)		Provincial/Municipal Treasurer’s Office  Provincial treasurer’s Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register name to the logbook and fill-out the request form (OD will guide you to the person responsible)	1.1 Present the Log book to the client	None	5 minutes	Admin. Aide Admin Support Services
	1.2 Client will fill out the request form			
2. Forward the request form to OD	2.1. Receive the request form and forward such to Assessment Records Section	None	2 minutes	Admin. Aide Admin Support Services
	2.2. Verifies, encode and print the requested documents  >forward to section/division chief for their recommendation			



	>forward to OD for approval of PA  (if request involve history of assessment)			
	2.3. Receive 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 (+ 100 verification fee) 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	3 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
<b>TOTAL</b>		Certification Fee – P 130 True Copy – P 130 History – P 130 (+	5 days and 57 minutes	





	100 verification fee) Quarry Fee – P 130		
--	---	--	--

## 5. 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.

<b>Office or Division:</b>	PASSO- Administrative Support Services Assessment Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who May Avail:</b>	Property owner or representative with consent/authorization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Tax Clearance ( 1 original or photocopy) 2. Official Receipt ( 1 original)		Provincial/Municipal treasurer's Office  Provincial treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present documentary requirements and fill out the request form (Officer of the Day will guide you to the person responsible)	1. Issue request form to the client	None	10 minutes	Admin. Aide Admin Support Services
2. Forward the request form to Officer of the Day and wait for the Issuance of the charge slip	2.1. Receive and forward the request form to the Assessment Records Section for verification	None	15 minutes	Admin. Aide Admin Support Services  Assessment Clerk



	<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>			<p>Assessment Records Section</p> <p>Provincial Assessor</p>
3. Pay the corresponding fee to PTO	<p>3.1. Receive Payments</p> <p>3.2. Issue Official Receipt</p>	<p>Certification Fee – P 130</p> <p>True Copy – P 130</p> <p>History – P 130 (+ 100 verification fee)</p> <p>Quarry Fee – P 130</p>	10 minutes	Cashier Provincial Treasurer's Office
4. Wait for the release of the Certification requested and register the name to the logbook	<p>4.1. Receive and verify official receipt</p> <p>4.2 Release of the approved certification to the client</p>	None	20 minutes	Admin. Aide III Admin Support Services



<b>TOTAL</b>	Certification Fee – P 130 True Copy – P 130 History – P 130 (+ 100 verification fee) Quarry Fee – P 130	55 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.

<b>Office or Division:</b>	Provincial Assessors Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizens			
<b>Who May Avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Real Property documents (as warranted) ( 1 original copy)		Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register Name to the logbook	1.1. Present the Logbook to the client	None	5 minutes	Admin. Aide Admin Support Services
2. Present the documents for verification	2.1. Receive the documents	None	5 minutes	Admin. Aide Admin Support Services
	2.2. Forward to Appraisal and Assessment Section	None	5 minutes	



	2.3. Determine the completeness of the documents	None	5 minutes	LAOO I, LAOOII and LAOO III Appraisal and Assessment Section
	2.4. Provide needed technical assistance	None	25 minutes	
	2.5. Return the documents to property owner		3 minutes	
<b>TOTAL</b>		None	48 minutes	



# **Provincial Budget Office**

## **Internal 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.

<b>Office or Division:</b>	Provincial Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- government services whose client is a government employee or another government agency.			
<b>Who may avail:</b>	Offices within Provincial Government of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request (1 original)		PGSC-Financial Management System (Data Center)		
2. Supporting Documents( depending on the type of transaction) ( 1 original)		Office concerned		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	1day,1hr.	



## 2. RELEASE OF ALLOTMENT

Release of Allotment according to office request.

<b>Office or Division:</b>	Provincial Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- government services whose client is a government employee or another government agency.			
<b>Who may avail:</b>	Offices within the Provincial Government of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request for release of allotment (1 original)		Requesting Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. Prepares 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 Disaster Risk Reduction and  
Management Office  
External Services**



## 1. PATIENT TRANSPORT SERVICES

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

<b>Office or Division:</b>	PDRRMO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All constituents of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Make a call by way of mobile phone				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>			30 mins.	



## 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.

<b>Office or Division:</b>	PDRRMO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Make a letter request addressed to PDRRMO Head of Office and have its hard copy received	1.Receive the request and validate information and services requested	None	10 minutes	In-Charge Operations and Warning Section
1.2 Submit request to PDRRMO in order to avail Food for Work/ Cash for Work Program.				
2.Wait for the request to be processed	2.1. Conduct assessment and ocular inspection of the area  2.2. Submit report along with recommendations to the PDRRMO Head of Office	None	3 days	In-Charge Operations and Warning Section
3.Secure FFW/CFW Project Proposal Form from Operations and Warning Section	3.1 Received the Project Proposal Form  3.2 Recommend for approval of the	None	2 days	In-Charge Operations and Warning Section



	<p>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>			
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
<b>TOTAL</b>			6 days, 10 mins.	



### 3. 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.

<b>Office or Division:</b>	PDRRMO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C –Government to Citizen			
<b>Who may avail:</b>	Affected Individuals/ Municipality/ City/ Barangay/LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. C/MDRRMO Report (1,original)		Concerned government agency		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>			5 days,15 minutes	



## **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.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)-Maintenance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G- for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	Barangay LGUs in South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request from concerned barangay duly noted "approved" by the Governor ( 1 original)		From the requesting barangay		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request	1.1.Receives letter request  1.2.Indorse to the Provincial Engineer for appropriate action	None	1 day	PEO-Admin front desk in-charge, AO, PE
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
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
<b>Total</b>		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.

<b>Office or Division:</b>	Provincial Engineer's Office -Equipment Pool and Maintenance Division (EPMD)			
<b>Classification:</b>	G2B-for government services whose client is a business entity			
<b>Type of Transaction:</b>	Complex			
<b>Who may avail:</b>	Private individual or company / Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request. ( 1 original)		1. From the concerned contractor / private individual.		
2. Official Receipt for the rent ( 1 original)		2. Provincial Treasurer's Office (PTO)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	PEO-Admin front desk in-charge, AO, PE
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	PEO-Admin front desk in-charge, AO, PE-Admin Support Section
6. Return to receive the equipment	6 Release the equipment	None	1 day	Engineer IV-Equipment Pool and Maintenance Division
<b>Total</b>		None	7 days	

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

<b>EQUIPMENT TYPE</b>	<b>CAPACITY/AVAILABILITY</b>	<b>RATE Operated Per Hour</b>
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.

<b>Office or Division:</b>	Provincial Engineer's Office –Construction Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- for government services whose client is a business entity			
<b>Who may avail:</b>	Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for as stake survey ( 1 original)		Contractor		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request for Joint As Stake Survey.	1.1. Receive the letter request  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	None	1 day	PEO-Admin front desk in-charge, AO, PE -Admin Support Section
	1.4 Schedule the conduct of Joint as Stake Survey	None	1 day	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
<b>TOTAL</b>		None	1 day	



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

In the course of project implementation, construction 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.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)- Materials Testing and Quality Control Division (MTQCD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B-for government services whose client is a business entity			
<b>Who may avail:</b>	Private contractor / individual			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 original)		From the concerned contractor / private individual		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	PEO-Admin front desk in-charge, AO, PE -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



	2.1. Conduct of Materials and Field TFDT  2.2. Prepare Report	None	1 day	Concerned area-assigned engineer and Laboratory Technician
	4.Process approval of the Pouring Permit	None	3 days	PEO-Admin front desk in-charge, AO, PE -Admin Support Section, Project Engineer
3. Secure copy of the Pouring Permit.	4.Release copy of the approved Pouring Permit	None	1 day	PEO-Admin front desk in-charge - 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.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- for government services whose client is a business entity			
<b>Who may avail:</b>	Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Draft 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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter to Commence	1.1.Receive Letter to Commence  1.2.Coordinate with technical divisions for the conduct of	None	2 days	PEO-Admin front desk in-charge, AO, PE



	Pre-Construction Conference with the contractor  1.3. Schedule the conduct of Pre-Construction Conference			-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/MT QCD/PDPD divisions Provincial Engineer's Office
Total		None	3 days	

## 6. PREPARATION OF FINANCIAL DOCUMENTS FOR CONTRACTOR'S CLAIM FOR MOBILIZATION FUND

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

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B- for government services whose client is a business entity	
<b>Who may avail:</b>	Contractor	
<b>CHECKLIST OF REQUIREMENTS (1 copy each)</b>	<b>WHERE TO SECURE</b>	
Letter request from contractor for advance payment duly approved by the LCE	Contractor	
Certified Photocopy of the original OBR	Contractor	
Certified photocopy of Irrevocable Standby Letter of Credit / Security Bond / Bank Guarantee	Contractor	
Certified photocopy of Purchase Request	Contractor	
Certified photocopy of Notice to Proceed / Commence	Contractor	
Certified photocopy of Notice of Award	Contractor	
Pictures before construction	Contractor	
Picture of Informative Sign Board	Contractor	
Certified photocopy of the contract	Contractor	



For PEO use only				
Approved copy of PERT/CPM		Contractor		
Copy of Quality Test Results with O.R		Contractor		
Certification (contractor's mobilization of equipment, labor, materials)		Construction Division		
Disbursement Voucher		PEO-Admin		
Indorsement to PACCO		PEO-Admin		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter request for Mobilization 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 front desk in-charge, AO, PE -Admin Support Section
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	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	None	1 day	Administrative Assistant, AO, PE-Admin. Support Section



	the Provincial Engineer on the DV, OBR and Indorsement			
	4. Release of complete Financial Documents along with Supporting documents to the Provincial Governor's Office- Inspectorate Unit for appropriate action	None	1 day	PEO-Admin front desk in-charge, Liason-Admin. Support Section
Total		None	8 days	

## 7. PREPARATION OF FINANCIAL DOCUMENTS FOR CONTRACTOR'S CLAIM FOR FIRST PROGRESS BILLING, 30-80%

This is the first claim of the contractor of the project in progress.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B-for government services whose client is a business entity	
<b>Who may avail:</b>	Contractor	
<b>CHECKLIST OF REQUIREMENTS</b> (1 original copy each)	<b>WHERE TO SECURE</b>	
Approved letter request from contractor for billing and inspection	Contractor	
Copy of approved PERT/CPM network diagram and detailed	Contractor	
certified photocopy of Disbursement Voucher – 15% Mobilization Fee (if any)	Contractor	
Pictures of Informative Signboard	Contractor	
Properly labelled pictures before and during the construction	Contractor	
Construction Safety and Health Program duly approved by the DOLE	Contractor	
For PEO use only:		
Quality Test Result with O.R	Contractor	
Detailed Quantity Calculation	Contractor	



Statement of Work Accomplished	Construction Division - PEO
Suspension Order and Resume Order with transmittal to COA (if applicable)	Construction Division - PEO
Approved request for Time Extension (if applicable)	Construction Division - PEO
Statement of Time Elapsed (if applicable)	Construction Division - PEO
Result of Test Analysis by proper government agency (for items subject to test)	MTQCD - PEO
Disbursement Voucher	PEO-Admin
Letter of Information to COA of Work Accomplished (Indorsement)	PEO Admin
PEO use: Indorsement to PACCO & COA	PEO-Admin
Obligation Request	PEO-Admin (file of received project document from BAC)
Purchase Request	PEO-Admin (file of received project document from BAC)
COA compliance	PEO-Admin (file of received project document from BAC)
Invitation to Bid	PEO-Admin (file of received project document from BAC)
Bid forms	PEO-Admin (file of received project document from BAC)
Bid Security	PEO-Admin (file of received project document from BAC)
Abstract of Bids as Calculated and Abstract of Bids as read	PEO-Admin (file of received project document from BAC)
BAC resolution declaring winning bidder and recommending award and approval	PEO-Admin (file of received project document from BAC)
Contract of Agreement, General Conditions of Contract and Special Conditions of Contract	PEO-Admin (file of received project document from BAC)
Notice of Award	PEO-Admin (file of received project document from BAC)
Notice to Proceed indicating the date of receipt by the contractor	PEO-Admin (file of received project document from BAC)
Performance Bond	PEO-Admin (file of received project document from BAC)
Bill of Quantities	PEO-Admin (file of received project document from BAC)
Individual Program of Work and Detailed Estimates	PEO-Admin (file of received project document from BAC)
Newspaper clippings for contracts of 5 million and above	PEO-Admin (file of received project document from BAC)





publication – PHILGEPS		PEO-Admin (file of received project document from BAC)		
Contractor’s Accreditation and Certificate of Registration		PEO-Admin (file of received project document from BAC)		
Minimum Equipment required		PEO-Admin (file of received project document from BAC)		
Plans and Specifications		PEO-Admin (file of received project document from BAC)		
Project Inspection Report		PGO-Inspectorate Section		
certification issued by the head of PGO-Inspectorate section		PGO-Inspectorate section		
Pictures (approved by the PGO-inspectorate section)		PGO-Inspectorate section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all of the above documents required of him in the checklist.	1. Receives/logs, verifies completeness of the supporting documents  2. Forwards the request to assigned Project Engineer in Construction Division for evaluation and/or recommendation	none	1 day	PEO-Admin front desk in-charge, AO, PE -Admin Support Section
2.Wait for the request to be processed	3. Schedules & conducts inspection.  4. Prepares Statement of Work Accomplished (SWA)  5. Secure signature / approval for Statement of Work Accomplished (SWA) & Certificate of Time Elapsed  6. Forwards the complete set of	none	7 days	Project Engineer-Construction Division, PEO Inspectorate team



	documents to PEO-Admin		1 day	
	7. Receives and verifies completeness of supporting documents and prepares the following: a. Voucher b. Indorsement to COA c. Indorsement to PACCO d. Original documents submitted by BAC Office e. Checklist for processing of claim			Admin Asst., AO, PE- Admin Support Section
	8. Forwards all documents to the Provincial Engineer thru the AO, for appropriate action.			
	9. Releases and submits complete set of documents to the PGO-Inspectorate for appropriate action			PEO-Admin front desk in-charge, Liason- Admin Support Section
TOTAL			9 days	



## 8. PREPARATION OF FINANCIAL DOCUMENTS FOR CONTRACTOR'S CLAIM FOR PROGRESS BILLING, 30-80%

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

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B-for government services whose client is a business entity			
<b>Who may avail:</b>	Contractor			
<b>CHECKLIST OF REQUIREMENTS (1 copy each)</b>	<b>WHERE TO SECURE</b>			
Approved letter request from contractor for billing and inspection	Contractor			
Certified photocopy of Obligation Request	Contractor			
Certified photocopy of Purchase Request	Contractor			
Certified photocopy of Disbursement Voucher, Inspection Report and Accomplishment Report of all previous payments.	Contractor			
Properly labelled pictures during the construction	Contractor			
For PEO use only:				
Quality Test Result with O.R	Contractor			
Approved request for Time Extension (if applicable)	Construction Division - PEO			
Statement of Work Accomplished	Construction Division - PEO			
Suspension Order and/or Resume Order with transmittal to COA (if applicable)	Construction Division (original copy for the first progress billing)  Contractor (photocopy for succeeding billing)			
Disbursement Voucher	PEO-Admin			
Letter of Information to COA of Work Accomplished (Indorsement)	PEO Admin			
PEO use: Indorsement to PACCO & COA	PEO-Admin			
Project Inspection Report	PGO-Inspectorate Section			
Certification issued by the head of PGO-Inspectorate section	PGO-Inspectorate section			
Pictures (approved by the PGO-inspectorate section)	PGO-Inspectorate section			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Submits all of the above documents required of him in the checklist.</p>	<p>1. Receives/logs, verifies completeness of the supporting documents</p> <p>2. Forwards the request to assigned Project Engineer of the Construction Division (CD) for evaluation and/or recommendation</p>	<p>none</p>	<p>1 day</p>	<p>PEO-Admin front desk in-charge, AO, PE</p>
<p>2.Wait for the request to be processed</p>	<p>3. Schedules &amp; conducts inspection.</p> <p>4. Prepares Statement of Work Accomplished (SWA)</p>	<p>none</p>	<p>7 days</p>	<p>Project Engineer-Construction Division, PEO Inspectorate team</p>
	<p>5. Secure signature / approval for Statement of Work Accomplished (SWA)</p> <p>6. Returns to PEO-Admin the complete set of documents</p>			
	<p>7. Receives and verifies completeness of supporting documents then prepares the following:</p> <ul style="list-style-type: none"> <li>a. Voucher</li> <li>b. Indorsement to COA</li> <li>c. Indorsement to PACCO</li> <li>d. Checklist for processing of claim</li> </ul>	<p>none</p>	<p>1 day</p>	<p>Admin Asst., AO, PE-Administrative Support Section</p>
	<p>8. Forwards all documents to the Provincial Engineer thru the AO, for</p>	<p>none</p>		



	appropriate action.			
	9. Releases and submits complete set of documents to the PGO-Inspectorate for appropriate action	none		PEO-Admin front desk in-charge, Liason
TOTAL			9 days	

## 9. 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.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request (1 original) 2. Draft As-built Plan (1 original)		1. Contractor 2. Contractor		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	1. Receives the documentary requirements and check completeness  2. Indorses to the Construction Division for appropriate action	None	1 day	PEO-Admin front desk in-charge, Administrative Officer-Admin. Support Section
2.Wait for the request to be processed	3. Schedules with the PEO Inspectorate Team conduct of inspection  3. Conducts Joint Inspection on the project	None	7 days	Project Engineer, Head-Planning Division,Head-MTQC,Head-Construction Division,



	<p>4. Prepares &amp; furnishes contractor copy of Punchlist (if an</p> <p>5. Submits punchlist to the PEO Admin. For the approval of the Provincial Engineer</p>			<p>Provincial Engineer, PEO Inspectorate Team</p> <p>Project Engineer</p>
3. Return to the PEO Admin and receive punchlist (if any)	6. Releasing of approved punchlist to the contractor and the PGO Inspectorate Unit for appropriate action.	None	1 day	PEO-Admin front desk in-charge, Liason-Admin. Support Section
<b>TOTAL</b>		None	9 days	

## 10. PREPARATION OF FINANCIAL DOCUMENTS FOR THE PROCESSING FOR FINAL BILLING

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

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B	
<b>Who may avail:</b>	Contractor	
<b>CHECKLIST OF REQUIREMENTS (1 copy each)</b>	<b>WHERE TO SECURE</b>	
Approved letter request from contractor for billing and inspection	contractor	
Certified photocopy of Obligation Request	Contractor	
Certified Photocopy of Disbursement Voucher, Inspection Report, and Statement of Work Accomplished of all previous payments	contractor	
Certificate of Acceptance received by COA (COA memo no. 83-333)	contractor	
Acknowledgment of Turn-over and Custody of completed project	contractor	



contractor's affidavit on payment of laborers and materials		contractor		
Properly labeled pictures before, during and after construction		contractor		
Certified photocopy of Purchase Request		contractor		
As-built Plans (approved- 1 original copy, 1 photocopy)		contractor		
Clearance from PTO that the corresponding sand and gravel fees has been paid		contractor		
Result of Test Analysis by proper government agency (if items are subject to test)		contractor		
PEO use:				
Logbook		contractor		
Project Post-Completion Report		contractor		
Quality Test Results with OR		contractor		
Statement of Work Accomplished		Construction Division		
Approved request for Time Extension (if applicable)		Construction Division		
Suspension Order and/or Resume Order (if applicable)		Construction Division (original copy for the first attachment requirement)  Contractor (photocopy for succeeding claim)		
Statement of Time Elapsed (if applicable)		Construction Division		
Disbursement Voucher		PEO-Admin		
Letter of Information to COA of Work Accomplished (Indorsement)		PEO-Admin		
PEO use: Indorsement to PACCO		PEO-Admin		
Project Inspection Report		PGO Inspectorate Unit		
Pictures (approved by the Head of PGO-Inspectorate Section )		PGO-Inspectorate Section		
Certification issued by the Head of PGO-Inspectorate Section		PGO-Inspectorate Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all of the above documents required of him in the checklist.	1. Receives/logs, verifies completeness of the supporting documents  2. Forwards the request to assigned Project Engineer of the	None	1 day	PEO-Admin front desk in-charge, AO, PE



	Construction Division (CD) for evaluation and/or recommendation.			
2.Wait for the request to be processed and released.	<p>3. Schedules &amp; conducts Joint Inspection of the project by the PEO Inspectorate Team (Head, Planning, Programming &amp; Designing Division/ Head, Material Testing &amp; Quality Control Division/ Head, Construction Division</p> <p>4. Prepares Statement of Work Accomplished (SWA).</p> <p>5. Prepares certificate of Time Elapsed</p>	None	7days	Project engineer-Construction Division, PEO Inspectorate team
	6. Returns complete set of documents to PEO-Admin			
	<p>7. Receives and verifies completeness of supporting documents and prepares the following:</p> <p>a. Voucher</p> <p>b. Indorsement to COA</p> <p>c. Indorsement to PACCO</p> <p>d. Checklist for processing of claims</p>	None	1 day	Admin Asst., AO, PE-Administrative Support Services
	8. Forwards all documents for signature of the Provincial Engineer thru the AO.			
	9. Releases complete set of documents on	none		PEO-Admin front desk in-charge, Liason





	contractors claim for Final Billing to the PGO-Inspectorate for appropriate action			
TOTAL			9days	

## 11. PREPARATION OF FINANCIAL DOCUMENTS FOR THE PROCESSING OF RELEASE OF PAYMENT OF CONTRACTOR'S CLAIM FOR 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.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2B		
<b>Who may avail:</b>	Contractor		
<b>CHECKLIST OF REQUIREMENTS (1 copy each)</b>	<b>WHERE TO SECURE</b>		
Approved Letter request from contractor for inspection and release	Contractor		
Certified photocopy of the Obligation Request	Contractor		
Surety Bond / Bank guarantee (1 original copy, 1 photocopy)	Contractor		
Certified photocopy of Disbursement Vouchers of all previous payments	Contractor		
Certification from End user that the project is complete and inspected	contractor		
Certified photocopy of Acknowledgement of Turn-over and custody of completed project	contractor		
Certificate of completion and final acceptance	contractor		
Certification from the area engineer (project is free from defects and recommends release of retention money)	Construction Division		
PEO Use: Final Inspection Report for Acceptance signed by the PEO Inspection Team	Construction Division		
Disbursement Voucher	PEO-Admin		
PEO use: Indorsement to PACCO	PEO-Admin		



Picture (Approved by the Head of PGO-Inspectorate Section)		PGO-Inspectorate Section		
Certification issued by the Head, PGO-Inspectorate Section		PGO-Inspectorate Section)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all of the above documents required of him in the checklist.	1. Receives/logs, verifies completeness of the supporting documents 2. Forwards the request to assigned Project Engineer of the Construction Division (CD) for appropriate action	none	1 day	PEO-Admin front desk in-charge, AO, PE
	3. Schedules and conducts evaluation to determine if there are deficiencies and/or defects.	none	5 days	Project Engineer-Construction Division
	<b>If the project has no deficiency:</b>	none		
	4. Prepares certification that the project is free from defects and recommends release of retention money to the contractor	none		
	5. Receives and verifies completeness of supporting documents and then prepares the following: a. Disbursement Voucher b. Indorsement to PACCO	none		Admin. Asst., AO, PE
	6. Forwards all documents for signature of the Provincial Engineer thru the AO.	none	1 day	



	7. Releases & submits complete set of document on contractor's claim for Retention to the PGO-Inspectorate for appropriate action	none		PEO-Admin front desk in-charge, Liason
	<b>If the project has deficiency:</b>			
	8. Prepares report on project's deficiency and forwards the same to PEO Admin for the approval of the P.E.	none	1 day	Project Engineer-Construction Division
	9. Receives/logs and forwards report project's deficiency to the P.E thru AO for approval	none		PEO-Admin front desk in-charge, AO, PE
2. Receives the project document for correction. Upon which, contractor re-submits the project document with complete attachments to PEO-Admin for the issuance of voucher.	10. Releases to the contractor the complete set of contract documents along with the approved report on project's deficiency for compliance.	none		PEO-Admin receiving clerk
TOTAL			7 days	

## 12. Processing for One-Time 100% Payment of Contract

Contractor claims only once upon project completion.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B
<b>Who may avail:</b>	Contractor



<b>CHECKLIST OF REQUIREMENTS (1 original copy each)</b>	<b>WHERE TO SECURE</b>
Approved letter request from contractor for billing and inspection	Contractor
Certificate of Acceptance received by COA (COA memo no. 83-333)	Contractor
Acknowledgment of Turn-over and Custody of Completed Project	Contractor
Copy of approved PERT/CPM network diagram and detailed Computations of Contract time	Contractor
Pictures of Informative Signboard	Contractor
Properly labelled pictures before, during and after the construction	Contractor
certified photocopy of Disbursement Voucher Mobilization Fee (if any)	Contractor
Contractor's Affidavit	Contractor
Construction Safety and Health Program duly approved by the DOLE	Contractor
Clearance from PTO that the corresponding Sand and Gravel Fees have been paid.	Contractor
For PEO use only:	
Quality Test Result with O.R	Contractor
Detailed Quantity Calculation	Contractor
Statement of Work Accomplished	Construction Division - PEO
Suspension Order and/or Resume Order with transmittal to COA (if applicable)	Construction Division - PEO
approved request for Time Extension (if applicable)	Construction Division - PEO
Statement of Time Elapsed (if applicable)	Construction Division - PEO
Result of Test Analysis by proper government agency (for items subject to test)	MTQCD - PEO
Disbursement Voucher	PEO-Admin
Letter of Information to COA of Work Accomplished (Indorsement)	PEO Admin
PEO use: Indorsement to PACCO & COA	PEO-Admin
Plans and Specifications and As-Built Plan	PEO-Admin (Plans & specs - file of received project document from BAC);  Contractor (as-built plan - 1 original & 1 photocopy)
Obligation Request	PEO-Admin (file of received project document from BAC)



Purchase Request	PEO-Admin (file of received project document from BAC)			
COA compliance	PEO-Admin (file of received project document from BAC)			
Invitation to Bid	PEO-Admin (file of received project document from BAC)			
Bid forms	PEO-Admin (file of received project document from BAC)			
Bid Security	PEO-Admin (file of received project document from BAC)			
Abstract of Bids as Calculated and Abstract of Bids as read	PEO-Admin (file of received project document from BAC)			
BAC resolution declaring winning bidder and recommending award and approval	PEO-Admin (file of received project document from BAC)			
Contract of Agreement, General Conditions of Contract and Special Conditions of Contract	PEO-Admin (file of received project document from BAC)			
Notice of Award	PEO-Admin (file of received project document from BAC)			
Notice to Proceed indicating the date of receipt by the contractor	PEO-Admin (file of received project document from BAC)			
Performance Bond	PEO-Admin (file of received project document from BAC)			
Bill of Quantities	PEO-Admin (file of received project document from BAC)			
Program of Work and Detailed Estimates	PEO-Admin (file of received project document from BAC)			
Newspaper clippings for contracts of 5 million and above	PEO-Admin (file of received project document from BAC)			
publication – PHILGEPS	PEO-Admin (file of received project document from BAC)			
Contractor's Accreditation and Certificate of Registration	PEO-Admin (file of received project document from BAC)			
Minimum Equipment required	PEO-Admin (file of received project document from BAC)			
Project Inspection Report	PGO-Inspectorate Section			
Certification issued by the head of PGO-Inspectorate section	PGO-Inspectorate section			
Pictures (approved by the PGO-inspectorate section)	PGO-Inspectorate section			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all of the above documents required of him in the checklist.	1. Receives/logs, verifies completeness of the supporting documents	None	1 day	PEO-Admin front desk in-charge, AO, PE



	2. Forwards the request to assigned Project Engineer of the Construction Division (CD) for evaluation and/or recommendation.			
2. Wait for the documents to be processed and paid.	<p>3. Schedules &amp; conducts Joint Inspection of the project by the PEO Inspectorate Team (Head, Planning, Programming &amp; Designing Division/ Head, Material Testing &amp; Quality Control Division/ Head, Construction Division/ Provincial Engineer</p> <p>4. Prepares Statement of Work Accomplished (SWA)</p> <p>5. Prepares certificate of Time Elapsed</p> <p>6. Secures signature / approval of the Statement of Work Accomplished (SWA)</p> <p>7. Secure signature on Certificate of Time Elapsed</p> <p>8. Returns to PEO-Admin the complete set of documents</p>	None	7days	Project engineer-Construction Division, PEO Inspectorate team
	9. Receives and verifies completeness of supporting documents then prepares the following:	None	1 day	Admin Asst., AO, PE-Administrative Support Section



	<ul style="list-style-type: none"> <li>a. Voucher</li> <li>b. Indorsement to COA</li> <li>c. Indorsement to PACCO</li> <li>d. Checklist for processing of claims</li> </ul>			
	10. Forwards all documents for signature of the Provincial Engineer thru the AO.	None		
	11. Releases complete set of documents on contractors claim for one-time 100% Final Billing to the PGO-Inspectorate for appropriate action	none		PEO-Admin front desk in-charge, Liason
TOTAL			9 days	



# **Provincial Engineer's Office**

## **Internal Services**





## 1. PREPARATION OF PLANS & PROGRAM OF WORKS (POW) FOR PROJECTS CHARGED TO AIP 20% LDF

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.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)- Planning, Designing and Programming Division (PDPD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G-for government services whose client is a government employee or another government agency			
<b>Who may avail:</b>	Concerned government office with approved and funded project/s in the AIP.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PBO forwards a copy of the approved AIP to PEO.	1. Receives/logs & forwards Approved AIP to Planning Division for appropriate action	None	1 day	PEO-Admin receiving clerk, AO, Admin. Support Section
2. Wait for the Plans and POWs to be finished and released for signatures.	3. Conducts preliminary investigation & survey.  Note: No RROW Issue/Deed of Donation  No problem on budgetary requiremen  4. Prepares Plans and POWs  5. Presents Plans and POWs to the End User for conformity  6. Submits the signified Plans and POWs	None	30 days	Engineer II- Survey and Investigation Unit  Engineer II, Engineer IV- Planning Division



	to the Provincial Engineer			
	7. Receives Plans 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	PEO-Admin receiving clerk, AO, PE, Liason-Admin. Support Section
	8. Reviews and submits the Plans and POWs to the Prov'l Governor for approval.			
TOTAL		None	34 days	



## 2. PREPARATION AND APPROVAL FOR SUSPENSION OF WORK

This is an action by a contractor to temporary stop the project implementation to first settle the desired correction/s in the plan, the project site or from any project-related condition/s.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for suspension.		contractor		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request for suspension.	1. Receives/logs request for Suspension with attached supporting documents 2. Forwards the letter request to the Provincial Engineer thru the Administrative Officer for appropriate action	none	1 day	PEO-Admin front desk in-charge, AO, PE
2.Wait for the request to be processed and approved.	3. Forwards request for Suspension to the Construction Division for appropriate action	none		
	4. Validates and evaluates request of contractor for suspension of work 5. Prepares Suspension Order and	none	3 days	Project Engineer-Construction Division



	forwards to PEO admin			
	6. Receives/logs and forwards Suspension Order to PE for his recommending approval 7. Submits the Suspension Order to the Provincial Administrators for review and approval of the Provincial Governor	none	1 day	PEO-Admin front desk in-charge, AO, PE, Liason
	8. Secure the approval of the Governor on the Suspension Order	none	No. of days dependent on the availability of the governor	Liason
	9. Distributes the approved Suspension Order as follows:  a. The original copy – office file.  b. One photocopy to Construction Division  c. Another photocopy to the contractor.	none	1 day	PEO-Admin front desk in-charge, AO
<b>TOTAL</b>			<b>6 days</b>	



### 3. PREPARATION AND APPROVAL OF RESUME ORDER

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

<b>Office or Division:</b>	Construction Division (CD) - Provincial Engineer's Office (PEO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Wait for the preparation of Resume Order	1. Prepares Resume Order after thorough evaluation of field condition  1. Submits Resume Order to the PEO-Admin. For the signature/approval of the Provincial Engineer	None	1 day	Project Engineer-Construction Division
	2. Receives copy of the Resume Order  3. Secure the approval of the PE on the Resume Order.	None	1 day	PEO-Admin front desk in-charge, AO, PE-Admin.Support Section
2.Secure copy of the approved Resume Order	5. Release copy of the Approved Resume Order to the contractor.	None	1 day	PEO-Admin front desk in-charge-Admin.Support Section
<b>TOTAL</b>		None	3 days	



#### 4. PREPARATION AND APPROVAL OF VARIATION ORDER

This order fills the gap on the data found on the project per plan and after the conduct of the As Stake survey. Issuance of this order is based on the appreciation of the contractor in conformity with the PEO Project Engineer.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for variation.		Contractor		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request for variation order to PEO-Admin.	1. Receives/logs request for variation in the plan and revised plan with computation from the contractor 2. Forwards the copy to the Provincial Engineer thru the Administrative Officer for appropriate action	none	1 day	PEO-Admin front desk in-charge, AO, PE
2.Wait for the request to be processed and approved.	3. Provincial Engineer makes notation and instructs admin in charge to forward request for variation on the plan and revised plan from the contractor to the Construction Division if	none		



	variation cost is below 10% of the total project cost and to Planning Division if the total cost of variation is more than 10%.			
	4. Construction Division thru assigned project engineer reviews and evaluates request for variation.	none	1 day	Project engineer, Area Supervisor, Division chief- Construction Division chief
	If cost of variation is less than 10% of contract cost			
	5. Project engineer prepares a Variation Order to be conformed by the contractor, checked by the area supervisor and reviewed and signed by the Head of the Construction Division	none	25 days	
	6. Project Engineer forwards copy of the Variation Order to PEO Admin 6.1. Forwards the same to PDPD for notation.	none	1 day	
	7. Signs "Noted" on the variation order	none	1 day	PDPD chief



	7.1. PDP D forwards variation order to PEO Admin for approval of PE	none		
	8. Receives/logs and forwards variation order to the PE for recommending approval	none	1 day	PEO-Admin front desk in- charge, AO, PE
	9. Submits variation order to the Provincial Administrator for review and approval of the Provincial Governor	none		PEO-Admin front desk in- charge, Liason
	10. Secure approval of the Governor on the variation order.	none	(Depending on the availability of the Governor	Liason
	11. Distributes copy of the approved variation order a. original copy – office file b. photocopy – to contractor c. photocopy – to Constructio n Division	none	1 day	PEO-Admin front desk in- charge
	If cost of variation is more than 10% of contract cost			
	12. Forwards request for variation on the plan and revised plan to Planning Division	none	1 day	PEO-Admin front desk in- charge





	13. PDPD prepares Variation Order/Revised Plan conformed by the section Chief, Contractor and checked, reviewed and submitted by the Head of PDPD	none	15 days	Project engineer, Area Supervisor, Division chief- Construction Division chief
	14. Forwards Variation/Revised plan to PEO Admin for signature of Provincial Engineer	none	1 day	
	15. Submits variation order to the Provincial Administrator for review and approval of the Provincial Governor	none	2 days	PEO-Admin front desk in-charge, AO, PE
	16. Secure approval of Provincial Governor	none	(Depending on the availability)	Liason
	17. Distributes copy of the approved variation order a. original copy – office file b. photocopy – to contractor. c. photocopy – to Construction Division	none	1 day	PEO-Admin front desk in-charge, AO, PE
	TOTAL		31 days / 22 days	



## 5. PREPARATION AND APPROVAL OF REQUEST FOR TIME EXTENSION

This is an action where a contractor may opt to request should the period to accomplish or to complete the project may not come in due time for compelling reasons beyond contractor's control.

<b>Office or Division:</b>	Provincial Engineer's Office (PEO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for Time Extension		Contractor		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request for Time Extension with attached document which caused the request for extension.	1. Receives/logs request for time extension with attached documents 2. Forwards to Provincial Engineer thru the Administrative Officer for appropriate action	none	2 days	PEO-Admin front desk in-charge, AO, PE – Administrative Support Section
	3. Forwards request to the Construction Division for appropriate action	none		
	4. Validates and evaluates request of the contractor	none	3 days	Project Engineer, Division chief- Construction Division  PEO-Admin front desk in-charge, AO, PE
	5. Prepares order for Time extension. 6. Forwards to the PEO admin for recommending approval of PE	none		



				- Administrative Support Section
	7. Submits the Time extension to the Provincial Administrators for review and approval of the Provincial Governor	none	1 day	Liason
	8. Approval of suspension order by the governor	none	No. of days dependent on the availability of the Provincial Governor	
	9. Distributes copy of Time Extension: a. original copy – office file b. photocopy to Construction Division.	none	1 day	PEO-Admin front desk in-charge
<b>TOTAL</b>			<b>7 days</b>	



**Provincial Environment Management and  
Development Office  
External Services**



## 1. APPLICATION 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.

<b>Office or Division:</b>	Provincial Environment Management Office-Mines and Geo-Sciences Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government G2B- Government to Business Entity			
<b>Who may avail:</b>	Small Scale Mining License Holders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Small Scale Mining License (1, original)		Provincial Mining Regulatory Board		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for billing	1. Prepare billing for payment	None	30 min	<i>Billing In-Charge</i>
2. Pay the bill at the Provincial Treasurer's Office (PTO)	2.1. Process payment 2.2. Issue Official Receipt	P 5,000 – registrati on fee P 500 - renewal	30 min	<i>PTO Cashier</i>
3. Submit Official Receipt	3.1 Prepare the permit	None	2 days	<i>Billing In-Charge</i>
	3.2. Review the permit			<i>Chief of Mines and Geo-Sciences Management Division</i>
	3.3 Sign/ Affix initial on the permit			<i>Provincial Environment Management Officer</i>
	3.4 Submit the permit to the Provincial Governor's Office			<i>Liaison of the Provincial Environment Management Office</i>
	3.5 Sign the permit			<i>Provincial Governor</i>
	3.6 Deliver the permit			<i>Liaison of the Provincial</i>



				Administrator's Office
	3.7 Receive and Deliver the permit to Mines and Geo-Sciences Management Division			Admin Clerk
	3.8 Receive the permit and file a copy			Billing In-Charge
4. Claim the permit	4. Release the permit	None	10 min	Billing In-Charge
<b>End of the service</b>	<b>Total</b>	<b>P5,000 – Registration Fee P500 - Renewal</b>	<b>2days,5hrs,10 mins</b>	

## 2. APPLICATION 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

<b>Office or Division:</b>	Provincial Environment Management Office- Mines and Geo-Sciences Management Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business Entry	
<b>Who may avail:</b>	Interested Individual, Landowner, Landowner adjacent/parallel to the River	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	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	30mins	<i>Billing In-Charge</i> PEMO
	1.2 Prepare billing for payment			<i>Billing In-charge</i> 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	45 min	<i>Cashier</i> PTO



		Commercial:  P500-permit fee 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, 6h, 10 mins	<i>Billing In-Charge</i> PEMO
	3.2 Review the permit and affix initial			<i>Chief of Mines and Geo-Sciences Management Division</i> PEMO
	3.3 Sign the permit			<i>Provincial Environment Management Officer</i>
	3.4 Submit the permit to the Provincial Governor's Office			<i>Liaison</i> PEMO
	3.5 Sign the permit			<i>Provincial Governor</i>
	3.6 Deliver the permit to the Provincial Environment Management Office			<i>Liaison</i> PADMIN
	3.7 Receive and Deliver the permit to Mines and Geo-Sciences Management Division			<i>Admin Clerk</i> PEMO





	3.8 Receive the permit and file a copy			<i>Billing In-Charge</i> PEMO
4.Claim the permit	4.Release the permit	None	10 min	<i>Billing In-Charge</i> PEMO
	Total	<b>None</b>	2days 7hrs,35mins	

### 3. 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.

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



	Training/ Capability Building			PEMO
<b>TOTAL</b>			2 days, 10 minutes	

#### 4. 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

<b>Office or Division:</b>	PEMO – MGMD			
<b>Classification:</b>	G2B-government to business entities			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Quarry Operators and Small Scale Mining License Holders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Quarry Operation Permit (1, Original)		Provincial Government		
2. Small Scale Mining License (1, Original)		DENR – MGB (Regional Office)		
3. Official Receipt (1, Original)		Provincial Treasurer’s Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request for Billing	1.Prepare billing for payment	None	30 min	Billing In-Charge
2. Payment of billing to Provincial Treasurer’s Office	2.1Process payment	P 75.00/stub - Delivery Receipt	30 min	Cashier of the Provincial Treasurer’s Office
	2.2 Issue Official Receipt	Mineral Deposit:  1. Sand/Limestone /Mixed/Earth fill P 40.00 - /m3  2. Boulders & Gravel P 50.00 - /m3		



		3. Metallic: P1,100.00 – /ton		
3. Submit Official Receipt	3.1 Receive Official Receipt  3.2 Prepare and post control numbers of delivery receipt stubs	None	15 min	Billing in-charge
4. Receive Delivery Receipt Stub/s	4. Issue Delivery Receipt Stubs	None	5 min	Billing in-charge
<b>End of the service</b>				

## 5. REQUEST FOR 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.

<b>Office or Division:</b>	Provincial Environment Management Office – Mines and Geo-Science Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business Entity			
<b>Who may avail:</b>	Interested Individual, Landowner, Landowner adjacent/parallel to the River			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form (1, Original) 2. Official Receipt (1, Original)		PEMO Provincial Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up verification request form at the billing section	1. Prepare billing for payment	None	15 minutes	<i>Billing In-charge</i> PEMO
2. Pay the bill at the Provincial Treasurer's Office (PTO)	2. Process payment and issue Official Receipt	P300.00 - special, gratis us (govern ment	30 minutes	<i>Cashier</i> PTO



		and private) P500.00 - commercial		
3. Submit Photocopy of the Official Receipt (OR) of Payment at PEMO	3.1. Receive the Photocopy of Official Receipt	None	1 day, 4 hours, 30mins	<i>Billing In-Charge</i> PEMO
4. Wait for the Area Verification	3.2 Forward the signed verification request form to the Chief of Mines and Geo-Sciences Management Division for approval			<i>Billing In-Charge</i> PEMO
	3.3 Endorse request to the Area Verification Team			<i>Chief of Mines and Geo-Sciences Management Division</i> PEMO
	3.4. Receive verification request form and conduct area verification			<i>Quarry inspectors</i> PEMO
	3.5 Prepare verification report			<i>License Inspector II</i> PEMO
	3.6 Review verification report			<i>Chief of Mines and Geo-Sciences Management Division</i> PEMO
	3.7 Recommend approval/ disapproval to process permit			<i>Provincial Environment Management Officer</i>
	3.8. Inform client of the status of the request			<i>Billing In-Charge/Quarry Inspector</i> PEMO



	Total	As Indicated	1 day, 5hrs, 15mins	
--	-------	--------------	---------------------	--

## 6. REQUEST FOR BAMBOO PROPAGULES

Bamboo propagules are produced in the nursery of the Provincial Environment Management Office for the re-greening program of the Provincial Government; and also, to supplement the re-greening.

<b>Office or Division:</b>	Provincial Environment Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government G2B-Government to Business			
<b>Who may avail:</b>	MLGUs, Business Entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1, Original)		Not applicable		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of Request	1. Receive the letter and endorse the same to the Provincial Environment Management Officer	None	10 mins	<i>Admin Clerk PEMO</i>
2. Wait for the request to be processed	2.1. Approve and endorse the request to the concerned Division	None	1 day	<i>Provincial Environment Management Officer</i>
	2.2. Receive the request and forward the request to the Bamboo Development Program Coordinator			<i>Division Chief or its representative PEMO</i>
	2.3. Prepare the withdrawal slip and forward the same to the Division Chief for recommending approval			<i>Bamboo Development Program Coordinator PEMO</i>
	2.4. Sign the withdrawal slip/s and forward			<i>Division Chief or its representative</i>



	request to the Head of Office			PEMO
	2.5. Approve the withdrawal slip			<i>Provincial Environment Management Officer</i>
	2.6 Forward request to the approved withdrawal slip to the concerned division			<i>Admin Clerk PEMO</i>
	2.7 Inform the requesting party of the status of the request and schedule of pick-up.			<i>Bamboo Development Program Coordinator PEMO</i>
3. Pick up the bamboo propagules	3. Facilitate release of the bamboo propagules	None	1 day	<i>Nursery Caretaker PEMO</i>
<b>TOTAL</b>			2 days, 10 minutes	

## 7. REQUEST FOR COLLECTION OF HEALTH CARE WASTE

Collection of Health Care Waste is one of the primary services of the Provincial Environment Management Office catering the collection and treatment of the Health Care Wastes from both private and government health care facilities in the province.

<b>Office or Division:</b>	Provincial Environment Management Office – Environment Management Division			
<b>Classification:</b>	G2B-Government to Business Entity G2G – Government to Government			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Healthcare Providers operating within South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Memorandum of Agreement		Provincial Environment Management Office		
Permit to transport (uploaded online)		Environment Management Bureau XII		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Apply for Manifest Form in Hazardous Waste Management System (online)	1.1. Review request for Manifest Form	None	10minutes	<i>Pollution Control Officer PEMO</i>



2. Wait for the approved Manifest Form	2.1. Provide updated schedule of collection	None	5 minutes	<i>Pollution Control Officer</i> PEMO
	2.2 Approves request for Manifest Form		5minutes	<i>Pollution Control Officer</i> PEMO
3. Wait for the Collection of the Health Care Waste	3.1. Collect Health Care Waste	None	Within 7 days	<i>Driver</i> <i>Utility Worker</i>
4. Wait for the treatment certificate	4.1. Treat the Health Care Waste	None	Within 3 days	Technical Staff SCHWTF
	4.2. Issue Certificate of Treatment		15minutes	<i>Pollution Control Officer</i> PEMO
<b>TOTAL</b>			<b>3days, 1hr, 40mins</b>	



# **Provincial General Service 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.

<b>Office or Division:</b>	PGSO-Supply Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Approved PO (1, original)</li> <li>2. Charge Invoice/Delivery Receipt (1, original)</li> <li>3. Items to be delivered (actual)</li> </ol>		From Supplier From Supplier From Supplier		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 unit	None	30 minutes (depending on the quantity of items to be delivered)	<b>Celfred Jonathan B. Detablan</b> (for PDRRMO, PGO, PGO-BAC, and Bulk Procurement) <b>Joblin S. Octaviano</b> ( for PGO-CSU, PGO-Inspectorate, SP, PTO, PGO-PESU, PACCO, OPAG, and PEMO) <b>Lenneth G. Abison/</b> ( for IPHO, SCPH, ACTM, and DepEd) <b>Katherine Dizon</b> ( for NDH, PMH, PSWDO (PGO-



				<p>RADIO ROOM, PGO-SCRDC) <b>Lyka B. Amigo</b> (for PHRMO, PADMIN, PGO- PLO, PPDO, PASSO, PGO- BAC, National Offices (RTC's, UP, COA), PGO-AVLADA, PGO-IAU, PGO- KABUGWASON , PGO- PROTECH, and PGO-SCEIPC <b>Vladimir Q. Saek</b> (for PGO- SYDP, SCSC, DBM, PGSO, PBO, and PGO- INFO/ICTC) <b>Mary Joy O. Dati</b> (for Cash on Delivery (COD) Transactions, PEO, PVET, PGO-7 FALLS, PGO-SCEEMO, PGO-SCGCC, and PGO-APPC <b>Donna Mae M. Viquiera</b> PPO, and preparation of SSMI)</p>
	<p>1.3. Conduct inspection of delivered supplies and materials, check compliance to specifications, term and conditions set in the approved PO</p>			<p>Inspector PGO- Inspectorate Staff and PGSO Supply Division</p>



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	Wilmar Astrologo
TOTAL		None	1 hour	

## 2. RENTAL OF TENTS, TABLES, BARRICADES AND PORTALETS

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.

<b>Office or Division:</b>	PGSO-Maintenance Support Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF RE QUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Rental Form (1 copy, or iginal)		PGSO-Maintenance Support Services Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 the Department Head for approval  1.2. Return approved rental form to the client for payment	None	3 minutes	Kent Lorenze D. Somodio



<p>2. Proceed to the Provincial Treasurer's Office for payment</p>	<p>2.1 Receive payment 2.2. Issue Official Receipt</p>	<p>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</p>	<p>5 minutes</p>	<p>Cashier PTO</p>
<p>3. Return rental form to PGSO together with the official receipt</p>	<p>Prepare Gate Pass to be approved by the Department Head for the release of property to be rented</p>	<p>None</p>	<p>3 minutes</p>	<p>Maintenance Support and Services Unit / Rolando D. Moreno / Hernanie N. Gananan</p>
<p>4. Secure Gate Pass for the release of equipment and present the same to guard on duty</p>	<p>Guard on duty check Gate Pass and equipment rented before allowing exit from Provincial Capitol premises</p>	<p>None</p>	<p>3 minutes</p>	<p>Guard on duty</p>
<p>TOTAL</p>		<p>As indicated</p>	<p>14 minutes</p>	



### 3. 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.

<b>Office or Division:</b>	PGSO-Property Disposal Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B/G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notice of Auction Sale (NOAS)(1 original) 2. Notice of Award (NA) (1 original)		PGSO-Property Disposal Unit PGSO-Property Disposal Unit		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Interested bidder to secure bid forms from the PGSO Property Disposal Unit and fill-up the same	1. Provide bid forms to clients	None	1 minute	Rommel Sarmiento
2. Interested bidder to drop bid forms to the drop box located at the PGSO-Property Disposal Unit	2.1. See to it that bid forms are secured. After an hour from deadline of dropping of bids, Committee on Disposal shall open and evaluate dropped bids.	None	1 minute	Rommel Sarmiento
	2.2. Opening and evaluation of bids by the Committee on Disposal			Rommel Sarmiento
	2.3. Preparation of Abstract of Bids, Resolution, Notice of Award and Sales Invoice			Ilen M. Castellano



	2.4. Sent out copies of Notice of Award and Sales Invoice			
3. Winning bidder to pay amount based on Notice of Award and Sales Invoice	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	4.1. Provide approved gate pass to clients for items sold	None	1 hour	Rommel Sarmiento
	4.2. Present Gate Pass to Guard on Duty			Guard on Duty
TOTAL		As indicated	1 hours, 32 minutes	



# **Provincial General Service Office**

## **Internal Services**



## 1. 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.

<b>Office or Division:</b>	Property Management Division/Archival and Records Disposal Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Offices of the Provincial Government of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Endorsement Letter (2, original)</li> <li>2. Records to be endorsed (1., original)</li> </ol>		From offices with records to be endorsed From offices with records to be endorsed		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Archival and Records Disposal Unit / Lea H. Basco/ Susanita G. Limpot
	1.2.Receiving personnel will stamp received with date and signature in the endorsement letter if the documents submitted are complete			
<b>TOTAL</b>		None	15 minutes	





## 2. 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.

<b>Office or Division:</b>	PGSO-Maintenance Support Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All departments of the Provincial Government of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order Request Form (JORF)		PGSO-Maintenance Support Services Unit / Administrative Support Services Unit		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Job Order Request Form (JORF)	Provide Job Order Request Form (JORF)	None	1 minute	Maintenance Support Services Unit / Administrative Support Services Unit
2. Fill-in details of requested services in the Job Order Request Form and forward copy to Administrative Support Services Unit	2.1.Receive JORF & Log in the Monitoring Sheet 2.2.Forward JORF to Maintenance Unit	None	3 minutes	Maintenance Support Services Unit / Ken Christian L. Manajero / Jeanette A. Senina
	2.3 Assess work to be done, Coordinate with requesting office 2.4 Assign maintenance personnel and indicate target dates to start and finish the work.			Maintenance Support and Services Unit / Rolando D. Moreno / Hernanie N. Gananan



3. Maintenance Unit Head to sign in the portion to conform to the rating of the requesting office.	AFTER COMPLETION OF WORK TO BE DONE  3.1 Requesting office to evaluate the performance of the services of the personnel assigned; Accomplish the evaluation portion of the JORF	None	2 minutes	Maintenance Support and Services Unit / Rolando D. Moreno / Hernanie N. Gananan
	3.2. Discuss, if necessary, rating provided with Head of Maintenance Support and Services Unit			Maintenance Support and Services Unit / Rolando D. Moreno / Hernanie N. Gananan
<b>TOTAL</b>		None	6 minutes	



### 3. 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.

<b>Office or Division:</b>	PGSO-Maintenance Support Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Departments of the Provincial Government of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form (1 copy)		PGSO-Water Refilling Operator		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Orlan Nosis
	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	Orlan Nosis
<b>TOTAL</b>		None	6 minutes	



#### 4. RELEASE OF SUPPLIES AND EQUIPMENT 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)

<b>Office or Division:</b>	PGSO-Supply Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Offices/Departments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present approved RIS, ICS or ARE to PGSO staff	1.Check documents  1.2. Release supplies and equipment from the stockroom to end-user based on approved RIS, ICS or ARE	None	30 minutes	Wilmar Astrologo
2.Check and receive supplies from PGSO staff based on the approved RIS, ICS or ARE	2.1Release of supplies and equipment	None	30 minutes	Wilmar Astrologo
<b>TOTAL</b>		None	1 hour	



## 5. 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.

<b>Office or Division:</b>	PGSO-Maintenance Support Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Departments of the Provincial Government of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Forms to be reproduced (1, original)</li> <li>Job Order Slip (1, original)</li> </ol>		Requesting Office PGSO Administrative Support Services Unit		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Job Order Slip from PGSO Administrative Support Services Section	1. Issue Job Order Slip to be given to the machine operator	None	1 minute	Lorraine May L. Dela Cruz
2. Fill-in details required in the Job Order Slip and present it to the Reproduction Machine Operator (RMO) with the supplies and forms to be reproduced.	2.1. Receive the Job Order Slip, check the request.  2.2 If found in order, log request in the Record Book  2.3 Receive the supplies and the forms to be reproduced  2.4 Commence reproduction of the forms	None	10 minutes per ream of paper	Divina M. Beltran / Orlan D. Nosis
3. Receive the forms reproduce and sign in the Log Book	3.1 After completion of reproduction of forms, release to requesting office  3.2 Require representative to	None	1 minute	Divina M. Beltran / Orlan D. Nosis



	sign in Log Book upon release of the forms reproduced.			
	TOTAL	None	12 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.

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

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

<b>Office or Division:</b>	PVET			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All animal owners and farmers in Tantaran, South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1, original)		ARTA Task Force of PGO-APPC		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Supplementatio n; 3. Deworming; 4. Vaccination; 5. Artificial Insemination	-		
<b>TOTAL</b>		- Services are free of charge	2 hrs,30 mins.	



	- 35% of medicines/drugs cost administered if supplies comes from PVET		
--	--	--	--

#### 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.

<b>Office or Division:</b>	PVET			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All animal owners and farmers in South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1, original)		ARTA Task Force of PGO-APPC		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	30 mins.	



**Arts, 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

<b>Office or Division:</b>	PGO-ACTM			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Letter request (1, original)		Client availing of the service		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	55 minutes	

## 2. REQUEST FOR SOUTH COTABATO PERFORMING ARTS ENSEMBLE (SCPAAE)

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

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



<b>Cotabato Arts Ensemble</b>	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
<b>TOTAL</b>		None	1 day, 1 hr., 30 mins.	

### 3. REQUEST FOR TOUR GUIDE

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

<b>Office or Division:</b>	PGO-ACTM			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1, original)		ARTA Task Force of PGO-APPC		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	2 days, 10 minutes	



#### 4. REQUEST FOR TOURIST BUS

<b>Office or Division:</b>	PGO-ACTM			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1, original)		Client availing of the services		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit letter of request to borrow the tourist bus	Receive the letter request	None	10 minutes	Receiving Staff ACTM
2.Wait for the request to be processed	Coordinate with the assigned personnel	None	2 day	PADMIN staff
3.Avail the usage of Tourist Bus	Provide transportation services	None	1 day	PADMIN staff
<b>TOTAL</b>		None	3 days, 10 minutes	



# **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.

<b>Office or Division:</b>	PGO- Barangay Affairs Unit			
<b>Classification:</b>	G2C			
<b>Type of Transaction:</b>	Complex			
<b>Who may avail:</b>	Residents/Officials of the Barangay Local Government Unit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request for Materials/Fuel (1, original)		1. Barangay Hall-BLGU concerned		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		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.

<b>Office or Division:</b>	Barangay Affairs Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Residents/Officials of the Barangay Local Government Unit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Project Proposal (1, original)		Barangay Hall-Barangay Secretary (BLGU concerned)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  1.3. 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 Division External Services**



# 1. ISSUANCE OF BIDDING DOCUMENTS

## A. PUBLIC BIDDING

<b>Office or Division:</b>	Provincial governor's Office-Bids and Awards			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- GOVERNMENT TO BUSINESS ENTITY			
<b>Who may avail:</b>	Business entities, suppliers, contractors, bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Authorization Letter/Special Power of Attorney (1 Original or photocopy)</li> <li>2. Secretary's Certificate ( 1 Original or photocopy)</li> <li>3. Valid ID</li> <li>4. Payment Form (1, original )</li> <li>5. Official Receipt (1,original)</li> <li>6. Dealer's List (1, original)</li> </ol>		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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about Bidding Opportunities	Provide client with appropriate information about Bidding Opportunities	None	5 minutes	<b>Goods &amp; Services Section</b> JOHN B. MAGBANUA JUNREY L. PACHES  <b>Civil Works Section</b> JOHN B. MAGBANUA DANNA MARIE B. ASENTISTA SHELA MAE S. CARAS
2. Fill-out Payment Form	Provide client with the Payment Form	None	2 minutes	
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 client with Dealer's List to fill-out	None	2 minutes	<b>Goods &amp; Services Section</b> JOHN B. MAGBANUA JUNREY L. PACHES
5. Receive complete set of bidding documents	5.1. Print-out complete bidding documents  5.2. Provide copy of bidding documents	None	10 minutes	<b>Civil Works Section</b> JOHN B. MAGBANUA DANNA MARIE B. ASENTISTA SHELA MAE S. CARAS
<b>TOTAL</b>		Per guidelines issued by the GPPB for the sale of Bidding Documents	29 minutes	

## B. ALTERNATIVE MODE OF PROCUREMENT

<b>Office or Division:</b>	Provincial Governor's Office-Bids and Awards			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- GOVERNMENT TO BUSINESS ENTITY			
<b>Who may avail:</b>	Business entities, contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about Opportunities for Alternative	Provide client with canvass forms	None	10 minutes	<b>Goods &amp; Services Section</b>



Method of Procurement				ERNIE D. FRIAS JUNREY L. PACHES
2. Submit Price Quotation	2.1.Receive Price Quotation Form  1.2. Check Accuracy of Price Quotation	None	5 minutes	<b>Civil Works Section</b> SHELA MAE S. CARAS
<b>TOTAL</b>		None	15 minutes	

## 2. PROCUREMENT COMPLAINT HANDLING

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



request for reconsideration	2.2.The HOPE shall resolve the protest			
3. Decision of the Local Chief Executive	3.The decision of the LCE is final	None	7 days	c/o PGO
<b>TOTAL</b>		Per guidelines issued by the GPPB	17 days	





## **Executive Staff**

### **External Services**



# 1. ADMINISTRATIVE AND EXECUTIVE FUNCTIONS AND COMMUNICATIONS

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

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

## 2. 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.

<b>Office or Division:</b>	Crisis Intervention Management	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Indigents residents of South Cotabato	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Burial</b>		
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			
<b>Medical Assistance</b>				
<b>For outpatient:</b>				
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			
<b>For admitted patient:</b>				
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			
<b>Hospital Bill Assistance</b>				
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			
<b>Laboratory Request</b>				
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			
<b>Transportation Assistance</b>				
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			
<b>Food Assistance for drop in clients</b>				
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			
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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/evalu ative 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
<b>TOTAL</b>		None	60 minutes	

### 3. SOLICITATIONS AND REQUESTS

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

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



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 or/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
<b>TOTAL</b>		None	3 days, 13minutes	



## **Inspectorate Unit External Services**



# 1. Inspection and Monitoring

## DESCRIPTION OF THE SERVICE:

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

<b>Office or Division:</b>	Provincial Governor's Office- Inspectorate Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Contractor/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Folder with complete project contract documents & letter request		PEO		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
--	--	--	-----------------------	--

## 2. Inspection of Goods Supplies, Materials and Equipment

### DESCRIPTION OF THE SERVICE:

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

<b>Office or Division:</b>	Provincial Governor's Office- Inspectorate Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Provincial Government Officer/ Partner National Agencies receiving subsidy from The Provincial Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt, Sales Invoice, or Delivery Receipt and or Purchase Order (PO)		Supplier/ PGSO		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
			11 hours & 25minutes	

### 3. Pre and Post Repair Inspection of Equipment

#### DESCRIPTION OF THE SERVICE:

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

<b>Office or Division:</b>	Provincial Governor's Office- Inspectorate Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Provincial Government Officer/ Partner National Agencies receiving subsidy from The Provincial Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pre-Repair Request form/ OR, Sales Invoice (Post-request)		Inspectorate Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Inspector
	Prepare Pre and Post report upon		3 Hours for major inspection inside & outside the Provincial Capitol Compound	Clerk



	acceptance of request		10 minutes	
Wait for the approved Pre & post repair report	For release	None	3 minutes	Clerk
			3hours & 28minutes	

#### 4. 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.

<b>Office or Division:</b>	Provincial Governor's Office- Inspectorate Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Provincial Government Officer/ Partner National Agencies receiving subsidy from The Provincial Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
			35minutes	



## 5. Waste Material Report (WMR)

### DESCRIPTION OF THE SERVICE:

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

<b>Office or Division:</b>	Provincial Governor's Office- Inspectorate Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Provincial Government Officer/ Partner National Agencies receiving subsidy from The Provincial Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Waste Material Report		PGSO		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	



# **Internal Audit Unit**

## **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.

<b>Office or Division:</b>	Provincial Governor's Office- Internal Audit Service			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Provincial Government Offices/Departments/Program Implementers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Internal Audit Service Plan (1,original)		Provincial Governor's Office		
1. Memo to undertake Audit Activities (1,original)		Provincial Governor's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.

<b>Office or Division:</b>	Provincial Governor's Office- Internal Audit Service
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	Provincial Government Offices/Departments/Program Implementers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.List of awarded infrastructure projects for implementation in the Province of South Cotabato. (1,original)  2.Contract Documents (1,Certified Photocopy),viz:  2.1.Approved Contract Agreement 2.2.Contract Drawings	Provincial Engineer's Office  Provincial Engineer's Office



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)				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 minutes	Receiving Clerk/ Encoder Admin.Support Services
	1.2.Indorse the copy of the Head of the CPES-IU			
	1.1. Schedule conduct of CPES Technical Team Meeting 1.2. .Conduct of CPES Technical Team 1.3. Prioritize projects for CPES 1.4. Schedule conduct of Field Evaluation/CPES	None	1 day	Internal Auditor IV Internal Audit Service/CPES-IU
	3.1.Prepare and send communications to	None	5 days	Internal Auditor II/Audit Clerk





	concerned personnel			Internal Audit Service/CPES-IU
	3.2.Prepare and reproduce technical forms			
	3.3.Prepare logistics			
	4.1.Conduct of CPES/Field Evaluation	None	1 day	CPEs Technical Team/Internal Auditor II/Audit Clerk
	4.2.Prepare CPES Observations and Findings			PEO/Internal Audit Service
	5.1.Schedule conduct of Exit Meeting with concerned contractor and peo personnel	None	7 days	Internal Auditor IV, Internal Auditor II, Internal Auditor I, Auditing Assistant, Audit Clerk
	5.1.Conduct CPES Exit Conference			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 Paglaum Scholarship and Grant-  
In-Aid Program  
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 Php 5, 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.

<b>Office or Division:</b>	PGO-KPSP			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	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 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. Conduct Orientation and distributions of KPSP GIA Certificates	None	4 hours	Technical Staff PSC/ KPSP GIAP
<b>TOTAL</b>		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.

<b>Office or Division:</b>	PGO-KPSP			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Professional, College Graduates, Students, IPs, Differently-Abled, General Public residing in South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Application Form 1-C (1, original)		KPSP OFFICE		
2. Transcript of Records and Diploma (1, original)		SCHOOL GRADUATED Client		
3. NMAT Result (for applicant in Medicine) (1, original)		BARANGAY & Regional Trial Court		
4. Certificate of Good Moral and Court Clearance from the Clerk of Court (1, original)		PSA office Any Digital Studio Client		
5. Birth Certificate (1, original)		BARANGAY		
6. Passport Size Picture (1, original)		BIR Office		
7. Sketch Map (1, original)		Client		
8. Certificate of Indigency (1, original)		BIR Office		
9. BIR ITR (1, original)				
10. Application Letter (1, original)				
11. Financial Statement of Income and Expenses (1, original).				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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
<b>TOTAL</b>		None	23days,4hours, 45 mins.	



### 3. 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.

<b>Office or Division:</b>	PGO-KPSP			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, OSY, HS Graduates, IPs, Differently Abled, Parents and Residents of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	37days,4hours, 45mins.	

#### 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.

<b>Office or Division:</b>	PGO-KPSP OFFICE			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	General public residing in South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Accomplished Application Form 1-C (1,original)		KPSP OFFICE		
2.High School Report Card/Senior High School Report Card/ Certificate of Grades in previous Semester for College Students (1,original)		School Graduated/school they are enrolled		
3.Certificate of Good Moral (1,original)		Barangay/School Graduated		
4.Barangay Certificate (1,original)		Barangay		
5.Birth Certificate (1,original)		PSA office		
6.Passport Size Picture (1,original)		Any Digital Studio		
7. Sketch Map (1,original)		Client		
8.Certificate of Indigency (1,original)		Barangay		
9.Application Letter (1,original)		Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	22 days,4hours, 45mins.	

## 5. FINANCIAL ASSISTANCE TO PUBLIC SCHOOLS

The financial assistance to public schools will be distributed based on the categorization devised by the DepEd of the 523 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 2021-2022.

<b>Office or Division:</b>	PGO-KPSP	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G	
<b>Who may avail:</b>	Primary and Secondary Public Schools	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Memorandum of Understanding (MOU) (1,original)		PGO-KPSP
2. Payroll (1,original)		PGO-KPSP
3. Project Design (1,original)		PGO-KPSP





<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	1 day,4hours, 10mins.	



**South Cotabato Economic Enterprise  
Management Office  
External Services**



## 1. LEASE OF SPACES

“The Contract of Lease is prepared by SCEEMO to bind the lessor (Provincial Government of South Cotabato thru the Governor) and the lessee of stalls and spaces offered for rent by the provincial government, in obligations and undertakings governing the use of stalls and spaces at the South Cotabato Gymnasium and Cultural Center, South Cotabato Sports Complex and Productivity and Technology Center.”

<b>Office or Division:</b>	South Cotabato Economic Enterprise Management Office (SCEEMO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Legitimate Organizations and Business Holders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2. Letter of Intent to Rent		N/A		
3. Government issued ID		Government Offices Concerned		
4. Business Permit		Mayor’s Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	<ul style="list-style-type: none"> <li>• Receive Letter of Intent from client</li> <li>• Indorse it to the PGO</li> </ul>	None	2 working days (will notify thru text/call)	Marinelle D. Espende (SCEEMO staff)
2. If approved, sign Contract of Lease	Prepare Contract of Lease Assist client during signing of contract	None	10 minutes	Marinelle D. Espende (SCEEMO staff)



3. Wait for notice from SCEEMO if the Contract of lease has been signed by the Provincial Governor	Indorse Contract of Lease (signed by the client) to the PGO	None	1 working day (will notify thru SMS/call upon receipt of signed Contract from PGO)	Marinelle D. Espende (SCEEMO staff)
4. Get the Contract of Lease for notarization	Release Contract of Lease to the client	None	30 minutes	Marinelle D. Espende (SCEEMO staff)
5. Request of billing statement for paying two (2) months advance and two (2) months deposit	Assist client in securing billing statement for advance payment and deposit from the PTO	None	5 minutes	Marinelle D. Espende (SCEEMO staff)
6. Pay two (2) months advance and two (2) months deposit	Inform client to pay at the PTO	(Rental is subject to 5% increase annually)	15 minutes	PTO Cashier
7. Submit to SCEEMO one (1) original copy of notarized Contract of Lease and photocopy of OR issued by the PTO for 2 mos. deposit	Receive and file Contract of Lease Assist client during moving in	None	5 minutes	Marinelle D. Espende (SCEEMO staff)
<b>TOTAL</b>			3 days & 65 minutes	



# **Seven Falls Project Management Unit**

## **External Services**



## 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).

<b>Office or Division:</b>	PGO-SFPMU			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Entrance Ticket (1, Original) 2.Official Receipt (1,Original) 3.Waiver (1,Original)		Concerned individual who wanted to avail of the Zipline ride Collector, Provincial Treasurer's Office Concerned individual who wanted to avail of the Zipline Ride		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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, Anniversay - Php 350.00	15 minutes	Collector Provincial Treasurer's Office
4.Proceed to Rigging Area and 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
<b>TOTAL</b>		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,Anni versay-Php 350.00	50 minutes, 45 seconds	



# **South Cotabato Gymnasium and Cultural Center**

## **External Services**





## 1. BOOKING OF SCGCC VENUE FOR EVENTS

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

<b>Office or Division:</b>	South Cotabato Economic Enterprise Management Office (SCEEMO)- South Cotabato Gymnasium and Cultural Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Legitimate Organizations and Business Holders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
5. Letter of Intent to Rent		N/A		
6. Details of the event/s for the quotation		N/A		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
8. Inquire for availability of date want to 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.	<ul style="list-style-type: none"> <li>Receives Letter of Intent from client</li> <li>Indorses it to the PGO</li> </ul>	None	2 working days (will notify thru text/call)	Rona T. Lusañes / (SCGCC Program Assistant)



9. If approved, Request of billing statement for payment Seven (7) working days before the event	*Prepare billing statement *Assist client during signing of billing statement	None	10 minutes	Rona T. Lusañes (Program Assistant)
10. Pay Seven (7) working days before the event	Inform client to pay at the Provincial Treasurer's Office (PTO)	None	10 minutes	PTO Cashier
11. Return the Billing Statement with attached Official Receipt photocopy	Inform client to return the Billing Statement with attached Official Receipt photocopy at SCGCC	None	5 minutes	Rona T. Lusañes / (SCGCC-Program Assistant)
12. Wait for notice from SCGCC if the Billing Statement has been signed by the SCEE General Manager Designate	Indorse Billing Statement (signed by the client) to the SCEEMO and submit one (1) original copy of Billing Statement with attached Official Receipt photocopy	None	1 working day (will notify thru SMS/call upon receipt of signed Contract from SCEEMO)	Rona T. Lusañes (SCGCC Program Assistant)
<b>TOTAL</b>			3 days & 25 minutes	



# **South Cotabato Sports Complex**

## **External Services**



## 1. BOOKING OF SCSC VENUE FOR EVENTS

The Billing Statement is prepared by SCEE- SOUTH COTABATO SPORTS COMPLEX 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 Sports Complex

<b>Office or Division:</b>	South Cotabato Economic Enterprise Management Office (SCEEMO)- South Cotabato Sports Complex			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Legitimate Organizations and Business Holders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
7. Letter of Intent to Rent		N/A		
8. Details of the event/s for the quotation		N/A		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
13. Inquire for availability of date want to 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.	<ul style="list-style-type: none"> <li>Receives Letter of Intent from client</li> <li>Indorses it to the PGO</li> </ul>	None	2 working days (will notify thru text/call)	Hizel D. Muyco / (SCSC Program Assistant)



14. If approved, Request of billing statement for payment Seven (7) working days before the event	*Prepare billing statement *Assist client during signing of billing statement	None	10 minutes	Hizel D. Muyco / (SCSC Program Assistant)
15. Pay Seven (7) working days before the event	Inform client to pay at the Provincial Treasurer's Office (PTO)	None	10 minutes	PTO Cashier
16. Return the Billing Statement with attached Official Receipt photocopy	Inform client to return the Billing Statement with attached Official Receipt photocopy at SCSC	None	5 minutes	Hizel D. Muyco / (SCSC Program Assistant)
17. Wait for notice from SCSC if the Billing Statement has been signed by the SCEE General Manager Designate	Indorse Billing Statement (signed by the client) to the SCEEMO and submit one (1) original copy of Billing Statement with attached Official Receipt photocopy	None	1 working day (will notify thru SMS/call upon receipt of signed Contract from SCEEMO)	Hizel D. Muyco / (SCSC Program Assistant)
<b>TOTAL</b>			3 days & 25 minutes	



**South Cotabato Economic Investment and  
Promotion Center  
External Services**



## 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

<b>Office or Division:</b>	South Cotabato Economic Investment and Promotion Center			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	Micro, Small and Medium Enterprises (MSMEs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>Where to Secure</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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- Registrati on 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	P1,500.0 0- Registrati on 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 External Services**



## 1. FACILITATION OF “DALAW” OR VISITOR OF INMATES

This service realizes the right of an inmate to be visited by his or her relative/s or /friend/s during “dalaw” day as guaranteed in the SCRDC Manual and other existing laws.

<b>Office or Division:</b>	South Cotabato Rehabilitation and Detention Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- government to citizen			
<b>Who may avail:</b>	Immediate family members, relatives and friends of inmates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Valid ID –(1,Original)</li> <li>2. Birth Certificate (1,Original, 1Photocopy) of inmate’s child</li> <li>3. Vaccination Card</li> </ol>		Issuing Agency Local Civil Registrar/ Philippine Statistics Office  Concerned visitor		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present intent and required documents at the maingate guard on duty.	<ol style="list-style-type: none"> <li>1. Check the authenticity of the documents presented.</li> <li>2 List the name of Visitor in the Logbook and the inmate to be visited.</li> <li>3. Issue Visitor’s ID</li> </ol>	None	3 minutes	Main Gate Guard on duty PGO- SCRDC/JAIL
2. Subject self and carried things to Searcher guards on duty for search and inspection.	<ol style="list-style-type: none"> <li>4. Call the visitor to enter the Search Room.</li> <li>5. Body Frisk the visitor.</li> <li>6. Search/ inspect the carried things of visitor.</li> <li>7. Advise the visitor to proceed to the “Dalawan Area”.</li> </ol>	None	7 minutes	Searcher Lady/Male Guard PGO- SCRDC/ Jail
3. Wait for the inmate/s to be	8. Page the name of the visited			Inmates Welfare and



visited at the “Dalawan” Area.	inmate through the Public Address system to proceed to the “dalawan area”.	None	5 minutes	Development (IWD) Staff, Paging counter, IWD desk
TOTAL			15 minutes	

## 2. FACILITATION OF FOOD AND ‘PERA” PADALA TO INMATES

Family and friend’s support to inmates in the form of food and money, among others, is allowed to augment the economic needs of the latter, in particular, and to strengthen family / social ties, in general.

<b>Office or Division:</b>	South Cotabato Rehabilitation and Detention Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- government to citizen			
<b>Who may avail:</b>	Immediate Family members, relatives and friends of inmates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (present original copy, 1 photocopy)		Issuing Agency		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present self and ID for listing in the logbook;	1. Check the authenticity of the documents presented.  2 List the name of Visitor in the Logbook and the inmate-recipient of Padala	None	3 minutes	Main Gate Guard on duty PGO- SCRDC/JAIL
2. Present the things/“padala” to the searcher guards on duty.	3. Search/ inspect the “Padala” brought by the visitor	None	7 minutes or longer depending on the bulk of items	Searcher/Frisking Lady/Male Guard PGO- SCRDC/ Jail
3. Bring / forward the “padala” items to the Inmates Welfare and Development Desk.	4. Page the inmate-recipient  5. Hand-over the “Padala” to inmate-recipient and let him/her sign	None	5 minutes	Inmates Welfare and Development (IWD) Staff, IWD desk, PGO- SCRDC/ Jail



	"received" on the logbook.			
TOTAL			15 minutes	

### 3. FACILITATION OF INMATE'S CONJUGAL VISIT TO CHECK-IN

Conjugal visit to check-in is allowed to wedded couple with the end view of sustaining their healthy relationship and marriage while incarcerated, both or one of the spouses.

<b>Office or Division:</b>	South Cotabato Rehabilitation and Detention Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Inmate's spouse			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Marriage Certificate – (1 Photocopy; present the original copy)</li> <li>2. Birth Certificate of spouses and children – (1 Photocopy)</li> <li>3. Medical Certificate of the visiting spouse - (1 Original Copy &amp; 1 Photocopy)</li> <li>4. Barangay Certificate of Residency - (1 Original Copy &amp; 1 Photocopy)</li> <li>5. Valid ID of the spouses - (1 photocopy)</li> <li>6. Vaccination Card of spouses (1 photocopy)</li> </ol>		<p>Local Civil Registrar (LCR) or Phil. Statistics Authority (PSA)</p> <p>Family Doctor/ Provincial/Municipal Hospital</p> <p>Concerned Barangay</p> <p>Spouses Spouses</p>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present intent to avail of Conjugal Visit for check-in.	1. Advise concerned spouse/s to comply Checklist of Requirements for check-in	None	5 minutes	Inmates Welfare and Development (IWD) Staff, IWD desk
2. Submit needed documentary requirements.	2. Check and evaluate documents as to completeness and authenticity.	None	5 minutes	Inmates Welfare and Development (IWD) Staff, IWD desk



	3. If found complete and in order, prepare the Check-in Slip. If lacking, return the documents to the concerned spouse to comply lacking requirements.			
3. Wait for the issuance of the Check-in Slip.	4. Secure the approval of the Provincial Warden/OIC of the Check-in Slip.  5. Issue approved Check-in Slip to visiting spouse/s and inform her/him/them of the scheduled date and time to check-in.	None	10 minutes	Inmates Welfare and Development (IWD) Staff, IWD desk
4. Avail of check-in privilege on scheduled date.	6. Facilitate Check-in of spouses.	None	3 hours	Inmates Welfare and Development (IWD) Staff, IWD desk
TOTAL			3hrs. and 20 mins	

#### **4. FACILITATION OF VISIT OF COURT JUDGES, LAWYERS, PERSONNEL OF OTHER GOVERNMENT AGENCIES, RELIGIOUS AND EDUCATIONAL INSTITUTIONS AND OTHER PRIVATE ORGANIZATIONS OR INDIVIDUALS**

This service realizes the right of an inmate to be visited by groups and/or individuals with concerns on the development of their case/e, in particular, and could keep and further develop their personhood, in general, as guaranteed in the SCRDC Manual and other existing laws.

<b>Office or Division:</b>	South Cotabato Rehabilitation and Detention Center
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C- Government to Citizen G2G-Government to government entities			
<b>Who may avail:</b>	Court Judges and personnel, Lawyers, Other Gov't Agencies, religious and educational institutions and other Private Organizations or individuals.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent Valid ID		Concerned office/institution Concerned visitor		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit letter request indicating purpose and date of visit, among others.	1. Receive letter request and mark SCRDC calendar of the scheduled visit.	None	3 minutes	Kathy Villavicencio, Administrative Officer II, SCRDC Administrative Services Section.  Inmates Welfare and Development (IWD) Head, IWD desk
2.Wait for the scheduled visit.	2. Inform and brief in advance the concerned inmates to be visited and what to prepare.	None	5 minutes	Inmates Welfare and Development (IWD) Staff, IWD desk
3.When visiting, present ID at the maingate guard on duty and ready self for frisking and inspection.	3.Check visitors ID. Log names in the Logbook.  1. Conduct body frisk and inspection of carried things.	None	10 minutes	Maingate guard on duty/searcher, PGO-SCRDC/ Jail
4. Proceed to the "Dalawan Area" upon advised.	5. Page concerned inmates to proceed to the "Dalawan area".	None	15 minutes	Inmates Welfare and Development (IWD) Staff, IWD desk
<b>TOTAL</b>			<b>33 minutes</b>	



## 5. ISSUANCE OF CERTIFICATE OF DISCHARGE AND/OR RELEASE FROM JAIL

This is a document issued in time of release of inmate from jail by virtue of a valid Court Order or of any competent authority or due to service of sentence.

<b>Office or Division:</b>	South Cotabato Rehabilitation and Detention Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	SCRDC Detainee/ Person Deprived of Liberty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Court Order of Release or of any competent authority (1 original)		Court or any competent authority		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/submit to the Jail Administrative Services Section copy of order of release from court or any competent authority.	1. Receive Copy of the Court Order 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	3. Pull out inmate's Carpeta 4. Print Inmate's Profile from the database 5. Verify as to records on file if subject inmate has no other pending case/s. 6. If records so warrant, prepare the Certificate of Discharge from Jail. 7. Secure signatures of signatories in the	None	20 minutes	Kathy Villavicencio, Administrative Officer II, SCRDC Administrative Services Section  Records Officer PGO- SCRDC/Jail Administrative Section



	Discharge Certificate.  8. Call up the subject inmate. Secure his / her signature and thumbmark in the Certificate of Discharge.  9. Secure the approval of the Provincial Warden/OIC.  10. Record the release document in the blotter book of the Custodial Guards on duty.			Custodial Guard on duty
3. Received the Copy of Certificate of Discharge.	11. Issue a copy of the Certificate of Discharge to subject inmate.	None	2 minutes	Records Officer PGO- SCRDC/Jail Administrative Section
TOTAL			27 minutes	

## 6. ISSUANCE OF CERTIFICATION TO INMATES (CERTIFICATE OF DETENTION, GOOD MORAL CHARACTER)

These are documents issued to certify about the length of detention and/or character of inmates.

<b>Office or Division:</b>	SOUTH COTABATO REHABILITATION AND DETENTION CENTER			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	SCRDC Detainee/ Person Deprived of Liberty and/or Immediate family member			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Intent of request		Concerned requestor		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Express intent of request to the	1. Evaluate the intent of the	None	3 minutes	Records Officer





Jail Administrative Services Section.	requested certification.			PGO-SCRDC/ Jail Administrative Section
2. Log name in the logbook/control book	2.Pull out inmate's Carpeta 3. Print Inmates Profile from database	None	3 minutes	Records Officer PGO-SCRDC/Jail Administrative Section
3.Wait for the request to be processed	4. Prepare the certification. 5. Secure the approval of the Provincial Warden/OIC	None	7 minutes	Records Officer PGO-SCRDC/Jail Administrative Section
4.Received the copy of requested certification.	6. Issue certification to requestor. 7.Secure the received signature of the requestor in the office file.	None	2 minutes	Records Officer PGO-SCRDC/Jail Administrative Section
TOTAL			15 minutes	

## 7. RECEPTION OF COMMITTED INMATES

This is the process of receiving the inmates committed by law enforcer or any committing agency per order of the court or any competent authority.

<b>Office or Division:</b>	South Cotabato Rehabilitation and Detention Center		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G- Government to Government		
<b>Who may avail:</b>	PNP/ PDEA/CIDG/BJMP OR ANY AUTHORIZED COMMITTING AGENCY		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Commitment Order addressed to the Provincial Warden of SCRDC- (1,Original)		Court where the case of inmate was filed	
2. Copy of Case Information (1,original)		Provincial/Municipal Hospital	
3. Medical Certificate- (1, Original)			
4. Xray Result- (1,original)			



5. Vaccination ID and Antigen test				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Committing agency to present the commitment documents and the person to commit at the maingate guard on duty.	1. Maingate guard to check the commitment documents and forward the same to the Receiving officer at the IWD reception area.	None	2 minutes	Custodial guard on duty, SCRDC/Jail
2 Proceed to the receiving officer along with the commitment documents and the person/s to commit.	2. Receiving officer to evaluate and check the completeness and authenticity of the commitment documents.  3. Body Search the person/s to be committed  4. Check the carried things of the person/s to be committed.	None	10 minutes	Receiving Officer, IWD reception area
3. Secure a copy of the received Commitment Order.	5. Receiving officer to mark received and sign on the Copy of Commitment Order  6. Provide a copy of the received Commitment Order to the committing person in authority.	None	3 minutes	Receiving Officer SCRDC/Jail
<b>TOTAL</b>			15 minutes	



**South Cotabato Sports Youth and  
Development Office  
External Services**



## 1. 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.

<b>Office or Division:</b>	South Cotabato Youth and Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Youth , Youth Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Letter Request(1,original) 2.Valid ID (2,Photocopy)		Concerned Youth/Youth Organization Concerned individual youth		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	

## 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.

<b>Office or Division:</b>	South Cotabato Youth and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Youth , Youth Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Letter Request(1,original)		Concerned Youth/Youth Organization		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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.

<b>Office or Division:</b>	South Cotabato Youth and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Youth ,Youth Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Letter Request(1,original)		Concerned Youth/Youth Organization		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	



# **Provincial Security Unit**

## **External Services**





## 1. 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.

<b>Office or Division:</b>	Provincial Security Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Valid Identification Card (1, original)		Any government agency that can issue valid identification cards		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	6 minutes	



# **Provincial Security Unit**

## **Internal Services**



## 1. RADIO MESSAGE TRANSMISSION

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

<b>Office or Division:</b>	Radio Room			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All authorized Radio Operators/handlers employed at the Provincial Government of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Message for transmission (hardcopy) (1,original)		Originating office of the requesting party		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	8 minutes	

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

Repair of non-functional Ground-attached Radio Equipment

<b>Office or Division:</b>	Radio Room			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All authorized Radio Operators/handlers employed at the Provincial Government of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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
<b>TOTAL</b>		None	2 days and 7 minutes	

### 3. REPAIR OF RADIO COMMUNICATION EQUIPMENT (HANDHELD RADIO)

Repair of non-functional Handheld Radio Equipment

<b>Office or Division:</b>	Radio Room
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	All authorized Radio Operators/handlers employed at the Provincial Government of South Cotabato
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Letter Request for Repair (1, original)	Radio Room



<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Optr. 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
<b>TOTAL</b>		None	2 days and 7 minutes	



# **Public Employment Service Unit**

## **External Services**



## 1. 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.

<b>Office or Division:</b>	Provincial Governor's Office- Public Employment Service Unit (PESU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Marginalized workers who have no fixed income			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Residency (1 original)		Barangay Hall where the client resides		
Certificate of Indigence (1 original)		Barangay Hall where the client resides		
Latest picture (2x2, 2 original, colored)		Client		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure Individual Business Plan Form	Provide Individual Business Plan Form	None	15 minutes	PESU Staff
Submit Individual Business Plan and wait to be processed	Evaluate Individual Business Plan	None	40 working days	PESU Staff/ DOLE Staff
Release of tools and materials under the DILEEP	Facilitate the release of tools and materials	None	Half day	PESU Staff
TOTAL		None	40.5 days and 15 minutes	



## 2. 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.

<b>Office or Division:</b>	Provincial Governor's Office- Public Employment Service Unit (PESU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Poor but deserving students, out-of-school youth aged 15-30 years old			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





Secure an Application Form	Provide Application Form	None	15 minutes	PESU Staff
Register online at <a href="http://www.dole12-spes.ph">www.dole12-spes.ph</a> , submit application form and proceed for an interview	Receive Application Form and proceed the interview	None	45 minutes	PESU Staff
Wait for an application to be processed	Evaluate documentary requirements	None	40 days	PESU Staff
Attend SPES Orientation, Signing of Contract and Oath of Undertaking	Facilitate the conduct of SPES Orientation, Signing of Contract and Oath of Undertaking	None	Half day	PESU Staff
Claim the required Identification Card before reporting to duty	Facilitate the distribution of Identification Card	None	15 minutes	PESU Staff
TOTAL		None	40.5 days, 1 hour and 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.

<b>Office or Division:</b>	Provincial Governor's Office- Public Employment Service Unit (PESU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Jobseekers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
National Skills Registry Form ( 1 original)		Public Employment Service Unit		
Official Receipt ( 1 original)		Provincial Treasurer's Office- Cash Division		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register and Secure National	Provide the National Skills Registry Form	None	30 minutes	PESU Staff



Skills Registry Form				
Submit duly filled-out National Skills Registry Form	Receive the National Skills Registry Form	None	10 minutes	PESU Staff
Pay Service Charge to Provincial Treasurer's Office- Cash Division	Instruct client to proceed at PTO- Cash Division	Php 130.00	20 minutes	PTO- Cash Division Staff
Present Official Receipt and wait request to be processed	Prepare PESO Referral	None	20 minutes	PESU Staff
TOTAL		Php 130.00	1 hour and 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.

<b>Office or Division:</b>	Provincial Governor's Office- Public Employment Service Unit (PESU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Resume		Client		
Transcript of Records (if required, 1 photocopy)		School where the client graduated		
Diploma (if required, 1 photocopy)		School where the client graduated		
Certificate of Competencies (if required, 1 photocopy)		TESDA Office where the client assessed		
Driver's License (if required, 1 photocopy)		LTO where the client applied		
PRC IDs (if required, 1 photocopy)		PRC Office where the client applied		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register and secure National Skills Registry Form	Provide National Skills Registry Form	None	20 minutes	PESU Staff



Submit duly filled-out National Skills Registry Form and wait to be processed	Evaluate National Skills Registry Form if filled-out properly	None	10 minutes	PESU Staff
Present self for Job Interview to different participating employers	Instruct applicant to proceed to different participating employers for Job Interview	None	30 minutes	HR-participating agencies/ companies
TOTAL		None	1 hour	



**Provincial Human Resource Management  
Office  
External Services**



**1. ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT, AND CERTIFICATE OF NO PENDING ADMIN CASE (FOR PERSONAL/LEGAL PURPOSE) OF PGSC EMPLOYEE FOR SEPARATION PURPOSES (RETIREMENT, TRANSFER, RESIGNATION, AND DEATH CLAIMS) FOR THE CURRENT YEAR**

These documents are requested by PGSC Separated and/or Would-be Separated Employees for the current year for Personal and/or Legal Purposes. Certifications are issued to validate employees' employment information.

<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C G2G			
<b>Who may avail:</b>	PGSC Separated and/or would-be Separated Employees for the current year			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form (1 original copy)		Administrative Support Services		
2. Requested Document- Service Record, Certificate of Employment and Certificate of No Pending Case (depending on the number of copies requested)		Personnel Actions and Information Management Section - Records		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
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



3. Processing and release of requested document	<p>3.1 Forward to Supervising Administrative Officer for approval and forward to concerned section</p> <p>3.2 Preparation of document requested and forward to SAO/PHRMO for signature</p> <p><i>*All certification for separation purposes will be forwarded to PGO through PADMIN for signature</i></p>	None	7 days	<p>JO Program Assistant Provincial Human Resource Management Office-Admin Support Services</p> <p>Supervising Administrative Officer Provincial Human Resource Management Office</p> <p>Administrative Officer IV Provincial Human Resource Management Office- Personnel Actions and Information Management Section - Records</p>
5. Receive requested document	5.1 Release requested document	None	5 minutes	JO Program Assistant Provincial Human Resource Management Office-Admin Support Services
<b>TOTAL:</b>		<b>None</b>	<b>7 days, 30 mins.</b>	

## 2. ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT, AND CERTIFICATE OF NO PENDING ADMIN CASE (FOR PERSONAL/LEGAL PURPOSE) FOR PGSC INACTIVE EMPLOYEES

These documents are requested by PGSC Inactive Employees for Personal and/or Legal Purposes. Certifications are issued to validate employees' employment information.

<b>Office or Division:</b>	Provincial Human Resource Management Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C G2G
<b>Who may avail:</b>	Inactive PGSC Employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



1. Request Form (1 original copy) 2. Billing Statement (for Personal Use / 1 original copy, 1 duplicate copy)		Administrative Support Services		
3. Official Receipt (for Personal Use / 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 and Information Management Section - Records		
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
2. Submit request form	2.1 Check the request form if filled-up legibly  2.2 Review or evaluate request and issue billing if applicable  2.3 If payment is not required, proceed to Step 4	None	5 minutes	JO Program Assistant Provincial Human Resource Management Office- Admin Support Services
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	3.1 Accept the payment based on the billing statement  3.2 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	4.1 Check the official receipt 4.2 Attach Receipt to the Request Form	None	7 days	JO Program Assistant Provincial Human Resource Management Office-



release of requested document	<p>4.3 Forward to Supervising Administrative Officer for approval and forward to concerned section</p> <p>4.4 Preparation of document requested and forward to SAO/PHRMO for signature</p>			<p>Admin Support Services Section</p> <p>Supervising Administrative Officer Provincial Human Resource Management Office</p> <p>Administrative Officer IV Provincial Human Resource Management Office- Personnel Actions and Information Management Section - Records</p>
5. Receive requested document	5.1 Release requested document	None	5 minutes	JO Program Assistant Provincial Human Resource Management Office- Admin Support Services
<b>TOTAL:</b>		<b>P130.00</b>	<b>7 days, 30 mins.</b>	

### 3. ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT, AND CERTIFICATE OF NO PENDING ADMIN CASE (FOR PERSONAL/LEGAL PURPOSE) FOR PGSC INACTIVE EMPLOYEES WITH DOCUMENTS ALREADY ARCHIVED TO PGSO

These documents are requested by PGSC Inactive Employees whose documents are already archived to PGSO for Personal and/or Legal Purposes. Certifications are issued to validate employees' employment information.

<b>Office or Division:</b>	Provincial Human Resource Management Office
<b>Classification:</b>	Highly-Technical
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	Inactive PGSC Employees whose documents are already archived to PGSO
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Request Form (1 original copy)	Administrative Support Services Section
2. Requested Document- Service Record, Certificate of Employment and Certificate of	Personnel Actions and Information Management Section - Records





No Pending Case (depending on the number of copies requested)				
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
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
3. Processing and release of requested document	<p>3.1 Forward to Supervising Administrative Officer for approval and forward to concerned section</p> <p>3.2 Preparation of document requested and forward to SAO/PHRMO for signature</p> <p><i>*All certification for separation purposes will be forwarded to PGO through PADMIN for signature</i></p>	None	20 days	JO Program Assistant Provincial Human Resource Management Office- Admin Support Services  Supervising Administrative Officer Provincial Human Resource Management Office Administrative Officer IV Provincial Human Resource Management Office- Personnel Actions and Information Management Section - Records
4. Receive requested document	4.1 Release requested document	None	5 minutes	JO Program Assistant Provincial Human Resource Management Office- Admin Support Services



<b>TOTAL:</b>	None	<b>20 days, 30 mins.</b>	
---------------	------	------------------------------	--

#### 4. SUBMISSION AND REVIEW OF APPLICATION FOR LEAVE OF ABSENCE FOR TERMINAL LEAVE CLAIMS AND TRANSFER OF LEAVE CREDITS TO NEW AGENCY

These documents are requested by PGSC Separated and/or Would-be Separated Employees for the current year for Processing Terminal Leave Claims.

<b>Office or Division:</b>	Provincial Human Resource Management Office		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C G2G		
<b>Who may avail:</b>	PGSC Separated and/or would-be Separated Employees for the current year		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Application for Leave of Absence (Form 6)</li> <li>2. Remittance Lists, if applicable</li> </ol>		Administrative Support Services Section of the concerned employee	
<ol style="list-style-type: none"> <li>3. Clearances and other Supporting Documents in 2 copies: <ul style="list-style-type: none"> <li>• Certified photocopy of clearance from money, property and legal accountabilities, from: Office, PACCO including clearances from financial institutions (banks), PGSO, PASSO, PTO, UPESCO, GSIS, and Trial Court</li> <li>• Clearance Form (CSC Form No. 7)</li> <li>• Certified photocopy of latest Statement of Assets, Liabilities and Net Worth</li> <li>• Affidavit of Undertaking for authority to deduct accountabilities, if applicable</li> <li>• Affidavit of applicant that there is/ are no pending criminal investigation or prosecution against him/her (RA 3019)</li> </ul> </li> </ol>		<p>Concerned Employee from PACCO, PTO, PGSO, PASSO, UPESCO, applicable financial institutions (banks) Banks, GSIS and Trial Court</p>	
		Employee Concerned Notarized by Lawyer of choice	
		Employee Concerned	



Additional requirement in case of resignation/ transfer of leave credits to new agency <ul style="list-style-type: none"> <li>• Resignation letter duly accepted by the Provincial Governor</li> <li>• Certified photocopy of Appointment to the new Agency</li> <li>• Approved Request to accept leave credits from the PGSC to the new Agency</li> </ul>				
Additional requirement in case of death of claimant: <ul style="list-style-type: none"> <li>• Death Certificate authenticated by the Local Civil Registrar</li> </ul>		Local Civil Registrar		
<ul style="list-style-type: none"> <li>• Marriage Contract authenticated by PSA</li> <li>• Birth certificate/s of all surviving legal heir/s authenticated by PSA</li> </ul>		Philippine Statistics Office		
<ul style="list-style-type: none"> <li>• Designation of next-of-kin in form of affidavit</li> </ul> Waiver of rights of children 18 years old and above, if applicable		Lawyer of choice		
Records to be provided by the PHRMO <ul style="list-style-type: none"> <li>• Complete Service Record</li> <li>• Certified photocopy of employee's leave card as of last day of service duly audited by Personnel Division/ Certificate of leave Credits issued by HRMO</li> <li>• Certified photocopy of appointment/ NOSA/ NOSI showing the highest salary received- if the salary under the last appointment is not the highest</li> </ul>		PHRMO- Records Section		
<ul style="list-style-type: none"> <li>• Computation of terminal leave benefits signed / certified by the Provincial Accountant</li> </ul>		PHRMO- Leave Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p><b>1.</b> Client to submit properly filled – in Form 6 and supporting documents for Terminal Leave</p>	<p>1.1 Check Form 6 submitted as to completeness of required entries</p> <p>1.2 Forward Form 6 to Leave in charge</p> <p>1.3 Review of Form 6 and prepare of summary list of accumulated leave credit balances for reconciliation</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>20 days</p>	<p>JO Program Assistant Provincial Human Resource Management Office-Admin Support Services Section)</p> <p>Leave- in charge Provincial Human Resource Management Office-Leave Administration Services)</p> <p>Leave Section Head Provincial Human Resource Management Office-Leave Administration Services</p> <p>Supervising Administrative Officer Provincial Human Resource Management Office</p> <p>Administrative Officer of Department</p>
<p><b>2.</b> In case there are items for/ confirmation reconciliation, the concerned employee will:</p> <p>Review summary prepared by PHRMO- Leave Section,</p> <p>Sign to acknowledge leave balances,</p> <p>Sign to acknowledge erasure in the</p>	<p><b>2.1</b> Check Form 6 submitted as to completeness of required entries</p> <p><b>2.2</b> Review/ verify submitted Form 6 and Summary list of accumulated leave credit balances and update leave card based on verified reconciled/ confirmed leave records</p>	<p>None</p>	<p>5 mins</p>	<p>JO Program Assistant Provincial Human Resource Management Office-Admin Support Services Section</p> <p>Provincial Human Resource Management Office-Leave Administration Services</p> <p>Leave Section Head Provincial Human Resource Management Office-Leave Administration Services</p>



<p>CSC Form 6, and  client Return Form 6 and Summary List of Accumulated Leave Credit Balances to PHRMO</p>				<p>Supervising Administrative Officer Provincial Human Resource Management Office</p>
	<p><b>For Terminal Leave</b> 2.3 Prepare Certification of Leave Credit Balances &amp; Money Value  2.4 Forward Form 6 and Certification of Leave Credit Balances &amp; Money Value to Provincial Administrators Office and Provincial Governor's Office for approval 2.5 Forward CSC Form 6 and all supporting documents (upon submission of all complete supporting documents) to PADMIN/ PGO for preparation of CAFOA and Disbursement Voucher  <b>In case of transfer of leave credits to new Agency:</b></p>	<p>none</p>	<p>7 days</p>	



	2.6 Forward Certificate of Leave Credits for transfer to new Agency to the Provincial Governor for signature			
3. Receive certification of leave credits for transfer to the new Agency	3.1 Release requested document upon submission of all required documents (provided in the checklist of requirements) to transfer to new agency	None	5 minutes	JO Program Assistant Provincial Human Resource Management Office-Admin Support Services Section
<b>TOTAL:</b>			<b>27 days, 15 mins.</b>	



**Provincial Human Resource Management  
Office  
Internal Services**



## 1. 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. Personal Data Sheet (PDS) 1 copy - original		For JO workers/Contract of Service Workers,	JO Hiring Services	
		For Regular Employees,	Regular Hiring Services	
		For Casual Employees,	Casual Hiring services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to fill-in Personal Data Sheet (PDS)	1. Give the online link or website where to download and print a blank Personal Data Sheet (PDS) to the client	None	2 minutes	Admin Aide VI Provincial Human Resource Management Office-Personnel Actions and Information Management Section
2. Submit Personal Data Sheet (PDS)	2. Check the Personal Data Sheet (PDS) 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 PIO-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 Information Office Information and Communication Technology Center
TOTAL		None	25 minutes	



## 2. 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 HRDD Supervising Administrative Officer for approval	None	3 days	Admin Aide IV Provincial Human Resource Management Office - Admin Support Services
	1.2 Forward to PMS in-charge to prepare request			Admin Aide IV Provincial Human Resource Management Office- Admin Support Services
2. Receive certified copy of requested document	2.1 Release to Client	None	5 minutes	Admin Aide IV Provincial Human Resource Management Office - Admin Support Services
TOTAL :		None	3 days & 5minutes	



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

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

<b>Office or Division:</b>	Provincial Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C G2G			
<b>Who may avail:</b>	Active PGSC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form (1 original copy)		Administrative Support Services		
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 and Information Management Section - Records		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
2. Submit request form *Make sure to secure the billing statement for personal or private loans purposes	2.1 Review the request form if filled-up legibly 2.2 Issue billing statement (if applicable)	None	5 minutes	JO Program Assistant Provincial Human Resource Management Office- Admin Support Services
3. Pay the required fees at the PTO by showing the billing statement	3.1 Accept the payment based on the billing statement 3.2 Issue Official Receipt	P130.00	15 minutes	Cashier Provincial Treasurer's Office Finance Building Capitol Compound



*Make sure to secure official receipt that will be issued upon payment				
4. Return to PHRMO- Admin Support Services Section for the processing and release of requested document	<p>4.1 Check the official receipt</p> <p>4.2 Attach Receipt to the Request Form</p> <p>4.3 Forward to Supervising Administrative Officer for approval and forward to concerned section</p> <p>4.4 Preparation of document requested and forward to SAO/PHRMO for signature</p>	None	3 days	<p>JO Program Assistant Provincial Human Resource Management Office-Admin Support Services</p> <p>Supervising Administrative Officer Provincial Human Resource Management Office</p> <p>Administrative Officer IV Provincial Human Resource Management Office- Personnel Actions and Information Management Section - Records</p>
5. Receive requested document	5.1 Release requested document	None	5 minutes	JO Program Assistant Provincial Human Resource Management Office-Admin Support Services
<b>TOTAL:</b>		<b>P130.00</b>	<b>3 days, 30 minutes</b>	



#### 4. 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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	1.1 Record leave application  1.2 Submit leave application to Leave Section Incoming In-Charge for tracking  1.3 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



	<p>1.4 Verify leave application and forward to SAO/PHRMO for signature</p> <p>1.5 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	



## 5. PROCESSING OF LEAVE MONETIZATION

### 5.1. 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. CS Form No. 6 Leave Application Form (2 original copies) *Regular Monetization – for application for 10 days monetization		Through Leave Management System		
2. Application Form for Leave Monetization (2 original copies)		Administrative Support Services of the department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For Regular Monetization for 10 days monetization, Submit application for Leave Monetization (CS Form 6)	1.1 Receive and record leave application  1.2 Check for availability of funds  1.3 Record leave monetization in the leave card, verify leave application & forward for review and initial	None	3 days	JO Program Assistant Provincial Human Resource Management Office-Leave Management Section  Administrative Officer II Provincial Human Resource Management Office-Leave Management Section



	<p>1.4 Review and initial approved leave of application</p> <p>1.5 Scan approved leave application and forward to PGO for preparation of voucher</p>			Supervising Administrative Officer Provincial Human Resource Management Office
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 &amp; 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 Administrative Officer II Provincial Human Resource Management Office-Leave Management Section</p> <p>Provincial Human Resource Management Office</p> <p>Provincial Administrator Provincial Administrator's Office</p> <p>Provincial Governor's Office</p>
TOTAL:		None	3days, 5mins.	





## 5.2 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  1.2 Check availability of Funds	None	3 days	JO Program Assistant Provincial Human Resource Management Office-Leave Management Section  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>1.5 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 &amp; forward for review and initial</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>
	2.3 Review and initial approved leave of application			



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



## 6. 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request (2,Original)		Administrative Support Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare letter request for s chedule of consultation on technical assistance addressed to the Provincial Governor/Provinci al Administrator	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	Administrative Aide IV Provincial Human Resource Management Office HRDD
2.Avail of the technical assistance requested	2. Provide Technical Assistance	None	10 minutes	Administrative Aide IV Provincial Human Resource Management Office HRDD
TOTAL:		None	15 minutes	



## 7. REQUEST FOR COPY OF MEDICAL CERTIFICATE

These documents are requested by active employees for personal and/or legal purposes. It may only be requested by the concerned employee or their authorized representative. Request for a copy of Medical Certificate is granted only to the employee/s who underwent the agency-facilitated Annual Physical Examination and those who have prior records in the HR Health and Wellness System.

Office or Division	Provincial Human Resource Management Office			
Classification	Simple			
Type of Transaction :	G2G			
Who may avail:	Active PGSC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form (1 original copy)		Administrative Support Services Section		
2. Identification Card of Requisitioner				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client to fill-up request form	1. Provide instructions in filling out forms	None	2 minutes	Admin Aide IV/JO Program Assistant, PHRMO- Admin. Support Services
2. Submit request form for the processing and release	2. Review the request form 2.1 Verify identity of requisitioner 2.2 Review filled-out request forms 2.3. Forward request form to SAO for approval 2.4. Forward request to Employees' Welfare Section 2.5. Prepare certified copy of the document requested	None	10 minutes	Admin Aide IV/JO Program Assistant, PHRMO- Admin. Support Services  Admin Aide IV/JO Program Assistant, PHRMO- Employees' Welfare Section
3. Receive requested document	3. Issue certified copy of document requested	None	3 minutes	Admin Aide IV/JO Program Assistant, PHRMO- Admin. Support Services
<b>TOTAL:</b>		None	15 minutes	



# **Provincial Information Office**

## **External Services**



## 1. CONDUCT OF PRESS CONFERENCE

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

<b>Office or Division:</b>	PIO-Information Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government G2C- Government to citizens			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Request Letter (1, original) 2. Phone Call 3.Walk-in ( Personal Appearance)		Client/Requestoner Dial 228-4199 Provincial Information Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  1.2. 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
<b>TOTAL</b>		<b>None</b>	<b>3 Hour and 10 minutes</b>	



## 2. HARDWARE SUPPORT AND MAINTENANCE

### 2.1 IT EQUIPMENTS SPECIFICATION GATHERING AND AWARDING OF BIDS

<b>Office or Division</b>	PIO-Information Technology Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	Government to Government			
<b>Who may avail</b>	General Public			
<b>Checklist of Requirements</b>		<b>Where to secure</b>		
1. Fill-outs repair request form		Requesting Individual		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client/Requestee needs to fill-out the request form of PIO-ITD.	A. The Hardware Section acknowledges the request of the requestee.	None	20 minutes	Ricardo C. Abrasldo Vivian N. Rabilas
	B. The person in charge of the gathers the specification of IT equipment requested by requestee.	None	5 Days	Ricardo C. Abrasldo Vivian N. Rabilas
	C. For awarding of bid, the person-in-charge secures the right specification for the right price of IT equipment.	None	1 Day	Ricardo C. Abrasldo Vivian N. Rabilas
	<b>TOTAL</b>	<b>None</b>	<b>6 Days. 20 mins.</b>	





## 2.2 REPAIRS OF VARIOUS IT EQUIPMENTS

<b>Office or Division</b>	PIO-Information Technology Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	Government to Government			
<b>Who may avail</b>	General Public			
<b>Checklist of Requirements</b>		<b>Where to secure</b>		
1. Fill-outs repair request form		Requesting Individual		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client/Requestee needs to fill-out the request form of PIO-ITD.	A. The Hardware Section acknowledges the request of the requestee.	None	20 minutes	PIO-ITD (Hardware Section)
	B. The person in charge of the hardware repair acts upon the requestee's concern.  <b>Common concers:</b> -Computer Reformat. -Back up of computer files and documents. -Scanner and Printer Repair. -CPU Repair.	None	Minor repair: 1 Day  Major repair: 4 Days	PIO-ITD (Hardware Section)
	<b>TOTAL</b>	<b>None</b>	<b>Minor repair: 1 Day, 20 mins</b>  <b>Major repair: 4 Days, 20 mins.</b>	



### 3. MULTIMEDIA SERVICES

#### 3.1 LAYOUT/GRAPHIC DESIGN REQUESTS

<b>Office or Division</b>	PIO-Information Technology Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	Government to Government			
<b>Who may avail</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request		Requesting office Requesting Individual		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request to PIO Admin Section.	A. The Administrative Officer forwards the request letter to the Multimedia Section of PIO-ITD	None	20 Minutes	Gerald Jade P. Dequito Lecho Mae A. Dolojo Oliver S. Billones Marie Ives D. Yahyah
	B. The Multimedia Section will schedule the office/client for the discussion of details of the project/s. (Upon approval of request)	None	1 Day	Mark U. De La Cruz Elizer D. Garcia Girlye Jean D. Ziga
	C. If approved, the requestee will submit collaterals to PIO-ITD.	None	1 Day	Elizer D. Garcia Girlye Jean D. Ziga
	D. First layout draft will be presented to the requestee.	None	3 Days	Elizer D. Garcia Girlye Jean D. Ziga
	<b>TOTAL</b>	<b>None</b>	<b>5 Days and 20 Minutes</b>	



### 3.2 VIDEO LAYOUT COMPOSITION REQUESTS

<b>Office or Division</b>	PIO-Information Technology Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	Government to Government			
<b>Who may avail</b>	General Public			
<b>Checklist of Requirements</b>		<b>Where to secure</b>		
1. Letter of Request		Requesting office Requesting Individual		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request to PIO Admin Section.	A. The Administrative Officer forwards the request letter to the Multimedia Section of PIO-ITD	None	20 minutes	Gerald Jade P. Dequito Lecho Mae A. Dolojo Oliver S. Billones Marie Ives D. Yahyah
	B. The Multimedia Section will schedule the office/client for the discussion of details of the project/s. (Upon approval of request)	None	1 Day	Mark U. De La Cruz Elizer D. Garcia Girlye Jean D. Ziga
	C. If approved, the requestee will submit collaterals to PIO-ITD.	None	1 Day	Elizer D. Garcia Girlye Jean D. Ziga
	D. First layout draft will be presented to the requestee.	None	5 Days	Elizer D. Garcia Girlye Jean D. Ziga
	<b>TOTAL</b>	<b>None</b>	<b>7 Days and 20 Minutes.</b>	



#### 4. 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.

<b>Office or Division:</b>	PIO-Information Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government G2C- Government to citizens			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Request Letter (1,original) 2. Phone Call 3.Walk-in (personal appearance)		Client/Requester Dial 228-4199 Provincial Information Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. 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 Hours	Technical Staff Information Division
<b>TOTAL</b>		<b>None</b>	<b>3 Hour and 7 minutes</b>	



## 5. SYSTEM SUPPORT AD MAINTENANCE

### 5.1 SUPPORT TO VARIOUS EXISTING SYSTEMS

<b>Office or Division</b>	PIO-Information Technology Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	Government to Government			
<b>Who may avail</b>	General Public			
<b>Checklist of Requirements</b>		<b>Where to secure</b>		
1. Online request form		Requesting Individual		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client/Requestee needs to fill-out the online request form of PIO-ITD.	A. The Admin Section acknowledges the request of the requestee.	None	20 minutes	Gerald Jade P. Dequito Oliver S. Billones
	B. The person in charge of the system acts upon the requestee's concern.  <b>Common concerns:</b> -Installaion of PGSC Launcher. -Installation of various systems and prerequisites. -PGSC Launcher updates. -User account registration to varous systems. -Restoration of documents in the system. -System Configuration. -System Modification	None	1 Hour	PIO-ITD (Software Section)
	<b>TOTAL</b>	<b>None</b>	<b>1 Hour and 20 Minutes.</b>	



# **Provincial Information Office**

## **Internal Services**



# 1. MULTIMEDIA SERVICES

## 1.1 ID REQUESTS (EXISTING EMPLOYEES)

<b>Office or Division</b>	PIO-Information Technology Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	Government to Government			
<b>Who may avail</b>	PGSC Employees			
<b>Checklist of Requirements</b>		<b>Where to secure</b>		
1. Fill-outs ID/Name Plates Form		Requesting Individual		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Employee/Requestee fill-outs ID/name plate form in PIO-ITD	A. The Administrative Officer receives the ID request from employee/requestee (requests from Monday to Thursday).	None	20 minutes	Gerald Jade P. Dequito Lecho Mae A. Dolojo Oliver S. Billones Marie Ives D. Yahyah
	B. The Administrative Officer prints the IDs of the employees/requestees and distributes it every <b>FRIDAY</b> .	None	5 days	Gerald Jade P. Dequito
	<b>TOTAL</b>	<b>None</b>	<b>5 Days and 20 minutes</b>	



## 1.2 ID REQUESTS (NEWLY HIRED EMPLOYEES)

<b>Office or Division</b>	PIO-Information Technology Division			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	Government to Government			
<b>Who may avail</b>	PGSC Employees			
<b>Checklist of Requirements</b>		<b>Where to secure</b>		
1. ID request form from PHRMO		Requesting Individual		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit ID request form to PIO Admin Section	A. The Administrative Officer receives the ID request form and informs the requestee to return 14 days after receipt of the request form.	None	20 minutes	Gerald Jade P. Dequito Lecho Mae A. Dolojo Oliver S. Billones Marie Ives D. Yahyah
	B. The Administrative Officer scans the ID request form and forwards scanned ID request form to Multimedia Section.	None	1 hour	Elizer D. Garcia Girlie Jean D. Ziga
	C. PHRMO (Hiring Section) encodes details and information of newly hired employees.	None	14 days	Elizer D. Garcia Girlie Jean D. Ziga
	D. The multimedia extracts employee photos and signatures from the ID request form and saves the files with the employee's/requestee's corresponding ID number.	None	2 Hours	Elizer D. Garcia Girlie Jean D. Ziga





	E. The Administrative Officer uploads the edited photos and signatures of the employee/requestee to the system.	None	20 minutes	Gerald Jade P. Dequito
	.F. The Administrative Officer prints the IDs of the newly hired employees/requestees and distributes it every <b>FRIDAY</b>	None	20 minutes	Gerald Jade P. Dequito
	<b>TOTAL</b>	<b>None</b>	<b>14 Days and 3 Hours</b>	



# **Integrated Provincial Health Office**

## **External Services**



## 1. HIV TESTING AND COUNSELLING

Provides HIV Counselling and Testing

Office or Division:	Integrated Provincial Health Office - HACT			
Classification:	Simple			
Type of Transaction:	G2G/G2C – Government to Government/ Government to Citizen			
Who may Avail?	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Copy of letter of request for data needed, flash drive, email address, Government issued ID		Requesting Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PRECESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
Filling-up of DOH Form A	Secure the registration form and filling out of transaction slip	None	5 minutes	IPHO Staff
	Conduct Pre-test counselling session of the client	None	1 hour	IPHO Staff
	Conduct Blood Extraction/Pricking of the client	None	5 minutes	IPHO Staff
	Conduct HIV Antibody Screening of the client	None	20 minutes	IPHO Staff
	Conduct Validation of the Screening Results of the Clients	None	3 minutes	IPHO Staff
	Conduct Post-Test Counselling of the Client	None	1 hour	IPHO Staff
Total			2 hours and 33 minutes	



## 2. HIV TREATMENT/CONSULTATION

Provide HIV Consultation

Office or Division:	Integrated Provincial Health Office - HACT			
Classification:	Simple			
Type of Transaction:	G2G/G2C – Government to Government/Government to Citizen			
Who may Avail?	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Copy of letter request for data needed, flash drive, email address, Government issued ID		Requesting agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
Filling up of General Information Sheet	Secure the Registration Sheet and Filling-out of transaction slip	None	5 minutes	IPHO Staff
	Get the vital signs Taking/History Taking	None	15 minutes	IPHO Staff
	Conduct consultation	None	5 minutes	IPHO Staff
	Conduct ARV Adherence Counselling/Medicines Dispensing	None	30 minutes	IPHO Staff
<b>TOTAL</b>			<b>55 minutes</b>	



### 3. REQUEST FOR PROVINCIAL HEALTH STATUS DATA

Provide efficient health statistical data available for the clients

<b>Office or Division</b>	Integrated Provincial Health Office			
<b>Classification</b>	Complex			
<b>Type of Transaction:</b>	G2G/G2C- Government to Government/ Government to Citizen			
<b>Who may Avail</b>	General public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Submit Letter of request address to PHO II	Received letter of request and forward to the office of the Provincial Health Officer II for his approval	None	2 days	IPHO Staff
	Forward the letter of request to the concerned person to prepare data		3 days	IPHO Staff
	Feedback to the requesting agency about the status of the data requested	None	10 minutes	IPHO Staff
<b>TOTAL</b>			5 days and 10 minutes	



#### 4. REQUEST FOR THE RESOURCE PERSON

Provide technical support for the conduct of Trainings/Seminars to other health partners and institution in the province of South Cotabato.

Office or Division	Integrated Provincial Health Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for data needed		N/A		
2. Government issued ID		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Provincial Governor and attention to IPHO		None		
	Submit one copy of approved letter of request to the office of the Provincial Health Officer II for his review and approval	None	2 days	IPHO Staff
	Forward to Program Coordinator the approved letter of request for his/her action to attend as resource person or speaker	None	2 days	Program coordinator
	Feedback to the requesting agency about the status of the availability of resource person	None	10 minutes	IPHO Staff
Total		None	4 days and 10 minutes	



# **Norala District Hospital**

## **External Service**



## 1. 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.

<b>Office/ Department :</b>	Transport Service			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Order (1,Original)		Emergency Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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 the patient/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. 5.2 secure the approval of the Chief of Hospital	None	30 minutes	ER Nurse/Nursing Attendant
Total		None	1 hour	

## 2. 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.

<b>Office/Department:</b>	<b>Billing Department</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Patient Chart (1,Original)</li> <li>2. PBEF (1,Original)</li> <li>3. Birth Certificate(1,Certified Photocopy)</li> <li>4. Marriage Certificate(1,Certified Photocopy)</li> </ol>		Ward station Philhealth Patient Patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit pertinent documents to PhilHealth Billing Unit for approval of PHIC availment	1. Check Patient's PHIC membership status. If active: process the bill If not: Proceed to Social worker; remind the watcher to comply for the	None	30 minutes	Admitting Staff Social Worker PHIC Cares



	PHIC requirements			
2. Secure Hospital Bill and the Discharge Clearance slip from PHIC Billing Unit	2.1.Prepare and process patient's bill using ICD-10 coding;  2. 2.Release the clearance slip for signing of each department	None	20 minutes	Billing staff Billing Department
Secure signature of Officers required in the clearance form	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
3. Return the signed clearance slip to the billing for the release of patient	4.Check for completeness of clearance slip and forward the release slip ward NOD ward for final discharge	None	10 minutes	Billing staff Billing Department
4. Present release form to ward NOD for patient discharge	5.Prepare for the final discharged of patient: 1. Removal of IVF 2. Return of unused medicine to the patient	None	30 minutes	Ward Nurse Nursing Department
5. Present discharge/release for to Security Guard OD	6.Allow the patient/watcher to go home	None	1 minute	Security Guard on duty
Total		None	2hrs,31 minutes	



### 3. 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.

<b>Office/Department :</b>	Dental Services Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient's information sheet with the record number (1,Original)		OPD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 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 for attendance	3.1 Check completeness of data	None	5 minutes	Dental Aide Dental Department
4. Submit self for 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 and comply to Home	5.1 Give the ordered prescription of medicines	None	5 minutes	Dentist Dental Aide Dental Department



Medications and instructions	and instructions			
Total		None	1 hour	

#### 4. AVAILING LABORATORY SERVICES

Clinical Laboratory Services have 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.

<b>Office/ Department :</b>	Clinical Laboratory			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request slip with Specimen: (1,Original) <ul style="list-style-type: none"> <li>a. Hematology</li> <li>b. Clinical Microscopy</li> <li>c. AFB(Sputum)</li> <li>d. Clinical Chemistry</li> </ul>		OPD/Ward		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Laboratory, present request slip to the Medical Technologist	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	<b>Hematology-</b> 30mins <b>Clinical Microscopy-</b> 30mins. <b>Clinical Chemistry-</b> 2 hours	Medical Technologist Clinical Laboratory
3. Wait and claim the result;	3.1 Release results signed by the Medical Technologist	None	5 minutes	Medical Technologist / Laboratory Assistant



Sign in the release logbook				Clinical Laboratory
Total		None	1 hour, 10 minutes	

## 5. 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.

### 5.1. ELECTIVE SURGERY

<b>Office /Department :</b>	Operating Room			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Doctor's Order for Surgery (1,Original) 2. Signed Consent for Surgery (1,Original) 3. PHIC valid membership (1,Original)		OPD/ Ward		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 &	3.1.Evaluates patient's condition, reviews, records, and checks pre-requisites	None	30 minutes	Anesthesiologist



<p>effect of Anesthesia</p>	<p>3.2. Reassures the client &amp; explains the type of anesthesia that would be used, its effect and the post-anesthetic period</p> <p>3.3. Prepares prescription for pre-operative medication &amp; anesthetic drugs needed</p> <p>3.4. Discuss with the OR nurse the need for a successful &amp; safe induction of anesthesia</p>			
<p>4. Comply to the NPO(no food intake) order starting midnight before operation</p>	<p>4.1. Instruct patient on NPO starting midnight before operation</p> <p>4.2. Instruct the watcher to strictly comply with NPO order for the patient</p> <p>4.3. Notifies Dietary Service of the operation to be performed on the patient</p>	<p>None</p>	<p>15 minutes ( 8 hrs. fasting on the part of the patient)</p>	<p>Admitting nurse</p>
<p>5. Submit Self for pre-operative procedures</p> <p>2. comply to NPO order</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>None</p>	<p>30 minutes</p>	<p>Admitting nurse Nurse attendant</p>



<p>3. Attended to personal/oral hygiene</p> <p>4. Remove all personal jewelry, dentures</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>			Admitting nurse
	<p>5.7. Review and countersign checklists and endorses the same to the admitting nurse</p>			Senior nurse
	<p>5.8. Attach checklist in the patient's record</p>			Admitting nurse
<p>6.1. Surrender all remaining jewelries; dentures etc.</p> <p>6.2. submit self for enema;</p>	<p>6.1. Ensures that jewelry, contact lenses, dentures, etc. have been removed</p> <p>6.2. Gives cleansing enema, if ordered</p>	None	30 minutes	Admitting nurse



6.3. submit self vital signs of BP, RR, Temperature,	6.3. Inspects operative site and checks completeness of pre-operative medications. 6.4. Re-checks the checklist of pre-operative medications 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 records findings (form #29) 15 mins. Before and after pre-operative medications have been given.			
7. Change clothes to 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	1 hour	Surgeon, Anesthesiologist, OR Team
		None	3 hrs,	





		50 minutes	
--	--	------------	--

## 5.2. EMERGENCY SURGERY

<b>Office/ Department :</b>	Operating Room			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Doctor's Order for Surgery (1,Original) 2. Signed Consent for Surgery (1,Original) 3. PHIC valid membership (1,Original)		OPD/ Ward		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ relative with signature	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	None	30 minutes	Anesthesiologist



	<p>medication &amp; anesthetic drugs needed</p> <p>3.4. Discuss with the OR nurse the need for a successful &amp; safe induction of anesthesia</p>			
4. Comply to the NPO (no food intake) order starting midnight before operation	<p>4.1. Instruct patient on NPO starting midnight before operation</p> <p>4.2. Instruct the watcher to strictly comply with NPO order for the patient</p> <p>4.3. Notifies Dietary Service of the operation to be performed on the patient</p>	None	15 minutes	Admitting Nurse
<p>5. Submit Self for pre-operative procedures</p> <ol style="list-style-type: none"> <li>1. comply to NPO order</li> <li>2. Attend to personal/ oral hygiene</li> <li>3. Remove all personal jewelry, dentures</li> </ol>	<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</p>	None	30 minutes	Admitting Nurse Nurse attendant



	receives the items for safekeeping supported by an acknowledgement receipt.			
	5.6 Fills and signs checklist of pre-operative preparations (form # 28)			Admitting nurse
	5.7. Reviews and countersigns checklists and endorses the same to the admitting nurse			Senior nurse
	5.8. Attaches checklist in the patient's record			Admitting nurse
6.1. Surrender all remaining jewelries; dentures etc.  6.2. submit self for enema;  6.3. submit self vital signs of BP, RR, Temperature,	6.1. Ensures that jewelry, contact lenses, dentures, etc. have been removed 6.2. Gives cleansing enema, if ordered 6.3. Inspects operative site and checks completeness of pre-operative medications. 6.4. Re-checks the checklist of pre-operative medications 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 records findings (form # 29) 15 mins. Before	None	30 minutes	Admitting nurse



	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, 50mins.	

## 6. 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.

<b>Office /Department :</b>	Radiology Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Doctors Order (1,Original)		Patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present X-ray or ultrasound request	1.1 Verify request. 1.2 Issue charge slip. 1.3 Explain procedure and ensure	None	10 minutes	Radiologic Technologist



	patient's comfort.			
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., 20minutes	

**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.

## 7. 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.

<b>Office /Department :</b>	Administrative Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Government			
<b>Who may avail:</b>	Admitted Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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
<b>Total</b>	None	1 hour	

## 8. 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.

<b>Office /Department :</b>	Dietary Services Department	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	All Admitted Patients	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
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	

## 9. 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.

<b>Office /Department :</b>	Hospital Pharmacy			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Prescription (OPD/Outside Prescription) (1, Original)		Physician/Patient/Watcher		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 medicines.	5 minutes	Pharmacist
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.

<b>Office /Department :</b>	Hospital Pharmacy			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Prescription( In-Patient) (1,Original)		Physician/Nurse		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	15minutes	

## 10. 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.

<b>Office /Department :</b>	Emergency Room Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral Slip (1,Original) 2. OPD-ID Number for "old" Patient (1,Original)		Patient/Watcher Patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 advance to the referral hospital	None	5 minutes	Ambulance Driver AO ER Nurse ER Department
Total		None	45 minutes	

## 11. SECURING MEDICAL RECORDS

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

<b>Office /Department :</b>	Medical Records Section
<b>Classification</b>	Simple



<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip Logbook (Original)		Medical Records Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  <b>Admitted Patients:</b> Certificate of Confinement  <b>Discharged Patient:</b> 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	

## 12. 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.



<b>Office /Department :</b>	Social Welfare Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
-------	------	------------	--

### 13. 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.

<b>Office /Department :</b>	Ward Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Admitted Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patient's Chart from Emergency Room 2. Prescription of Medicines		ER Nurse Patient/Watcher		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	



# **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.

<b>Office /Department :</b>	Administrative Department			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All NDH Employees (Permanent, Job Order, Resigned)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form (1, Original)		NDH Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	



# **Polomolok Municipal Hospital**

## **External Services**





# 1. ADMIN SERVICES

## 1.1 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.

<b>Office or Division:</b>	Billing Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NOT APPLICABLE		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>IF PHILHEALTH:</b> 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	2.1.Receive and verify the completeness of signatories in Statement of Account (SOA), Patient Benefits Eligibility Form (PBEF), Claim Form 2  2.2.Advise patient to seek assistance to PCSO, Regional, Provincial and Local Social Welfare Office		10 minutes	Philhealth Clerk
			10 minutes	Cashier – Designate



NON-PHILHEALTH Process assistance to other government agencies and present Guarantee Letter to the Cashier		None		
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		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	None	5 minutes	Ward Nurse on Duty
<b>TOTAL</b>		None	25 minutes	

## 1.2 ADMIN. SERVICES- PHILHEALTH SERVICES

This service includes processing Philhealth Benefit availment for admitted patients. This service 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.

<b>Office or Division:</b>	Philhealth Section
<b>Classification:</b>	SimpleIn-charge



<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>2.FOR ACTIVE PHILHEALTH (PORTAL STATES “YES”)</b> Receive the Philhealth Notice to be presented at the Ward Nurse on Duty  <b>FOR ACTIVE PHILHEALTH BUT PORTAL STATES “NO” DUE TO:</b>  <b>REQUIRED PROOF OF CONTRIBUTION</b>          <b>UNDECLARED DEPENDENTS</b>	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:  <b>EMPLOYED:</b> completely filled-out CF1 –Part IV (Employer’s Certification)  <b>SELF-EMPLOYED:</b> Photocopy of an Official Receipts from Philhealth  <b>UNDECLARED DEPENDENTS:</b> Child: Birth Certificate	None	10 minutes	Social Worker



Comply required documents, right after verification	(Photocopy) Husband/Wife: Marriage Contract (Photocopy) <b>Patient with 60 years old above:</b> Senior Citizen ID	None		
<b>FOR NO PHILHEALTH (Point of Service availment)</b> Present any valid documents right after verification	(Photocopy) 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		5 minutes	Ward Nurse on Duty
<b>TOTAL</b>		None	25 minutes	

## 2. 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.

<b>Office or Division:</b>	ABTC Consultation Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral Slip (1,Original) 2. OPD ID Number for "old " patient (1,Original)		Municipal Health Office Issued by PMH upon FIRST consultation		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get a priority number and provide pertinent information in	1.Issue priority number and information sheet to patient /watcher		6 minutes	Security Guard on Duty



a sheet provided.		None		
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
<b>TOTAL</b>		None	36 minutes	

### 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.

<b>Office or Division:</b>	Transport Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NOT APPLICABLE		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for the availability of ambulance	1.1.Verify the availability of ambulance at ER and Ward 1.2.Seek approval to the Chief of	None	10 minutes	Billing Officer-Designate



	Hospital or Resident on Duty			
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
<b>TOTAL</b>		None	25 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.

<b>Office or Division:</b>	Emergency Room Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2.Consult patient and treat accordingly		15 minutes	Physician on Duty



prescribed medicines and schedule of follow-up				
<b>TOTAL</b>			25 minutes	

## 5. IN-PATIENT CARE (ADMISSION)

This facilitates admission and care of admitted patients

<b>Office or Division:</b>	Ward Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register and submit history and vital signs taking	1.Take vital signs and history of patient at the taking	None	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  3.2.Secure signature of patient /guardian at the consent form		3 minutes	ER Nurse
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
<b>TOTAL</b>		None	41 minutes	

## 6. 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.

<b>Office or Division:</b>	Laboratory Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Laboratory Request (1,original)		<ul style="list-style-type: none"> <li>• OPD Room for OPD patient</li> <li>• Emergency Room for ER patient</li> <li>• Ward Section for Admitted patient</li> </ul>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		5 minutes	Med. Tech. Laboratory Section





	the ER/OPD/Ward Section			
<b>TOTAL</b>		<b>None</b>	30 minutes	

## 7. MEDICAL RECORDS SERVICE

### 7.1 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.

<b>Office or Division:</b>	Medical Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Not Applicable		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	20 minutes	Medical Records Clerk



	3.2. Facilitate required signatories			
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
<b>TOTAL</b>			38 Minutes	

## 7.2 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.

<b>Office or Division:</b>	Medical Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. OPD ID Card (1,Original)		Given to patient at OPD / ER Room upon consultation / treatment		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		10 minutes	Medical Records Clerk



	2.2 Facilitate transcription to Death Certificate Form			
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. & forward to Local Civil Registrar for the Official Registration .	5.Instruct parent/watcher to proceed to Municipal Health Office for signatory of the MHO and submit Death Cert. to Local Civil Registrar for the official registration		4 minutes	Local Civil Registrar
<b>TOTAL</b>			29 minutes	

### 7.3 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.

<b>Office or Division:</b>	Medical Records Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	ALL	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. OPD ID Card (1,Original)		<ul style="list-style-type: none"> <li>• OPD Room for OPD patient</li> <li>• Emergency Room for ER patient</li> </ul>



		• 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
<b>TOTAL</b>			15 minutes	

## 8. 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.

<b>Office or Division:</b>	Out-Patient Consultation Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		10 minutes	OPD Nurse/Nursing Attendant on Duty



	patient to OPD Form,  2.2. Take vital signs and  2.3. assist patient for consultation to Attending Physician on Duty	None		
3. Submit for consultation, diagnosis & treatment by the physician	Consult and treat patient accordingly	None	20 minutes	Physician on Duty
<b>TOTAL</b>		None	36 minutes	

## 9. 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.

<b>Office or Division:</b>	Radiology Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Prescription (1,Original)		<ul style="list-style-type: none"> <li>• OPD Room for OPD patient</li> <li>• Emergency Room for ER patient</li> </ul>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present prescription	1. Receive prescription and verify accordingly and check availability	None	5 minutes	Pharmacist
2. Receive prescribed drugs and medicines/medical supplies	2. Dispense prescribed drugs and medicines/medical supplies to patient		5 minutes	Pharmacist
<b>TOTAL</b>		None	10 minutes	



## 10. RADIOLOGY SERVICES

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

<b>Office or Division:</b>	Radiology Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. X-ray Request (1, original)		<ul style="list-style-type: none"> <li>• OPD Room for OPD patient</li> <li>• Emergency Room for ER patient</li> <li>• Ward Section for Admitted patient</li> </ul>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.
<b>TOTAL</b>		None	30 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).

<b>Office or Division:</b>	Radiology Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Ward Nurse on Duty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Prescription (1, Original)		Ward Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	25 minutes	

## 2. PROCESSING OF LEAVE APPLICATION

This services facilitates leave availment of Regular employees.

<b>Office or Division:</b>	Administrative Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All qualified Regular Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form (1, Original)		HR In-Charge		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out request form for leave application	1.1. Receive and review the request form and 1.2. Verify leave balances and		10 minutes	HR In-Charge





	1.3.Process to Leave Management System			
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	None	2 days	HR In-Charge
<b>TOTAL</b>		None	2 days and 10 minutes	



# **South Cotabato Provincial Hospital**

## **External Services**



## 1. AVAILING 2D-ECHO ULTRASOUND SERVICES

The Two-Dimensional Echocardiogram (2D-Echo) Ultrasound Service is a service provided by the Medical Imaging Unit belonging to the Ancillary and Diagnostic Services of the hospital. As a diagnostic procedure, it displays cross-sectional “slice” of the beating heart, including chamber, valves and the major blood vessels that exit from the left and right ventricle. This procedure is a non-invasive test that is used for detecting abnormal anatomy or abnormal movement of structures and is used to analyze the functioning and assess the sections of the patient’s heart. It assists in checking damages, blockages, and blood flow rate.

<b>Office or Division:</b>	ANCILLARY SERVICE-MEDICAL IMAGING UNIT			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	ADMITTED PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Referral Slip of Referral Form– (Original)		Municipal Health Offices, assigned doctor at the hospital		
2.”OK” note for PHIC		Medical Social Service Section		
3. Original Charge Slip (if applicable)		Medical Imaging Unit		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present request slip from Physician to the Radiologic Technologist	1.Assess request slip and provide further instruction	Refer to approved revenue code/ PHIC case rates *Free for FHP qualified beneficiaries	10 Minutes	Radiologic Technologist on duty
2. Admitted patients and 1 watcher must be ready for the procedure	2. Perform the procedure	Refer to approved revenue code/ PHIC case rates *Free for FHP qualified beneficiaries	40 minutes	Pediatric-Cardiologist and assisted by Radiologic Technologist on duty



3. Admitted patients receive 2D-echo ultrasound	3. Give instruction for the result, advices, recommendation and upcoming schedules	None	10 Minutes	Radiologic Technologist on duty Pediatric-Cardiologist on duty
4. Receiving of 2D-Echo result or wait for the results at the wards	4. Release the result	None	40 minutes	Radiologic Technologist on duty Nurse on duty at the ward
	<b>TOTAL</b>	Refer to approved revenue code/ PHIC case rates *Free for FHP qualified beneficiaries	2 Hours and 40 minutes	

## 2. 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.

<b>Office or Division:</b>	NURSING SERVICE – CHIEF NURSE OFFICE			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	G2G and G2B- GOVERNMENT TO GOVERNMENT & GOVERNMENT TO BUSINESS (ACADEMIC INSTITUTION)			
<b>Who May Avail:</b>	TRAINING AFFILIATES, AFFLIATE SCHOOL COORDINATOR/ PERSONNEL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-in Request Form / Letter/ School Administrator's Endorsement		Interested school		
2. MOA		Chief Nurse Office		
3. Pertinent School Records Proof of Identification		Applicant School Affiliate		
4. List of proposed trainees for affiliation		Applicant School Affiliate		
5. Approved Contract of Affiliation		Administrative Office and Chief Nurse Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Secure list of requirements from the Chief Nurse Office	1. Issue list of requirements to the interested affiliate school	FREE	30 minutes	Training Coordinator / Chief Nurse <i>Nursing Service</i>
2. Submit the requirements to the CNO for evaluation and instructions	2. Receive and evaluate the requirements and give instructions	FREE	15 minutes	Training Coordinator / Chief Nurse <i>Nursing Service</i>
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	FREE	Within 2 days	Administrative Officer <i>Administrative Office</i> Chief of Hospital II <i>COH Office</i>
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	FREE	30 minutes	Admin Clerk <i>Administrative Office or</i> Chief Nurse <i>Chief Nurse Office</i>
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	Refer to approved revenue code	Within the day Depending of Affiliation/ exposure hours required by school	Training Coordinator/ Chief Nurse <i>Nursing Service</i>
	<b>TOTAL</b>	Refer to approved revenue code	3 days, 1 hr and 15 mins	



### 3. AVAILING ANIMAL BITE SERVICES (REVISED)

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.

<b>Office or Division</b>	OUT-PATIENT DEPARTMENT			
<b>Classification</b>	SIMPLE			
<b>Type of Transaction</b>	G2C- GOVERNMENT TO CITIZEN			
<b>Who may avail</b>	GENERAL PUBLIC WITH REFERRAL FROM HEALTH FACILITY			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>Where to secure</b>		
<b>1. Referral Form - (1 Original)</b>		Rural Health Units and other health facilities		
<b>2. Hospital Number (if with previous record - (1 original)</b>		OPD Clerk		
<b>3. Priority Number (1 original)</b>		Security Guard on Duty, OPD Admitting Clerk		
<b>4. Patient OPD Card/Record</b>		OPD Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Present the referral form and hospital number, set a priority number and provide pertinent information	Get and evaluate referral form and pertinent information, issue/provide hospital number and assign priority number	NONE	20 mins	Security Guard and on-duty PSU
2.Wait and get the priority number and hospital OPD Card/Record.	Call in service priority number served and release patient OPD Card/Record	NONE	20 mins	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	Get OPD Records, get vital signs, and call in patient for examination	FREE	30 mins	Nurse, Nursing Attendant, and Midwife
4.Present Philhealth ID of	Interview Patient/Watcher	NONE	15 mins	OPD Clerk



member to Counter 3.				
<p>5. Wait for your number/name to be called 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 allergy, if negative, infiltrate to wound and observe again for 1 hour if there is untoward reaction.</p>	Call the priority number or the name of the patient	Refer to the approved revenue code	a) For category II- 20 minutes b) For category III- 2 Hours	Nurse/ Midwife
<b>TOTAL:</b>		Free consultation and for other services, refer to the approved revenue code	Category II – 105 m ins/ Category III – 205 mins.	



#### 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.

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





Medical Social Worker	medical Social Worker			
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 <i>Cashier's Section</i>
3. Secure Official Receipts	3. Issue Official Receipts	Refer to approved revenue code/ PHIC case rates Free for FHP/ NBB qualified beneficiaries	10 minutes	Cash Clerk/ Cashier <i>Cashier's Section</i>
<b>TOTAL</b>		FREE FOR FHP/ NBB BENEFICIARIES AND FOR NON-FHP BENEFICIARIES, REFER TO APPROVED REVENUE CODE	45 minutes	



## 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.

<b>Office or Division:</b>	OUT-PATIENT DEPARTMENT: DENTAL SECTION			
<b>Classification:</b>	SIMPLE TECHNICAL			
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	GENERAL PUBLIC WITH REFERRAL FROM HEALTH FACILITY			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Referral Form – (2, Original)		Municipality/City Health/Hospital or other dental clinics		
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		
6.RAT result (1, Original)		SCPH Laboratory		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the referral forms from Barangay and Municipal Dentist, proof of identification(if necessary) and hospital number, get a priority number and provide pertinent information	1. Get and evaluate the referral forms and pertinent information, issue/provide hospital number and assign priority number	None	15 minutes	TRIAGE/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. Receive request for Rapid Antigen Test (not necessary for dental check-ups)	2. Call the service priority number, release the Patient Card, instruct patient to proceed to Dental clinic, issue prescription and RAT request/result	None	90 minutes	OPD Clerk Medical Records Section Dentist Dental Aide Medtech Pharmacist



and proceed to SCPH laboratory. Receive prescription for anesthetic solutions	and release anesthetic solutions			
3. Wait for your name to be called, submit self to dental information and when called by the dentist on duty, provide other pertinent information and submit self for dental examination/treatment/management	3. Call priority number, get dental information, conduct dental examination/treatment/management	None	90 minutes	Dentist Dental Aide
4. Receive oral health advice/education/instruction and or prescription	4. Provide oral health advice/education/instruction and or prescription	None	10 minutes	Dentist
<b>TOTAL</b>		None	3 Hours and 25 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.

<b>Office or Division:</b>	NURSING SERVICE AND ADMINISTRATIVE SUPPORT SERVICES
<b>Classification:</b>	COMPLEX
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who May Avail:</b>	SCPH ADMITTED PATIENTS
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



1. Clearance for discharge – 1 copy		Nurse's Station		
2. "OK fo PHIC" note – 1copy		MSSO		
3. Proof of Verification, other PHIC documents/ Note for Discharge - 1 copy		PHIC Section		
4. Hospital Bill and/or with note from the Medical Social Worker – 1 copy		MSSO, Cashier		
5. PHIC documents and clearance and/or received hospital bill – 1 copy		PHIC Section		
6. Accomplished Clearance, Discharge Note – 1 copy		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 Nuring Service Department



<p>A.If with PHIC, proceed to Philhealth Section for Philhealth clearance, receive and accomplish documentary forms.</p> <p>B.In 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</p>	<p>A. Receive and check accomplished forms for its completeness. Attached discharged PHIC clearance and instructs client/s to present accomplishment forms to Nurse Station.</p> <p>B. Receive noted hospital bill and instruct client to go back to his/her respective ward</p>	<p>Free for NBB and PHIC beneficiary</p> <p>If NonPHIC, Refer to service fee per approved Revenue Code</p> <p>Free for FHP qualified beneficiaries</p>	<p>15 minutes (without system downtime)</p> <p>10 minutes</p>	<p>PHIC Clerk</p> <p>Medical Social Worker (MSSO)</p> <p>Cashier</p>
<p>3. Present the fully accomplished clearance, secure the Discharge Note and Take note of the discharge instructions</p>	<p>3. Receive accomplished PHIC clearance and issues Discharge Note along with the Discharge Instructions</p>	<p>NONE</p>	<p>20 minutes</p>	<p>Nurse</p>



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
<b>TOTAL</b>		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.

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL SOCIAL WELFARE SECTION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who May Avail:</b>	ALL (OPD AND SCPH ADMITTED PATIENTS)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Charge Slip/ Prescription/ Statement of Account/ Hospital Bill - 1 copy		Service areas where services are sought or goods are to be provided		
2. Proof of Identification (ie. Certification, ID, CTC, etc.) – 1 copy		Concerned government institutions/ client		
3. Contact details/ Information, Guarantee/ referral with notation – 1 copy		client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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	FREE	10 minutes	Medical Social Worker MSSO
<b>TOTAL</b>		N/A	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

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL SOCIAL WELFARE SECTION	
<b>Classification:</b>	COMPLEX	
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN	
<b>Who May Avail:</b>	ALL	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Referral Form (if referred) – 1 copy		Municipal Health Offices, other hospitals and other health stations
2. Hospital number, diagnostic results (if with previous record) – 1 copy		
3. Diagnostic request (if there is any) or recent Medical Certificate (if previously admitted) – 1 copy		Municipal Health Offices, other hospitals and other health stations/ private physician
4. Consent for Admission (if applicable) – 1 copy		Admitting Section
5. Prescription/s (if applicable) – 1 copy		Admitting/ Attending Physician
6. Referral/ Transfer Note (if for transfer/ referral to other health facility) – 1 copy		Nurse Station



<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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) If patient is critical, watcher should provide the data and receive instruction	1. Issue the referral form and give hospital number (if without previous record), get information, and give instructions If patient is critical, assess the data given by the watcher and give instructions	FREE	15 minutes	ER Admitting Clerk <i>Medical Records Section</i> Medical Social Worker MSSO, Nurse and/or Nursing Attendant on Duty <i>Nursing Service</i>
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 <i>Medical Professional Nurse/ Nursing Attendant on Duty</i> <i>Nursing Service</i> Utility Worker <i>Housekeeping Section,</i> Service Areas In-Charge (Medical Technologist, Radiologic Technician, <i>Ancillary Dept.</i> etc.)
3. Receive medical advice/ education/ instruction, prescription if there is any and procure/get from Pharmacy (if required), wait for further instruction	3. Provide medical advice/education/instruction, prescription if necessary. Give instructions for admission/transfer to ward or for further observation	Refer to approved revenue code/PHIC case rates/ SRP Free for FHP/NBB qualified	30 minutes	Physician on Duty <i>Medical Professional,</i> NA or NOD <i>Nursing Service,</i> Pharmacist <i>Pharmacy Section,</i>





if for admission/ transfer to Ward or for further Observation at the ER, Treatment and Management	at the ER, or treatment and management.	beneficiari es		receiving NOD if transfer to ward, <i>Nursing Service</i> Medical Social Worker <i>MSSO</i>
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 beneficiari es	Within 4 hours if for observation only Within 24 hours (if admitted)	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.)
<b>TOTAL</b>		Refer to approved revenue code/PHIC case rates Free for FHP / NBB qualified beneficiari es	6 hours and 15 minutes (for observation) Within 24 hours if admitted	



## 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.

<b>Office or Division:</b>	ANCILLARY SERVICE- MEDICAL IMAGING UNIT			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who May Avail:</b>	ALL SCPH OPD, ER AND ADMITTED PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Chest X-Ray Request – 1 copy		Municipal Health Offices, other hospitals and other health stations or private physicians/ SCPH Attending Physician (if admitted)		
2. Chest X-Ray result – 1 copy		Medical Imaging Unit		
3. Sputum request with specimen – 1 copy		Attending Physician		
4. Listed name in the Logbook/ request form – 1 copy		Medical Imaging Unit		
5. Charge Slip – 1 copy		Medical Imaging Unit		
6. Official Receipt (if applicable) – 1 copy		Cashier's Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	3. Receive OR (if applicable) and sputum specimen to HACT	FREE	5 minutes	HACT MedTech



HACT Laboratory for processing	Laboratory for processing			
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	FREE	3 hours	NOD in-charge <i>Nursing Service</i> MedTech <i>Laboratory Section</i>
<b>TOTAL</b>		Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	6 hours and 35 minutes	

## 10. AVAILING HEMODIALYSIS SERVICES

The Hemodialysis Unit is one of the specialized areas of South Cotabato Provincial Hospital. The hospital's Renal Replacement Therapy Facility caters the underprivileged with the highest standards in renal replacement therapy under competent, compassionate, and professional staff. The unit provides this therapy to patients with renal failure either in-patient and out-patient on regular maintenance or temporary/transient basis/emergency basis.

The new dialysis patients admitted to this hospital require scheduling. This process covers patient securing dialysis treatment schedule. The service is offered Monday to Friday, 8:00am – 5:00pm except Saturdays and Sundays.

<b>Office or Division:</b>	MEDICAL SERVICE-HEMODIALYSIS UNIT
<b>Classification:</b>	SIMPLE -TECHNICAL
<b>Type of Transaction:</b>	G2C-GOVERNMENT TO CITIZEN G2G-GOVERNMENT TO GOVERNMENT
<b>Who may avail:</b>	ALL PATIENTS NEEDING OF HEMODIALYSIS TREATMENT
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Endorsement Letter	Provincial Social Worker and Development Office (This pertains to the official endorsement of a certain Hemodialysis Patient after a thorough screening of the PSWDO of whom can avail the Free Dialysis Treatment.) <ul style="list-style-type: none"> <li><i>Not required for admitted new patients needing emergency dialysis</i></li> </ul>
2. Hemodialysis Order from affiliated Nephrologist	Nephrologist



3. Latest laboratory and diagnostic result (1 photocopy) CBC , Creatinine, BUN, Hepatitis Profile (Hbsag, Anti HBC, Anti HCV), Latest X-ray result, Rapid Antigen Test Result	Hospital Diagnostic Facility			
4. Referral Form/Endorsement Letter	Referring Hospital/Agency or Previous Dialysis Center			
5. Photocopy of the three (3) previous dialysis treatment sessions (1 photocopy each)	Referring Hospital/Agency or Previous Dialysis Center			
6. Philhealth Dialysis Database Number	Referring Hospital/Agency or Previous Dialysis Center			
<b>FOR PRELIMINARY PROCESSING AND VALIDATION</b>				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Endorsement Letter from the PSWDO.	1. Receive and inspect the letter content.	None	5 minutes	HD Nurse
2. Present requirements to the HD Center/Unit	2. Interview and examine patient, check for completeness of requirements, orient on the HD unit policies and health teachings including patient rights and obligations.	None	30 minutes	Nephrologists/ Physician On Duty
3. Fill-out Patient Information Sheet(PIS)	3. Issuance of PIS. Instruct and provide final schedule of dialysis treatment	None	10 minutes	HD Nurse
<b>TOTAL</b>		None	42 Minutes	



## 10.A. AVAILING OUT-PATIENT DIALYSIS TREATMENT

This process pertains to the outpatient requiring hemodialysis treatment procedure. The service is offered Monday to Saturday 6:00am–6pm except Sunday. The schedule is divided into two shifts namely:

Session	Hooking Time	Treatment Time
First Session	6:15am-7:00am	7:00am-11:00am
Second Session	11:30am-12:00pm	12:00pm-4:00pm

<b>Office or Division:</b>	MEDICAL SERVICE-HEMODIALYSIS UNIT			
<b>Classification:</b>	SIMPLE - TECHNICAL			
<b>Type of Transaction:</b>	G2C-GOVERNMENT TO CITIZEN G2G-GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	HEMODIALYSIS PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Health Declaration Form (1 copy)		Designated Triage Area		
2. Free Hemodialysis Availment Card (1 copy)		Provincial Social Worker and Development Office (This pertains to the card given to the Hemodialysis Patient after a thorough screening of the PSWDO of who can avail of the Free Dialysis Treatment.)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Issuance of billing slip	1. Encode Dialysis and Issuance of Billing Clearance	None	5 minutes	Administrative /Billing Staff
2. Proceed to waiting area until name is called.	2. Instruct patient to proceed to waiting area	None	30 minutes	Administrative/ Billing Staff
3. Present Health Declaration Form.	3. Interview patient, obtain the vital signs.	None	10 minutes	HD Nurse
4. Proceed to designated dialysis station for treatment	4. Conduct initial assessment including weight, start procedure, monitor treatment process, provide appropriate Hemodialysis care and management, administer prescribed medication and	None	4 Hours	HD Nurse



	conduct of post HD assessment.			
5. Discharge patient from the unit	5. Take post HD vital signs and Weight and provide take home instruction and next dialysis schedule.	None	5 minutes	HD Nurse
<b>TOTAL</b>		None	4 hours and 50 Minutes	

### 10.B. AVAILING OF IN-PATIENT DIALYSIS TREATMENT

This process pertains to the admitted patients (in-patients) requiring hemodialysis treatment procedure. The service is offered Monday to Saturday 6:00am–6pm except Sunday. The schedule is divided into two shifts namely:

Session	Hooking Time	Treatment Time
First Session	6:15am-7:00am	7:00am-11:00am
Second Session	11:30am-12:00pm	12:00pm-4:00pm

<b>Office or Division:</b>	MEDICAL SERVICE-HEMODIALYSIS UNIT			
<b>Classification:</b>	SIMPLE - TECHNICAL			
<b>Type of Transaction:</b>	G2C-GOVERNMENT TO CITIZEN G2G-GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	HEMODIALYSIS PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Prescription for Dialysis Treatment		Nephrologist		
2. Latest laboratory and diagnostic result (1 photocopy) CBC, Creatinine, BUN, Hepatitis Profile (Hbsag, Anti HBC, Anti HCV), Latest X-ray result, Rapid Antigen Test Result		Hospital Diagnostic Facility		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Proceed to dialysis unit from other ward/area.	1.For Conscious Patients: Interview patient (history taking, etc.,) For Unconscious Patients: Interview significant others (history taking, etc.,) Check for completeness of requirements.	None	15 minutes	HD Nurse
2. Proceed to designated dialysis station for treatment	2.Conduct initial assessment including vital signs and pre-hd weight, start procedure, monitor treatment process, provide appropriate Hemodialysis care and management, administer prescribed medication and conduct of post HD assessment.	None	2 hours for initiation (1st treatment) depending on the order of Nephrologist 4 hours for regular dialysis patient.	HD Nurse
3.Wait for HD Nurse for endorsement of Medical Records to Ward Nurse	3.Provide proper endorsement to ward nurse on duty, post HD vital signs and weight. Transport patient back to ward with safety precautions observed.	None	20 Minutes	HD Nurse/ Utility on Duty
<b>TOTAL</b>	None	4 hours and 35 Minutes for Regular Dialysis Patient 2 Hours and 35 Minutes for 1st Treatment		



## 11. AVAILING OF HOSPITALIZATION ASSISTANCE

Hospital Assistance is the financial assistance provided by the hospital to the patients served and/or admitted to 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).

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT: MEDICAL SOCIAL WELFARE SECTION			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who May Avail:</b>	ALL ADMITTED PATIENTS AT SCPH			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of Identification (ID, Certification, Birth Certificate, CTC, etc), - 1 copy		Government institutions		
2. PHIC ID (if PHIC Member or Beneficiary) – 1 copy		PHIC Regional Office XII		
3. Hospital bill/ Prescription or charge slip – 1 copy		Billing/ PHIC Section		
4. Eligibility for Assistance/ Guarantee/ Referral letter – 1 copy		Medical Social Service Section/ other Financial Assistance Organizations/ Office		
5. Hospital Clearance – 1 copy		Billing/ PHIC Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)	FREE	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/	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/	Per approved PHIC case rates/ revenue code Free for FHP qualified beneficiaries	30 minutes	Medical Social Worker MSSO





referral/ guarantee letter/ clearance	referral/ guarantee letter/ clearance			
<p>a. If NBB and FHP Beneficiary, proceed to the 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><i>Note: for those with additional assistance, submit the referral/ guarantee letter/s to the Medical Social Worker for recording</i></p>	<p>a. If NBB and FHP Beneficiary, get and validate eligibility for 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>	Per approved PHIC case rates/ revenue code Free for FHP qualified beneficiaries	<p>30 minutes</p> <p>30 minutes</p>	<p>Medical Social Worker Service In-Charge MSSO In-charge of other financial assistance providers PGO, PSWDO, DSWD, etc.</p> <p>Medical Social Worker MSSO</p> <p>Cashier Cashier's Section</p>



<b>TOTAL</b>	FREE FOR FHP/NBB BENEFICIARIES AND FOR NON-FHP BENEFICIARIES, REFER TO APPROVED REVENUE CODE	2 hours	
--------------	--	---------	--

## 12. 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).

<b>Office or Division:</b>	MEDICAL PROFESSIONAL, NURSING SERVICE DEPARTMENT AND ADMINISTRATIVE SUPPORT SERVICES	
<b>Classification:</b>	COMPLEX	
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN	
<b>Who May Avail:</b>	GENERAL PUBLIC REFERRED FOR ADMISSION	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Referral Form – 1 copy	Municipal Health Offices, other hospitals and other health stations
	2. Hospital number (if with previous record) – 1 copy	OPD Retrieval
	3. Proof of Identification (ID, CTC/ Birth Certificate, Brgy. Certification, etc.) – 1 copy	Government institutions
	4. PHIC ID (If PhilHealth Member or beneficiary) – 1 copy	PHIC member/ PHIC officer
	5. Diagnostic results (if with previous record), - 1 copy each	Patients' copy/medical records section
	6. Diagnostic request/s (if required) or recent Medical Certificate (if previously admitted) – 1 copy	Attending physician/patient copy
	7. Chart (Station-station),	Nurse Stations
	8. Prescriptions – 1 copy each	Attending physician
	9. Diagnostic Requests/ Results (as admitted)	Nurse's station/attending physician



10. Note for PHIC (if PhilHealth Member or Beneficiary),		Philhealth office		
11. Referral/ Transfer Note (if for transfer)		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)	FREE	30 minutes	ER Admitting Clerk, <i>Medical Records Section</i> 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 and wait for the Physician on duty	2. Call-in priority number/ name, get Vital signs (initial VS) and pertinent information and provide instruction to wait for the Physician on duty	Per approved PHIC case rates  Free for FHP/NBB qualified beneficiaries	2 hours	Nurse/ Nursing Attendant on Duty, <i>Nursing Service</i> , Physician on duty <i>Medical Professional</i>
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	3 hours	Physician on duty <i>Medical Professional</i> , Nurse/ Nursing Attendant on Duty, <i>Nursing Service</i> , Utility Worker, <i>Housekeeping Section</i> Service Areas In-Charge (Medical Technologist- <i>Laboratory</i>



				<i>Section, Radiologic Technician- Medical Imaging Unit, etc.)</i>
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 <i>Medical Professional, NA or NOD Nursing Service, Pharmacist Pharmacy Section, receiving NOD if transfer to ward, Medical Social Worker MSSO</i>
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 ward/endorse to ward)	Per approved PHIC case rates  Free for FHP qualified beneficiaries	Average of 5 days	Physician on Duty <i>Medical Professional, NA or NOD Nursing Service, Utility Worker Housekeeping Section, Service Areas In-Charge (Medical Technologist-Laboratory Section, Radiologic Technician-Medical Imaging Unit, Pharmacist Pharmacy Section, Medical Social Worker MSSO Ambulance Driver Transport Section,</i>



				Nutritionist Dietician <i>Dietary Section, etc.)</i>
<b>TOTAL</b>		FREE FOR FHP/NNBB BENEFICIARIES AND FOR NON-FHP BENEFICIARIES, REFER TO APPROVED REVENUE CODE	5 hours & 40 minutes	

### 13. AVAILING MINOR SURGERY/PROCEDURE

Minor surgeries are minimally invasive operative procedures performed under local anesthesia without respiratory assistance. This is usually superficial and do not require penetration of a body cavity thus can shorten a patient's recovery time & effectively reduce their risk of infection. These include dental restorations, circumcision, breast biopsy, removal of foreign body, excision of cystic masses, incision/excision and drainage. They are performed in minor operating room under local anesthesia.

<b>Office or Division:</b>	OUTPATIENT DEPARTMENT	
<b>Classification:</b>	SIMPLE – TECHNICAL	
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN	
<b>Who May Avail:</b>	GENERAL PUBLIC WITH REFERRAL FROM HEALTH FACILITY	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Referral Form – 1 copy		Municipal health Office, other health stations, other hospitals
2. Information Sheet – 1 copy		Security Guard on Duty
3. Health Declaration Form – 1 copy		Security Guard on Duty
4. Hospital Number (if with previous record or old patient) – 1 copy		OPD Clerk
5. Priority Number- 1 copy		Security Guard on Duty, OPD Clerk
6. Philhealth Card		Issued by Philhealth
7.1 Patient Card – 1 copy 7.2 For pregnant mother: home Based Maternal Record card – 1 copy 7.3 For child: Growth Monitoring Card – 1 copy		OPD Clerk



8. Referral/Request for Diagnostic Examinations: Laboratory, X-ray, Ultrasound, Rapid Antigen Testing, ECG, Gen X-pert, etc. (if there is any or if applicable) – 1 copy		Private Physician or OPD Physician		
9. Prescriptions (if there is any or applicable) – 1 copy		OPD Physician/Nurse		
10. Charge Slip & Billing Statement (if there is any or if applicable) – 1 copy		Billing Clerk Social Worker		
11. Diagnostic Test results (Laboratory, X-ray, Ultrasound, Rapid Antigen Test) – 1 copy		Hospital Laboratory, Radiology Room, Medical Imaging Unit or Diagnostic Centers		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip & hospital number (if with previous record), fill out Information sheet & Health Declaration Form and submit for evaluation. Secure Priority Number.	Evaluate referral slip, provide Health Information Sheet and Health Declaration Form for clients to fill up. Gather and assign priority number. Forward to Medical Records Section for Treatment Record registration or Retrieval of Health card. Release OPD Card.	None	20 minutes	Security Guard on Duty – PSU OPD Clerk Medical Records Section
2. Wait name to be called and undergo Vital Signs taking.	Receive OPD Card and endorse to nursing Attendant for Vital Signs taking. 2.2 Endorse OPD card.	None	30 minutes	Security Guard on Duty – PSU Nursing Attendant
3.1 Wait name to be called by the Physician/Nurse for consultation, examination, treatment. Schedule of consultation from Monday to Friday 10am-3pm only. NOTE:	Receive OPD card, call client's name for consultation, examination & management. Call name of client. Conduct consultation, examination & treatment.	Refer to approved Revenue Code, Philhealth package, e-Konsulta package. Free for FHP qualified	1 hour	Nursing Attendant Nurse Physician on Duty



<p>NO CONSULTATIONS ON SATURDAYS, SUNDAYS &amp; HOLIDAYS 3.2 Submit self for assessment, evaluation and management.</p>	<p>SENIOR CITIZENS, PERSON WITH DISABILITY (PWD) &amp; PREGNANT WOMEN ARE GIVEN PRIORITY. Issue request for Rapid Antigen Testing. Instruct client to come back once the result is in.</p>	<p>beneficiaries</p>		
<p>4.1 Proceed to laboratory &amp; submit self for Rapid Antigen Testing. 4.2 Claim &amp; receive result &amp; present to Physician/Nurse for interpretation &amp; further advice. RAT (+): To home isolation for 5-7 days. TCB at OPD after 7 days for repeat RAT &amp; scheduling of minor surgery.  RAT (-): Sign consent &amp; submit self for minor procedure.  5.1 If with prescriptions</p>	<p>Perform Rapid Antigen Testing &amp; release results to client. Receive result, attach to OPD card &amp; refer back to Physician On Duty for interpretation &amp; further advice. RAT (+): Defer procedure, advice client to undergo home isolation x 5-7 days. Coordinate result to RHU or barangay for transport of client back to home isolation. Instruct client to follow-up after 7 days isolation. RAT (-): Secure consent &amp; proceed with the procedure. Issue prescription with instructions. Give schedule of follow-up check-up.</p>	<p>Refer to approved Revenue Code, Philhealth package/e-Konsulta package Free for FHP qualified beneficiaries</p>	<p>2 hours</p>	<p>Laboratory staff Nursing Attendant Nurse Physician on Duty</p>



<p>receive prescriptions and proceed to hospital pharmacy.</p> <p>5.2 Bring prescriptions with charges to Social Worker for discounting/charging/notation &amp; pay fees at Cashier's division.</p> <p>5.3 Present Official Receipt/notations to pharmacy &amp; claim prescribed medicines.</p> <p>5.4 Give drugs/medicines to Nurse/Nursing Attendant &amp; submits self for skin testing or administration.</p> <p>5.5 Receive oral medications with instructions &amp; schedule of follow-up check-up.</p>	<p>Evaluate prescriptions, put charges &amp; refer to Social Worker for discounting/charging/notations &amp; Cashier's division for payment.</p> <p>Dispense prescribed medicines with instructions.</p> <p>Receive &amp; administer drugs/medicines.</p> <p>Instruct patient with</p> <p>Perform skin testing to stay for 45 minutes to 1 hour for reading &amp; observation of untoward reactions.</p> <p>Endorse oral medications with home instructions &amp; schedule of follow-up</p>	<p>Refer to approved Revenue Code, Philhealth packages, e-Konsulta package</p> <p>Free for FHP qualified beneficiaries</p>	<p>45 minutes</p>	<p>Physician Nurse Nursing Attendant Social Worker Cashier</p>
<p>6.1 Proceed to Billing Clerk for issuance of Charge Slip/Statement of accounts.</p> <p>6.2 Refer SOA to Social Worker for charging.</p>	<p>6.1 Issue charge slip/statement of accounts.</p> <p>6.2 Evaluate bill for charging/notations.</p>	<p>Refer to approved Revenue Code, Philhealth package.</p> <p>Free for FHP qualified beneficiaries.</p>	<p>30 minutes</p>	<p>Nurse Nursing Attendant Social Worker Cashier</p>





7. Request issuance of Medical Certificate if applicable.	7.1 Issue Medical Certificate. 7.2 Facilitate signatory of medical Certificate. 7.3 Release medical Certificate.	Refer to approved Revenue Code Free for FHP qualified beneficiaries	5 minutes	Nurse Nursing Attendant Medical Records Section
	TOTAL	REFER TO APPROVED REVENUE CODE, PHILHEALTH PACKAGES, E-KONSULTA PACKAGE FREE FOR FREEHOSPITALIZATION PROGRAM QUALIFIED BENEFICIARIES	7 hours & 10 minutes	

#### 14. 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.

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – BILLING SECTION	
<b>Classification:</b>	SIMPLE	
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN	
<b>Who May Avail:</b>	SCPH ADMITTED PATIENTS	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1.a For Non-PHIC, Note for billing – 1 copy		Nurse Station
b. For PHIC Member/beneficiary, “OK note for PHIC” – 1 copy		MSSO/ PHIC Section
		Nurse Station



2. Patient Chart with “May Go Home” order – original copy (NOD to present directly to PHIC)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present clearance and “OK for PHIC” note (if with PHIC) to Nurse’s Station.</p> <p>For deceased patients, present “For Billing” note, clearance and “OK for PHIC” (if with PHIC)</p>	<p>1. Receive clearance and “OK for PHIC” note (if with PHIC)</p> <p>For deceased patients, receive “For Billing” note, clearance and “OK for PHIC” (if with PHIC)</p>	FREE	<p>10 minutes</p> <p>10 minutes</p>	<p>Nurse on-duty <i>Nursing Service</i></p> <p>Billing Clerk <i>Admin-Billing Section</i></p>
<p>2. Claim the Statement of Account / Bill at the Nurse’s Station once the name of patient is called.</p> <p>For deceased patients, claim the Statement of Account/Bill at Billing Section once the name of the patient is called.</p>	<p>2. Issue the Statement of Account / Bill.</p> <p>For deceased patients, issue the Statement of Account/Bill at Billing Section</p>	<p>Refer to approved revenue code/ PHIC case rates Free for FHP/ NBB qualified beneficiari es</p>	<p>1 hour</p> <p>1 hour</p>	<p>PHIC Clerk <i>PHIC Section,</i> Billing Clerk <i>Billing Section</i> Nurse on-duty <i>Nursing Service</i></p> <p>PHIC Clerk <i>PHIC Section,</i> Billing Clerk <i>Billing Section</i></p>
<p>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.</p> <p>B. If Non-PHIC/FHP qualified</p>	<p>A. If with PHIC, review necessary information in the Statement of Account/Bill</p> <p>B. If Non-PHIC/FHP qualified beneficiary, issue notation, receive the noted hospital bill and provide instruction for</p>	<p>Refer to approved revenue code/ PHIC case rates Free for FHP/ NBB qualified beneficiari es</p>	1 hour	<p>PHIC Clerk <i>PHIC Section,</i> Billing Clerk <i>Billing Section</i></p> <p>Billing Clerk</p>



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.	completion of clearance			<i>Billing Section, Medical Social Worker MSSO, Cashier Cashier's Section</i>
<b>TOTAL</b>		FREE FOR FHP/ NBB BENEFICIARIES AND FOR NON-FHP BENEFICIARIES, REFER TO APPROVED REVENUE CODE	3 hours & 20 minutes	

## 15. 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.

<b>Office or Division:</b>	ANCILLARY SERVICE- LABORATORY SECTION
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who May Avail:</b>	ALL SCPH OPD, ER AND ADMITTED PATIENTS
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



1. Filled in Laboratory Request / Referral Form– 1 copy		Municipal Health Offices, other hospitals and other health stations or private physicians/ SCPH Attending Physician (if admitted)/ Client		
2. Laboratory result – 1 copy		Laboratory Section		
3. Listed name in the Logbook/ request form – 1 copy		Laboratory Section		
4. Charge Slip – 1 copy		Laboratory Section		
5. Official Receipt (if applicable) – 1 copy		Cashier's Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure laboratory request from the Physician and present to the Laboratory a.) If admitted patient: Patient provides proper identification, first name, middle name, and last name, date of birth, age, gender, etc. b.) if OPD Patient: The Med Tech on duty assess the availability of the test requested	1. Get laboratory request and validate information and request 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. b.) if OPD Patient: The Med Tech on duty assess the availability of the test requested	Refer to approved revenue code Free for OPD PHIC/ FHP and NBB beneficiaries	15 minutes 15 minutes 10 minutes	Physician/ Doctor <i>Medical Professional Nurse on duty Nursing Service Med Tech on duty Laboratory Section</i>
3.) Issue charge slip	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	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	30 minutes	Med Tech on duty <i>Laboratory Section</i>



<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>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>Cashier <i>Cashier's Section</i></p> <p>Med Tech on duty <i>Laboratory Section</i></p> <p>Medical Social Worker <i>MSSO</i></p>
<p>4.) Get laboratory result</p>	<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>	<p>FREE</p> <p>FREE</p>	<p>6 hours depending on the test requested</p> <p>6 hours depending on the test requested</p>	<p>Med Tech on duty <i>Laboratory Section</i></p> <p>Med Tech on duty <i>Laboratory Section</i></p> <p>Med Tech on duty <i>Laboratory Section</i></p>



5.) Present result to Physician	5. If admitted patient: Nurse on duty attach the result to patient chart. Physician/Doctor on duty	FREE	10 minutes	Nurse on duty
	For OPD Patient: Physician/Doctor on duty get and evaluate results	FREE	10 minutes	Patient/Watcher
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	FREE	10 minutes	Physician /Doctor
	For OPD Patient: Physician interpret the result for treatment and management			
	TOTAL	Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	7hours and 30 minutes	

## 16. 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.

<b>Office or Division:</b>	NURSING SERVICE- CENTRAL SUPPLY ROOM
<b>Classification:</b>	SIMPLE



<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who May Avail:</b>	ALL SCPH ADMITTED PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request slip – 1 copy		Nurse Station		
2. “OK” note for PHIC – 1 copy		Medical Social Welfare Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get request for medical supplies and wait for instructions	1. Issue request for medical supplies and give instructions	FREE	30 minutes	Nurse and/or Nursing Attendant on Duty <i>Nursing Service, Attending Physician Medical Professional</i>
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 <i>Central Supply Room</i>
If not indigent, get Charge Slip from the Attendant,	If not indigent, issue Charge Slip		5 minutes	Nursing Attendant <i>Central Supply Room</i>
Pay to the Cashier and present the Official Receipt to CSR	Accept payment and issue OR		10 minutes	Cashier <i>Cashier’s Section</i>
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 <i>Central Supply Room</i>



	TOTAL	Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	55 minutes for indigent and 1 hour and 10 minutes for Non indigent/ Non PHIC and Non FHP Beneficiary	
--	-------	--	--	--

## 17. 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

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – DIETARY SECTION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN			
<b>Who May Avail:</b>	SCPH ADMITTED PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Name inclusion in the Patient List – 1 diet/ census list		Dietary Section or Nurse Station		
2. Proof of Identification and admission – original for validation only		client		
3. Doctor’s Order (For Special Diet Care, eg. Tube Feeding and Supplemental Nourishment& Counselling) - 1 copy		Nurse Station/ Physician on Duty		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
a. For normal care: Present self and proof of identification and wait for name to be called for confirmation from the Diet list	a. Evaluate proof of identification and call the name of patient/watcher. Confirm from the Diet list	Refer to approved revenue code/ PHIC case rates Free for FHP/ NBB qualified beneficiaries	30 minutes 3 times a day	Food Service Worker <i>Dietary Section</i>
If not called and when name is not in the diet list, coordinate with the	If not called and when name is not in the diet list, coordinate with the		10 minutes	Nurse on Duty <i>Nursing Service</i>





Nurse Station and get instruction  b. For special care: Present doctor's order and wait for instructions/ counseling	Nurse Station and get instruction  b. For special care: Present doctor's order and call for instructions/ counseling		1 hour	Nutritionist Dietician <i>Dietary Section</i>
Receive food	Receive food	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiari es	10 minutes	Food Service Worker/ Nutritionist Dietician <i>Dietary Section</i> with the assistance of the NOD <i>Nursing Service</i>
Once finished, tidy plate, collect all utensils and return to the service worker during the scheduled collection	collect all utensils and return to the service worker during the scheduled collection	NONE	5 minutes	Food Service
<b>TOTAL</b>		Refer to approved revenue code/ PHIC case rates Free for FHP/ NBB qualified beneficiari es	Ave. 1 hour & 55 minutes	

## 18. 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.

<b>Office or Division:</b>	ANCILLARY DEPARTMENT – PHARMACY SECTION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN			
<b>Who May Avail:</b>	OPD AND SCPH ADMITTED PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.A For OPD and Non-PHIC patients - Prescription/s (1 copy)		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 copy) , and 1.2. “OK for PHIC” note – 1 copy		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		
7. Prescription/s with price notation/ charge slip -1 copy		Pharmacy Section		
8. Official Receipt (if applicable) – 1 copy		Cashier		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Read and check the name indicated in the prescription properly and present it to the Pharmacy	1. Read and check the name and drugs and medicines indicated in the prescription	FREE	10 minutes	Pharmacist/ Pharmacy Aide Pharmacy Section
a. If the Drugs and Medicines are available at the Main Pharmacy:	A. If the Drugs and Medicines are available at the Main Pharmacy:	Per approved PHIC case rates/ SRP Free for FHP/NBB qualified beneficiaries	15 minutes/ item	Pharmacist/ Pharmacy Aide Pharmacy Section
2.a1. For FHP Qualified Beneficiary: check and secure the items	2.a1. For FHP Qualified Beneficiary: check, release and record the items		20 minutes/item	Pharmacist/ Pharmacy Aide Pharmacy Section Cashier
2.a2. For Non-PHIC and Non-FHP Beneficiary, secure the prescription with price notation,	2.a2. For Non-PHIC and Non-FHP Beneficiary, indicate price			



<p>pay to the cashier and secure the Official Receipt then go back to the pharmacy to get the items purchased</p>	<p>notation in the prescription, release to the client, instruct patient to pay at the cashier and after client's payment, check the Official Receipt then release the items purchased</p>			<p><i>Cashier's Section</i></p>
<p>A. If the drugs and medicines <b>are not</b> available at the Main Pharmacy:          1. Proceed to the Health Plus Shop-In-a-Shop (HPSIS) Pharmacy,          2. Present the prescription, Pay the corresponding amount (if Non-PHIC or Non-FHP Beneficiary),          3. Secure and check the items provided</p>	<p>A. If the drugs and medicines <b>are not</b> available at the Main Pharmacy:          1. Instruct client to proceed to the Health Plus Shop-In-a-Shop (HPSIS) Pharmacy,          2. Checks the prescription, release OR and item after payment (if Non-PHIC or Non-FHP Beneficiary),          3. Check and release the items purchased</p>	<p>Per approved PHIC case rates/ SRP Free for FHP /NBB qualified beneficiaries</p>	<p><i>20 minutes</i></p>	<p>HPSIS Pharmacist  <i>Mahintana Foundation Pharmacy Aide Pharmacy Section</i></p>
<p style="text-align: center;"><b>TOTAL</b></p>		<p>FREE FOR FHP BENEFICIARIES AND FOR NON-FHP BENEFICIARIES, REFER TO APPROVED REVENUE CODE</p>	<p>1 hour &amp; 5 minutes</p>	



## 19. AVAILING OF X-RAY AND ULTRASOUND SERVICES

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

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



Return to the MIU and submit self for procedure				
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	FREE	40 minutes	Radiologic Technologist on Duty and/ or MIU In-Charge, Radiologist <i>Medical Imaging Unit</i>
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	Within the day except Saturdays, Sundays and Holidays	Radiologic Technologist on Duty and/ or MIU In-Charge, Radiologist <i>Medical Imaging Unit</i>
	<b>TOTAL</b>	Refer to approved revenue code/PHIC case rates Free for FHP/ NBB qualified beneficiaries	Within the day for OPD, 1 day and 1 hour for admitted XRay And within the 2 days as scheduled for Ultrasound	



## 20. AVAILING OUTPATIENT CONSULTATION

The South Cotabato Provincial Hospital Outpatient Department provides preventive, curative health services for a self-reliant community and ensures accessible, sustainable, and complete primary health care services for a better quality of life.

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

<b>Office or Division:</b>	OUTPATIENT DEPARTMENT			
<b>Classification:</b>	SIMPLE - TECHNICAL			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who May Avail:</b>	GENERAL PUBLIC WITH REFERRAL FROM HEALTH FACILITY			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral Form – 1 copy		Municipal Health Office, Health Stations, other Facilities and Hospitals		
2. Information Sheet – 1 copy		Security Guard on Duty		
3. Health Declaration Form – 1 copy		Security Guard on Duty		
4. Hospital Number (if with previous record or old patient) – 1 copy		OPD Clerk		
5. Priority Number- 1 copy		Security Guard on Duty, OPD Clerk		
6. Philhealth Identification Card – 1 copy		Issued by Philhealth		
7.1 Patient Card – 1 copy 7.2 For pregnant mother: home Based Maternal Record card – 1 copy 7.3 For child: Growth Monitoring Card – 1 copy		OPD Clerk/Medical Records Section Issued by Municipal Health Office		
8. Referral/Request for Diagnostic Examinations: Laboratory, X-ray, Ultrasound, Rapid Antigen Testing, ECG, Gen X-pert, etc. (if there is any or if applicable) – 1 copy		Private Physician or OPD Physician		
9. Prescriptions (if there is any or applicable) – 1 copy		OPD Physician/Nurse		
10. Charge Slip & Billing Statement (if there is any or if applicable) – 1 copy		Cost Center Billing Clerk Social Worker		
11. Diagnostic Test results (Laboratory, X-ray, Ultrasound, RAT, etc.) – 1 copy		Hospital Laboratory, Radiology Room, Medical Imaging Unit or Diagnostic Centers		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Present referral slip &amp; hospital number (if with previous record), fill out Information sheet &amp; Health Declaration Form and submit for evaluation. Secure Priority Number.</p>	<p>Evaluate referral slip, provide Health Information Sheet and Health Declaration Form for clients to fill up. Gather and assign priority number. Forward to Medical Records Section for Treatment Record registration or Retrieval of Health card. Release OPD Card.</p>	<p>None</p>	<p>20 minutes</p>	<p>Security Guard on Duty – PSU OPD Clerk Medical Records Section</p>
<p>2. Wait name to be called and undergo Vital Signs taking</p>	<p>Receive OPD Card and endorse to Nursing Attendant for Vital Signs taking. Take, record vital signs &amp; other parameters to OPD card. Endorse OPD card to Nurse/Nursing Attendant of consultation area.</p>	<p>None</p>	<p>30 minutes</p>	<p>Security Guard on Duty – PSU Nursing Attendant</p>
<p>3.1 Proceed to designated consultation area &amp; wait for the Physician on duty. Schedule of consultation are as follows: • Family Medicine 9am-3pm (8am-9am daily endorsement, 3pm-5pm FAMED Class/Meetings/Conferences) • Internal Medicine: 10am-3pm</p>	<p>Receive OPD card &amp; endorse to Physician on Duty for consultation.  Conduct consultation, assessment/evaluation &amp; management.  Assist physician during consultation. SENIOR CITIZENS, PERSON WITH DISABILITY (PWD) &amp;</p>	<p>Refer to approved Revenue Code, Philhealth package, e-Konsulta package Free for FHP qualified beneficiaries</p>	<p>3 hours</p>	<p>Nursing Attendant/ Nurse Physician on Duty Dentist</p>



<ul style="list-style-type: none"> <li>• OBGYNE: 10am-12noon (Monday-Wednesday only)</li> <li>• Surgery:10am-3pm</li> <li>• Pediatrics: 9am-3pm</li> <li>• Ophthalmology: 9am-3pm</li> <li>• Dental: 8am-4pm</li> </ul> <p>NOTE: NO CONSULTATIONS ON SATURDAYS, SUNDAYS &amp; HOLIDAYS Wait name to be called &amp; submits self for assessment, evaluation &amp; management.</p>	<p>PREGNANT WOMEN ARE GIVEN PRIORITY.</p>			
<p>4.1 If with requests for diagnostics proceed to laboratory or Imaging Unit &amp; submits self for examination. 4.2 Present Official Receipt or note from Social Worker, claims result &amp; submit to OPD for interpretation.</p>	<p>Issue diagnostic requests if applicable. Perform requested examinations &amp; instruct clients when to claim the results. Issue charge slips for outside requests &amp; instruct client to proceed to Social Worker for classification/ discounting and pay at cashier's division. Release results to clients. Attach results to OPD card &amp; refer to Physician on Duty for interpretation.</p>	<p>Refer to approved Revenue Code, Philhealth package, e-Konsulta package Free for FHP qualified beneficiaries</p>	<p>3 hours Imaging/ X-ray/USD as scheduled</p>	<p>Nursing Attendant/ Nurse Physician on Duty Dentist Laboratory Staff Social Worker Cashier</p>





	Interpret results & give further advice.			
<p>5.1 If with prescription, receive prescriptions &amp; proceed to hospital pharmacy.</p> <p>5.2 Refer prescriptions with charges to Social Worker for discounting/charging/notations and pay fees at Cashier's division.</p> <p>5.3 Present Official Receipt/notations to pharmacy &amp; claim the prescribed drugs/medicines</p> <p>5.4 Give drugs/medicines to Nurse/ Nursing attendant &amp; submit self for skin testing or administration.</p> <p>5.5 Receive oral medications with instructions &amp; schedule of follow-up check-up.</p>	<p>Issue prescriptions with instructions. Give schedule of follow-up check-up.</p> <p>Evaluate prescriptions, put charges, refer to Social Worker for discounting and Cashier's division for payment.</p> <p>Dispense drugs/medicines with instructions.</p> <p>Receive &amp; administer drugs/medicines.</p> <p>Instruct patient with skin testing to stay for 45 minutes for reading &amp; observation of untoward reactions.</p> <p>Endorse oral medications with home instructions and schedule of follow-up.</p>	<p>Refer to approved Revenue Code, Philhealth package &amp; e-Konsulta package</p> <p>Free for FHP qualified beneficiaries</p>	45 minutes	<p>Physician on Duty</p> <p>Nurse/Nursing Attendant</p> <p>Pharmacist</p> <p>Social Worker</p> <p>Cashier</p>
<p>6.1 Request Medical Certificate if needed.</p> <p>6.2 Receive Medical Certificate.</p>	<p>Issues Medical Certificate.</p> <p>Facilitates signatory of Medical Certificate.</p> <p>Release Medical Certificate.</p>	<p>Refer to approved Revenue Code, Philhealth package, e-Konsulta package</p>		<p>Nurse/ Nursing Attendant</p> <p>Physician on Duty</p> <p>Medical Records Clerk</p>



		Free for FHP qualified beneficiaries		
7.1 Proceed to Billing Clerk for issuance of charge slip/ statement of accounts and refer to Social Worker for discount/charging of accounts. 7.2 Pay at Cashier's division.	Issue charge slips/statement of accounts and forward to Social Worker for charging	Refer to approved Revenue Code, Philhealth package, e-Konsulta package Free for FHP qualified beneficiaries	25 minutes	Nurse/Nursing Attendant Designated Billing Clerk Social worker Cashier
	TOTAL	FREE FOR FREE HOSPITALIZATION PROGRAM QUALIFIED BENEFICIARIES OTHER SERVICES REFER TO APPROVED REVENUE CODE, PHILHEALTH PACKAGE S, E-KONSULTA PACKAGE	8 hours	



## 21. AVAILING PHIC PACKAGE OF SERVICES THRU ENROLMENT TO POINT-OF-SERVICE

All clients of South Cotabato Provincial Hospital are encouraged to avail of the Universal Health Coverage thru availment of PHIC health service packages by enrolling to the Point of Service program. The Medical Social Welfare Service Section of the Administrative Support Services

<b>Office or Division:</b>	ADMINISTRATIVE SERVICE- MEDICAL SOCIAL WELFARE SERVICES			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who May Avail:</b>	ALL SCPH OPD, ER AND ADMITTED PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Birth Certificate – 1 copy		Respective Local Civil Registrar/ Registry		
2. Marriage Certificate/ Contract – 1 copy				
3. Proof of identification – 1 copy		Attending Physician		
4. Listed name in the Logbook/ request form – 1 copy		Medical Imaging Unit		
5. Charge Slip – 1 copy		Medical Imaging Unit		
6. Official Receipt (if applicable) – 1 copy		Cashier's Section		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Presents self for interview.	MSSO Social Worker interviews client based on the MSSO assessment tool.	None	15 minutes	Medical Social Worker on Duty
Watcher/Client waits for advice	MSSO PH Cares Check Philhealth record of member to Portal/ E-claims. -If PH is not ok (based on notation to E-claims) instructs client to proceed to PH Cares for checking of PH validity	None	5 minutes	PH Cares in-charge MSSO



<p>If validated by PH Cares as expired or NO, patient will go back to Medical Social Worker for validation of PH record versus admission record. If there are discrepancies on their records, the Social Worker will require the client/watcher to provide valid documents as reference for correction. If there's NO discrepancies no valid documents as attachment will be required. If there is NO Philhealth record, the patients presents/submits the required valid documents ( Valid ID, birth certificate, marriage contract and etc.) to ensure the data is true and correct.</p>	<p>MSSO Client</p>	<p>None</p>		<p>Medical Social Worker Duty</p>
<p>Patient/Watcher gets instruction. Fills-up PMRF &amp; CSF form.</p>	<p>MSSO The Medical Social Worker issues PH form (PMRF and CSF) and gives instruction on how to fill-up.</p>	<p>None</p>	<p>3 minutes</p>	<p>Medical Social Worker on Duty</p>



Submits filled in/ accomplished form	MSSO After the form was filled – up by the client/ watcher, the Social Worker reviews all the required entries and enrolls patient through Point of Service (POS).	None	5 minutes	Medical Social Worker on Duty
Waits for issuance on OK for PHIC and receives instruction	MSSO After enrolment, the Social Worker issues OK for PH and gives proper instructions for its purpose.	None	3 minutes	Medical Social Worker on Duty
	TOTAL	None	31 minutes	

## 22. 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.

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – SOCIAL WORKER	
<b>Classification:</b>	COMPLEX	
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN	
<b>Who May Avail:</b>	SCPH ADMITTED PATIENTS	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
For patients with Philhealth: 1. Discharge Clearance – 1 copy; 2. Complete documents needed for Philhealth Verification (1 copy) 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	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	



<p>3. Documents needed for authorization on behalf of the member (1 copy):</p> <ul style="list-style-type: none"> <li>a. Birth Certificate</li> <li>b. Marriage Contract/ Tribal Marriage Contract</li> <li>c. Valid ID</li> </ul> <p>4. Valid Ids – 1 copy</p> <ul style="list-style-type: none"> <li>a. UMID</li> <li>b. PRC</li> <li>c. Postal</li> <li>d. Voter’s ID / Certification</li> <li>e. Senior Citizen</li> <li>f. Peron with Disability (PWD)</li> <li>g. Passport</li> <li>h. Driver’s License</li> </ul>				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to Medical Social Services Office for information on who and how to avail Philhealth benefits and it requirements	Provide 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
Present documentary requirements for initial verification thru Philhealth Portal and/or ECWS for eligibility status	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 hte PHIC/eClaims Portal. For POS, submit documentary requirements for enrolment.	NONE	15minutes (without system downtime)	Medical Social Worker MSSO



Secure and accomplish documentary requirements	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
Secure note indicating "OK for Philhealth"	Issue "OK for Philhealth" note to patients eligible for PHIC benefit availment	None	10 minutes	Medical Social Worker MSSO
Present note and get prescription	Issue prescribed medications, supplies and other supplementary request to patients	None	15 minutes	Pharmacist Pharmacy  Central Supply Room In-charge CSR
<b>TOTAL</b>		None/ Free	1 hour and 15 minutes	

### 23. 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.

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – TRANSPORT SECTION
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2G, G2B & G2C- GOVERNMENT TO GOVERNMENT, GOVERNMENT TO BUSINESS (PRIVATE HEALTH INSTITUTIONS) AND GOVERNMENT TO CITIZEN
<b>Who May Avail:</b>	ADMITTED, WALK-IN & REFERRED PATIENTS
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Request form (details of patient's name, case, destination, schedule and purpose), - 1 copy	Nurse Station (if SCPH admitted), Other health facility/ physician (if referred), Client
2. a. Note from the PGO (for Special Trip) or Referral form – 1 copy 2.b. Note for discharge (if admitted) – 1 copy	Provincial Governor's Office, Provincial Administrator's Office



2.c. Out on pass )if referred for outsourced service) – 1 copy				
3. Contact details/ Information – 1 copy		Client		
4. Proof of Identification - 1 copy		Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	FREE	15 minutes	Driver on Duty <i>Transport Section</i>
2. Wait for confirmation/ instructions	2. Evaluate and give instructions	FREE	15 minutes	Driver on Duty <i>Transport Section</i>
3. Agree on the schedule and arrangement for travel	3. Agree on the schedule and arrangement for travel	Refer to approved revenue code/PHI C case rates Free for FHP qualified beneficiaries	10 minutes	Driver on Duty <i>Transport Section</i>
4. Confirm final schedule and carry out instructions	4. Evaluate final schedule and give instructions	Refer to approved revenue code/PHI C case rates Free for FHP/ NBB qualified beneficiaries	30 minutes	Driver on Duty <i>Transport Section</i>





5. Prepare and accompany the patient during travel	5. Carry and Transport Patient	Refer to approved revenue code/PHI C case rates Free for FHP/ NBB qualified beneficiaries	Within the day as scheduled	Nurse of Duty <i>Nurse Station</i> Driver on Duty <i>Transport Section</i>
TOTAL		Refer to approved revenue code/PHI C case rates Free for FHP/ NBB qualified beneficiaries	Within 1 day as scheduled	

## 24. 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.

<b>Office or Division:</b>	MEDICAL PROFESSIONAL AND NURSING SERVICES
<b>Classification:</b>	COMPLEX
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who May Avail:</b>	ALL SCPH ADMITTED PATIENTS
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Referral from Emergency Room – 1 copy	Emergency Room
2. Patient Admission Chart – 1 set	Emergency Room
3. Diagnostic requests/ additional results – 1 copy each	Attending Physician/ Nurse Station
4. Prescription/s - 1 copy	Nurse Station/ Attending Physician



5. Discharge Instructions/ Medical Notes/ advice – 1 copy		Nurse Station/ Attending Physician		
6. List of Take Home Meds, Referral Note (if applicable) – 1 copy		Nurse Station/ Attending Physician		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present and submit all the required drugs and medicines, medical supplies and items needed for medical care and treatment and wait for instruction	1. Assess all required drugs and medicines, medical supplies and items needed for medical care and treatment and give instructions.	Refer to approved revenue code/PHIC case rates/ SRP Free for FHP/ NBB qualified beneficiari es	30 minutes	Nurse and/or Nursing Attendant on Duty <i>Nursing Service</i>
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 beneficiari es	Average of 4.5 days for simple cases	Physician on Duty <i>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.)</i>



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	Within the 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 qualified beneficiaries	Ave. of 5 days, 4 hours and 30 minutes (for simple case)	

## 25. 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.

<b>Office or Division:</b>	NURSING SERVICE AND ADMINISTRATIVE SUPPORT SERVICES – SECURITY SERVICES AND HOUSEKEEPING	
<b>Classification:</b>	SIMPLE	
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN	
<b>Who May Avail:</b>	BEREAVED FAMILY OF DEAD PATIENTS	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Request for discharge, for Discharge Order by Physician – 1 copy	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 copy	Client	
3. Processed Hospital Bill with Clearance	Billing/ PHIC Section	
4. Official Receipt (if applicable, eg. Non PHIC patient) – 1 copy	Cashier's Section	
5. Filled-in Cadaver Disposition Form	Nurse Station	



<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure discharge note from the nurse station	1. Issue discharge note	FREE	15 minutes	Nurse on Duty/ Nursing Attendant on duty <i>Nursing Service</i>
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 <i>Billing Section</i> PHIC Clerk <i>PHIC Section,</i> Medical Social Worker, MSSO Pharmacist/ Aide <i>Pharmacy Section</i> Laboratory Aide/ Medical Technologist <i>Laboratory Section</i> CSR attendant <i>Nursing Service</i> MIU Staff <i>Medical Imaging Unit</i> Cashier <i>Cashier's Section</i>
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	N/A	30 minutes	NOD <i>Nursing Service</i>



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	FREE	30 minutes	Hospital Guard on Duty <i>PSU,</i> Utility Worker <i>Housekeeping Section</i>
	TOTAL	Refer to approved revenue code/PHIC case rates Free for FHP / NBB qualified beneficiaries	4 hours and 15 minutes	

## 26. 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.

### 26. A. 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

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL RECORDS SECTION	
<b>Classification:</b>	COMPLEX	
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN	
<b>Who May Avail:</b>	SCPH ADMITTED PATIENTS	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Birth Information Sheet – 1 copy	Delivery Room (DR) or Operating Room (OR)	
2. Duly filled-up Birth Information Sheet (BIS) – 1 copy	Client	



3. BIS with admission note from ER-admitting unit – 1 copy		ER Admitting Section		
4. Claim stub – 1 copy 5.a Valid ID as claimant (1 copy), or 1. 5.b Authorization letter & valid ID (w/ photocopy), if through representative – 1 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	FREE	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>



<p>4. Father proceeds to Medical Records Section (MRS) to file Birth Certificate (BC):</p> <ul style="list-style-type: none"> <li>• Signing of BC as informant, after BC transcription and review.</li> <li>• Giving of instructions to filer</li> <li>• Issuing of claim stub (schedule of release)</li> </ul>	<p>4. Transcribe BC *give instruction</p>	<p>Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries</p>	<p>30 minutes</p>	<p>Father / Guardian (filer)</p> <p>MR encoder / clerk</p>
<p>5. Father / guardian claims BC according to scheduled date with valid ID and requirements for registrations as instructed during signing, authorization letter (for married only) if through representative with photocopies of ID of parent and claimant.</p>	<p>5. Issue transcribed BC to: &gt;father – if not married &gt;guardian – if baby’s mother is minor of age &gt;parent or representative if married</p>	<p>Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries</p>	<p>a day after filing (except Saturday, Sunday and Holiday) 15 minutes</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/ NBB qualified beneficiaries</p>	<p>1 day, 1 hour and 10 minutes</p>	



## 26. 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.

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL RECORDS SECTION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN			
<b>Who May Avail:</b>	SCPH ADMITTED PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID of claimant – 1 copy				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 processing of the Certificate of confinement (CC).	2. Prepare CC	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 minutes	MR Encoder / Clerk <i>Medical Records Section</i>
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
<b>TOTAL</b>		Refer to approved revenue	15 minutes	





	code/ PHIC case rates Free for FHP qualified beneficiaries		
--	---	--	--

## 26. 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.

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL RECORDS SECTION			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN			
<b>Who May Avail:</b>	SCPH ADMITTED PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request slip – 1 copy		MR Section		
2. Note for Billing – 1 copy		Concerned ward or MR section		
3. Hospital Bill with clearance note – 1 copy		Billing Section		
4. Patient's valid / authentic document showing complete vital data – 1 copy		Client		
5. Valid ID as claimant – 1 copy		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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>I – Filing of Death Certificate(DC):</b> 1. Client requests from Medical Records Section by filling up request slip.	1. Provide request slip	FREE	5 minutes	MR encoder / clerk <i>Medical Records Section</i>
2. Client processes hospital bill at	2. Give note for billing if not yet billed; give instructions	Refer to approved revenue	15 minutes	MR encoder / clerk <i>Medical Records Section</i>



Billing Section, if not yet billed.		code/ PHIC case rates Free for FHP qualified beneficiaries		
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 <i>Medical Records Section</i>
<b>II – Issuance of Death Certificate:</b> 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	<b>30 minutes</b> 30 minutes	MR encoder / clerk <i>Medical Records Section</i>
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 <i>Medical Records Section</i>
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)	3. give final instruction	Refer to approved revenue code Free for FHP/ NBB qualified beneficiaries Fees vary based on concened agencies standard fees	Within the day Concerned Agency's processing time	MR encoder / clerk <i>Medical Records Section</i>



c. Process DC to register at Koronadal City Civil Registrar's Office				
TOTAL		Refer to approved revenue code/ standard fees Free for FHP qualified beneficiaries	1 day and 50 minutes (plus other concerned agencies processing time)	

### 26. 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

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL RECORDS SECTION			
<b>Classification:</b>	COMPLEX TECHNICAL			
<b>Type of Transaction:</b>	FILING & ISSUANCE OF MEDICAL CERTIFICATE			
<b>Who May Avail:</b>	PATIENT/GUARDIAN/WATCHER OF PATIENT			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requested slip – 1 copy		MR section		
2. Birth Information Slip – 1 copy		MR section		
3. Certificate of Fetal Death form - 1 copy		Ward station		
4. Valid ID of mother or father as claimant – 1 copy		Client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 transcribing Certificate of Fetal Death (CFD).	3. Transcribe FDC	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	15 minutes	MR encoder/clerk
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
<b>TOTAL</b>		Refer to approved revenue	35 minutes	



	code/ PHIC case rates Free for FHP qualified beneficiaries		
--	---	--	--

## 26. 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.

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL RECORDS SECTION			
<b>Classification:</b>	COMPLEX TECHNICAL			
<b>Type of Transaction:</b>	FILING & ISSUANCE OF MEDICAL CERTIFICATE			
<b>Who May Avail:</b>	PATIENT/GUARDIAN/WATCHER OF PATIENT			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Required slip – 1 copy		MR section		
2. Valid ID as claimant (client/nearest kin) – 1 copy		client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	3. Issue MC to clients	Refer to approved revenue code/ PHIC case rates	5 minutes 30 minutes	NOD/NAOD; MR encoder/clerk



presenting MC and valid ID and signs at the release logbook		Free for FHP qualified beneficiaries		
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 working days to follow –up and claim	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
<b>TOTAL</b>		Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	5 days & 10 minutes	



## 26. 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.

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – MEDICAL RECORDS SECTION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN			
<b>Who May Avail:</b>	SCPH ADMITTED PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request slip – 1 copy		Medical Records section		
2. Police Request; - 1 copy 3. Patient valid document / valid ID card – 1 copy		Concerned police station client		
4.a Valid ID of patient as claimant – 1 copy 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 copy		client		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>I – Filing of Medico-legal Certificate (MLC):</b> 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><b>II – Issuance of Medico-legal Certificate (MLC):</b>  1. Patient presents valid ID card and claim MLC by signing at the release logbook.</p> <p>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>	1. Issue MLC, record release	Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	Within 3 working days	MR Encoder / Clerk <i>Medical Records Section</i>
<b>TOTAL</b>		Refer to approved revenue code/ PHIC case rates Free for FHP qualified beneficiaries	Within 3 working days and 15 minutes	





# **South Cotabato Provincial Hospital**

## **Internal Services**



## 1. 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.

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – TRANSPORT SECTION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G - GOVERNMENT TO GOVERNMENT			
<b>Who May Avail:</b>	SCPH PERSONNEL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Travel Order/ Special order or Pass slip (official transaction) - 1 copy		Administrative Office		
2. Trip Ticket - 1 copy		Driver's Quarters		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)	N/A	5 minutes	Driver on Duty <i>Transport Section</i>
2. Wait for confirmation/ instructions	2. Contact assigned driver, confirm vehicle availability and give instructions	N/A	15 minutes	Driver on Duty <i>Transport Section</i>
3. Agree and confirm arrangements on the schedule and travel	3. Evaluate final schedule and provide final instructions/ arrangement	N/A	10 minutes	Driver on Duty <i>Transport Section</i>
4. Coordinate and travel	4. conduct personnel to official destination	N/A	Within the day as scheduled	Driver on Duty <i>Transport Section</i>
<b>TOTAL</b>		N/A	Within the day as scheduled	



## 2. 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.

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – PAYROLL SECTION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G- GOVERNMENT TO GOVERNMENT			
<b>Who May Avail:</b>	SCPH CURRENT EMPLOYEES			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form – 1 copy		Payroll Section		
2. attachments eg. medical certificates, justification letter (if applicable) – 1 copy		Client or Concerned institution		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out request form for leave application	Receive and review the request form and verify leave balances and process to Leave Management System	FREE	10 minutes	Clerk <i>Payroll Section</i>
2. Forward leave application form for initial of immediate supervisor	Receive and review per area schedule and affix initial	FREE	10 minutes	Immediate Supervisor <i>Service Area Department</i>
3. Submit leave application for verification and initial of Administrative Officer and signature/approval of the Chief of Hospital	Receive and verify application per consistency and completeness, affix initial and endorse to the Chief of Hospital for signature and approval	FREE	10 minutes	Administrative Officer <i>Administrative Office</i>
4. Follow-up and ensure approved leave	Inform employee of status of leave, if approved, receive signed application and forward to PHRMO for processing	FREE	1 day	Clerk/ Liaison <i>Administrative Office</i>
<b>TOTAL</b>		FREE	Within 2 days	



### 3. 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.

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – ADMIN OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G- GOVERNMENT TO GOVERNMENT			
<b>Who May Avail:</b>	SCPH CURRENT EMPLOYEES			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form – 1 copy		Admin Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out request form	Receive and review the request form and verify whether document requested is available	FREE	10 minutes	Clerk <i>Admin Office</i>
2. Wait for approval of request	Receive, review/ evaluate request and affix signature with notation	FREE	10 minutes	Administrative Officer <i>Admin Office</i>
3. Receive requested document and sign release Form	Release requested document and facilitate signing of release form and file requests	FREE	10 minutes	Clerk <i>Administrative Office</i>
<b>TOTAL</b>		FREE	30 minutes	



#### 4. 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.

<b>Office or Division:</b>	ADMINISTRATIVE SUPPORT SERVICES – PAYROLL SECTION AND NURSING SERVICE – CHIEF NURSE OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G- GOVERNMENT TO GOVERNMENT			
<b>Who May Avail:</b>	SCPH CURRENT AND PREVIOUS EMPLOYEES, CONSULTANTS, WORKERS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pertinent Personal Records (ie. Contract/ Previous Employment/ Certification/ Service Records) – 1 copy		Client Administrative Office or Chief Nurse Office (for Nursing Staff)		
2. Proofs of Identification (Valid ID, PRC, etc.) – 1 copy		Client/ Government Institutions		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	FREE	15 minutes	Training Coordinator/ CN <i>Nursing Service</i> Admin Clerk/ Payroll Master <i>Admin Office</i>
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	FREE	Within the day	Training Coordinator/ CN <i>Nursing Service</i> Admin Clerk/ Payroll Master and SAO <i>Admin Office</i> and Chief of Hospital COH Office
<b>TOTAL</b>		FREE	Within the day	



# **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, sangguniang bayan members and barangay officials for review of all legal matters of any contract, resolutions, ordinances, MOA, MOU and other documents.

<b>Office or Division:</b>	Provincial Legal Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Governor, Vice-Governor, Provincial Administrator, Members of the SP, Department Heads, Mayors, SB Members and Barangay Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents for Legal Opinion (Original)		Client		
Endorsement (Original)		Provincial Administrator's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<b>20 days</b>	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	<b>5 minutes</b>	Administrative Officer or the Officer of the Day
<b>TOTAL</b>	<b>None</b>		<b>20 days and 5 minutes</b>	



## 2. REQUEST OF CASE TRANSCRIPTION

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

<b>Office or Division:</b>	Provincial Legal Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Respondent			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form (1 Original)		Provincial Legal Office		
Official Receipt of Payment (1 Original)		Provincial Treasurers Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Secure Request Form from the Person In-charge  1.2 Fill-up the Form with Required Information  1.3 Submit the Form to the Person In-charge	1. Receive the Request form and assessed the completion of form and payment	None	5 minutes	AIC Secretariat
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 pages 5 pesos per page	10 minutes	Provincial Treasurers Office
3. Present the Official Receipt to the Provincial Legal Office	2. Instruct the client when to get the case transcription	None	5 minutes	AIC Secretariat
	4.1 Prepare/ Draft the Transcript requested  4.2 Certify and Sign the Transcript	None	30 days	AIC Secretariat





3. Return to the PLO and claim the transcript requested	Forward the transcript to the requestor		5 minutes	AIC Secretariat
<b>TOTAL</b>		As indicated	<b>30 days and 25 minutes</b>	

### 3. 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.

<b>Office or Division:</b>	Provincial Legal Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government/ G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	4. The PLO or legal officer then gives proper advice or renders other legal services.	None	2 hours	PLO or legal offic
<b>TOTAL</b>		<b>None</b>	<b>2 hours and 10 minutes</b>	



# **Provincial Planning and Development Office**

## **External Services**



# 1. SERVICE NAME: EVALUATION AND MONITORING SERVICES

## 1.1 DESCRIPTION OF THE SERVICE: Request Evaluation and Monitoring Documents (Accomplishment Report, Monitoring Reports, OPCR)

<b>Office or Division</b>	Project Monitoring and Evaluation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, Government to Private			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		From LGUs, Private Sector, Peoples Organization		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request address to the Head of Office	a.) The PPDO Admin Division forwards the letter request to the Provincial Planning and Development Coordinator	None	10 minutes	Quennie Degracia Erma Gemao Valerie Claire Alegre
	b.) The PPDC routes the same request to the Monitoring and Evaluation Division	None	1 hour	Emmanuel Jumilla <i>APPDC</i>
	c.) The Division chief will review and check the availability of the said request and forward to the person in charge	None	1 hour	Eleazar R. Abellera
	d.) The person in charge provides the electronic copy of the data requested	None	1 hour	Jose Daniel D. Salamat Hazel Jace S. Rhudy Rey P. Ortilano Vanessa Jannin P. Chiva
	<b>TOTAL</b>	None	3 hours and 10 minutes	



## 1.2 DESCRIPTION OF THE SERVICE: Request for Monitoring and Site Inspection (PPMC and PMMT-LEPIC)

<b>Office or Division</b>	Project Monitoring and Evaluation Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G, Government to Private			
<b>Who may avail:</b>	LGU, Government Agencies, NGAs, Private Sectors			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Complaint Letter or Request Letter		From LGUs, Private Sector, Peoples Organization		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request address to the Provincial Governor	a.) The PPDO Admin Division forwards the letter request to the Provincial Planning and Development Coordinator	None	10 minutes	Quennie Degracia Erma Gemao Valerie Claire Alegre
	b.) The PPDC routes the same request to the Monitoring and Evaluation Division	None	1 hour	Emmanuel Jumilla <i>APPDC</i>
	c.) The secretariat reviews/ validates the said request.	None	1 hour	Eleazar R. Abellera Jose Daniel D. Salamat Hazel Jace S. Rhudy Rey P. Ortilano Vanessa Jannin P. Chiva
	d) For Monitoring – the secretariat together with the committee members conducts monitoring/ site	None	13 days	Eleazar R. Abellera Jose Daniel D. Salamat



	inspection and exit conference.  For Endorsement – the secretariat shall gather all the documents needed for the endorsement to the concerned agency			Hazel Jace S. Rhudy Rey P. Ortilano Vanessa Jannin P. Chiva
	TOTAL		13 days, 2 hours and 10 minutes	

## 2. SERVICE NAME: PLANNING AND PROGRAMMING SERVICES

### 2.1 DESCRIPTION OF THE SERVICE: Evaluation of CSO/NGO Accreditation Application

Office or Division	Development Research, 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		
1. Letter Request		-Requesting individual/agency		
2. Accomplished Request Form		-PPDO Admin		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Submit a letter request and accomplish the request form in the PPDO Admin	A. Receives letter request and gives request form to the client.	None	10 mins.	Valerie Claire Alegre Erma Gemao Quennie Degracia
2.) Secure forms and requirements for CSO/NGO Accreditation	b. Provide a list of requirements and form for accreditation  C. Evaluate the accreditation documents  c.1. If there are lacking documents, the staff or the	None	10 mins.	Marlon Serilo



	NGO/CSO Accreditation in-charge returns the documents to the concerned NGO/CSO/PO			
3.) Submit of CSO/NGO forms and requirements for accreditation	If documents are complete, the staff requests to submit the required number of copies of each document for endorsement to the SP	None	2 days	
	<b>TOTAL</b>	None	3 days, 10 mins.	

## 2.2 DESCRIPTION OF THE SERVICE: Provision of Statistical Data to Researchers

<b>Office or Division:</b>	DRPPD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government & Citizens (Researchers)			
<b>Who may avail:</b>	All Government Agencies, LGUs and Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		PPDO – DRPPD		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a Letter Request addressed to the Head of Office	Received the submitted letter request	None	5 minutes	Valerie Claire Alegre Erma Gemao Quennie Degracia
	The Administrative Officer forwards the letter request to the Provincial Planning and Development Coordinator		60 minutes	
	The Head of office routes the			APPDC Emmanuel Jumilla



	same request to the Planning and Programming Division  Start processing the request (for available data only) and advise client to be back after 3 days		5 minutes	Rio Ann Padrones Delia Bastareche Wennie Montino Angelie Faith Ojarliza Melinda Delegiro
2. Proceed to the division for the release of request	Release e-copy of data to the clients/researchers	None	5 minutes	Rio Ann Padrones Delia Bastareche Wennie Montino Angelie Faith Ojarliza Melinda Delegiro
<b>TOTAL</b>		None	1 hour and 15 minutes	

**2.3. DESCRIPTION OF THE SERVICE: Request for various maps, data, and shapefiles of documents (PDPFP, PDIP, ELA, DRR CCVA Reports)**

Office or Division	Development Research, Planning and Programming Division			
Classification:	Simple			
Type of Transaction:	Private / Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request 2. Accomplished Request Form		-Requesting individual/agency -PPDO Admin		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Submit a letter of request for maps, data, shapefiles, and provincial planning	a.) The Administrative Officer forwards the letter request to the Provincial Planning and	None	10 minutes	Valerie Claire Alegre Erma Gemao Quennie Degracia



documents to the PPDO Admin	Development Coordinator			
	b.)The PPDC routes the same request to the Development Research, Planning and Programming Division	None	60 minutes	APPDC Emmanuel Jumilla
	c.)If map, data or shapefiles is/are available, e-copy of planning documents will be provided immediately (JPEG, Word, Excel, shapefiles)  d.) If map is/are to be created and data is available	None	20 minutes  3 days	Wennie Montino Honeylete Billoned
	TOTAL	None	3 days, 1 hour, 30 minutes	

## 2.4 DESCRIPTION OF THE SERVICE: Review of AIP Office Proposals and Project Profiles

Office or Division	Development Research, Planning and Programming Division			
Classification:	Complex			
Type of Transaction:	Private / Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request/ Endorsement 2. Signed AIP Office proposals and Project Profiles		-Requesting office/agency -Requesting individual/agency		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.)Submit endorsement letter with attached AIP proposals and project profiles to PPDO Admin	a.)The Administrative Officer forwards the endorsement letter with the attached AIP office proposals	None	20 minutes	Valerie Claire Alegre Erma Gemao Quennie Degracia





	and project profiles to the Development Research, Planning and Programming Division			
	<p>b.)The Development Research, Planning and Programming Division receives and reviews the AIP office proposals and project profiles</p> <p>b.1)If correct, the DRPPD 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 are revisions, the DRPPD forwards the proposals and profiles to PPDO Admin for return to the concerned office.</p>	None	5 days	PPDO-Planning and Programming Personnel
	The PPDC signs the proposals and forwards the same to the Administrative Support Services for routing	None	60 minutes	APPDC Emmanuel Jumilla
	The Administrative	None	60 minutes	Valerie Claire Alegre



	Support Services forwards the same to the Provincial Treasurer's Office, Provincial Budget Office, or concerned agency.			Erma Gemao Quennie Degracia
	TOTAL	None	5 days, 2hr., 20 minutes	

## 2.5 DESCRIPTION OF THE SERVICE: Review of Annual GAD Plan of C/MLGU

Office or Division	Development Research, 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		Requisitioning LGU		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) The C/MLGU submits the endorsement letter and GAD Plan to PPDO Admin.	1.) The Administrative Officer forwards the endorsement letter with the attached plan/report to the Provincial Planning and Development Coordinator	None	10 minutes	Valerie Claire Alegre Erma Gemao Quennie Degracia
	2.) The PPDC routes the same request to the Development Research, Planning and Programming Division	None	60 minutes	APPDC Emmanuel Jumilla
	3.) The Development Research, Planning and	None	5 days	Analee Santos



	<p>Programming Division receives the GAD Plan and does the following:</p> <p>a.) Review the GAD Plan</p> <p>a.1.) If complete and complied, issue a certification for signature of the PPDC. Proceed to b.</p> <p>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.</p>			
	<p>b.)The PPDC signs certification/ letter and forward the same to the Administrative Support Services for routing</p>	None	20 minutes	PPDC Jennifer C. Bretaña
	<p>c.)The Administrative Support Services forwards the signed certification / letter and GAD Plans to DILG/concerned C/MLGU</p>	None	20 minutes	Valerie Claire Alegre Erma Gemao Quennie Degracia
2.)C/MLGU resubmits GAD Plan based on the initial review	The Administrative Officer forwards the resubmitted GAD Plan to	None	10 minutes	Valerie Claire Alegre Erma Gemao Quennie Degracia



	Planning and Programming Division			Analee Santos
	Planning and Programming Division receives the Plan and repeats Step 3.a, a.1, 3.b, 3.c.			
	TOTAL	None	5 days, 2 hours	

### 3. SPECIAL PROJECTS SERVICES

#### 3.1 DESCRIPTION OF THE SERVICE: Provision of Technical Services for project proposals and program/project formulation

<b>Office or Division:</b>	Project Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G G2C			
<b>Who may avail:</b>	LGUs, Cooperatives/People's Organizations, NGAs, Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Formal letter of request addressed to the Governor		From the requisitioner (Lgu, cooperative, association or NGAs)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the nature of the project	Provide needed information as to the request	None	1 hour	Program Coordinators (Maritess Tanseco, Dennis Gasendo, Kenelynn Ariño, Jennifer Ilao, Cris Pingkunn Fuentes and Danny Jason Duron)
1. Submit a letter to the Provincial Governor's Office	Wait for the routing slip as basis of action	None	1 hour	Program Coordinators (Maritess Tanseco, Dennis Gasendo,



				Kenelynn Ariño, Jennifer Ilao, Cris Pingkunn Fuentes and Danny Jason Duron)
3. Discuss and schedule an appointment with the assigned program coordinator	Discuss the extent of technical assistance needed for the program/project request	None	1 day	Program Coordinators (Maritess Tanseco, Dennis Gasendo, Kenelynn Ariño, Jennifer Ilao, Cris Pingkunn Fuentes and Danny Jason Duron)
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 Coordinators (Maritess Tanseco, Dennis Gasendo, Kenelynn Ariño, Jennifer Ilao, Cris Pingkunn Fuentes and Danny Jason Duron)
<b>TOTAL</b>		None	6 days, 2 hours	



# **Provincial Population Office**

## **External Services**



## 1. Request for PPO related data

Availability of data for walk in clients.

<b>Office or Division:</b>	PROVINCIAL POPULATION OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G/G2C- Government to Government/ Government to Citizen			
<b>Who may avail:</b>	LGUs and Other Government Agencies, Students, Private Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<b>None</b>	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
<b>TOTAL</b>			<b>30 minutes</b>	



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

### A. Gender and Development (GAD) Program

1. Gender Sensitivity Training
2. GAD-VAWC Orientation
3. GAD Orientation

### B. Data Management

1. Data Presentation
2. Technical Assistance on Population Data Banking

**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.

<b>Office or Division:</b>	PROVINCIAL POPULATION OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G/G2C-Government to Government/Government to Citizen			
<b>Who may avail:</b>	Local Government Units, NGAs, School, Cooperatives and Private Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document 1: Request Letter		Requesting Agency		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	1-2 days	Population Worker/Officer





	requesting agency about the status of the invitation.			
	<b>4. Conduct of Actual session/activity</b>	None		Population Worker/Officer
<b>TOTAL</b>			<b>2 days and 35 mins</b>	

### 3. Request for Trainings and Seminars by (MLGUs, BLGUs, and partner institutions)

#### A. Responsible Parenthood and Family Planning Program

1. Pre-marriage Counselling (PMC)
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
5. USAPAN Sessions
  - a. Usapang Buntis 1      c. Usapang Pwede Pa Ama
  - e. Usapang Batang Ina, Batang Ama
  - b. Usapang Buntis 2      d. Usapang Kontento Na
  - f. Usapang Maguino-o
6. Kalalakihang Tumutugon sa Responsibilidad sa Pamilya (KATROPA) Training

#### B. Adolescent Development Program

1. Responsible Adolescent Campaign thru Responsible Adolescent Seminar (RAC-RAS)
2. U4U Training
3. Usapang Barkadahan Training
4. Adolescent Health & Youth Development (AHYD) Film Dissemination Sessions

#### C. Other Technical Services

1. Capacity-Building Activities for Program Partners and Local Population Officers
2. Training of Trainers/Facilitators Training

**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.



<b>Office or Division:</b>	PROVINCIAL POPULATION OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Local Government Units, Schools and Partner Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document 1: 1 copy of Request Letter or  Document 2: Request Authorization Form		Requesting Agency for direct to office request PPOs/PPWs assigned in municipalities		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.A.Submit a letter request addressed to the Provincial Governor and attention to PPO and B. Fill-in the Request and Agreement Form thru the PPW		None		Requesting agency  Population Worker/Officer
	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
	<b>TOTAL</b>		<b>2 days and 50 mins</b>	



**Provincial Social Welfare and Development  
Office  
External Services**



## 1. Alalay sa Negosyo, Ginahawa at Trabaho (ANGAT) Program

ANGAT Program is a community-based livelihood program offering capital seed assistance through a one-time grant for qualified individuals and groups. A loan free of interest and collateral for registered/accredited associations that need additional capital to improve their micro-enterprise.

<b>Office or Division:</b>	Community Welfare and Development Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Economic Active Poor Activities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.ANGAT 1- Financial Grant				
Individual and Group		Applicant/Beneficiary		
a. Project Proposal		PSWDO		
b. Certificate of Eligibility				
2.ANGAT 2 – Loan Scheme				
Associations/Cooperatives		Prepared by the Requesting Association/Cooperative		
a. Project Proposal				
b. Approved Notarized Memorandum of Agreement				
c. Constitution and By-Laws				
d. Loan Amortization Schedule				
e. Loan Summary				
f. DOLE, SEC, CDA registration and other locally accredited association				
g. Group picture				
1. ANGAT 3- Financial Grant				
South Cotabato Balay Silangan Reformatory Center (reformatory program graduates		Applicant/beneficiary		
a. Project Proposal		South Cotabato Balay Silangan Reformatory Center		
b. Certificate of admission and period of reformatory program		PSWDO		
c. Certificate of completion of reformatory program				
d. Certificate of Eligibility (1, original)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Prepare and submit request Letter with attached list of Association members address to the Provincial Governor	1.1. Forward request to the Provincial Governor for approval Cc: BAU	NONE	5 days	Admin Office, PSWDO
2. Coordinate with the PSWDO Staff regarding the request submitted	2. Forward to PSWDO, Endorse to Earl Rey Madres	None	3 days	Governor's Office
	2.1 Assessment of requesting party 2.2 Schedule the conduct of orientation	None		CAO III/CDA I/ Program Coordinator
3. Gather Members and Prepare venue	3. Brief orientation on ANGAT Program and requirements needed	None	4 hour	CAO III/CDA I/ Program Coordinator
4. Attend Scheduled Mandatory Training	4. Conduct of ANGAT Mandatory Training	None	2 days	CAO II/Program Coordinator
5. Comply needed documents	5. Provide checklist for the processing of documents	None	5 days	CAO III/Program Coordinator
6. Gather Member 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
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
<b>TOTAL</b>		None	39 Days, 9 Hours	

## 2. PRODUCTIVITY SKILLS AND CAPABILITY BUILDING (PSCB)

PSCB is both a Center and Community Based Training Program of the Provincial Government which provide free Employee Livelihood Skills Training to Disadvantage 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.

<b>Office or Division:</b>	Community Welfare and Development Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C—Government to Citizen			
<b>Who may avail:</b>	Disadvantaged and Marginalized Sectors (Women, Senior Citizen, Solo Parent, PWD, IP's, Out of School Youth)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>2. Coordinate with PSWDO Staff regarding the request submitted</b>	2. Forward approved letter request to PSWDO, Endorse to Earl Rey Madres	None	1 day	Governor's Office, PSW



	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 Skill Coordinator (Trainer)
7. receive Certificate of Completion	7. Issuance / Distribution of the Certificate of Completion	None	1 day	PSWDO, CAO III/PSCB Trainer
<b>TOTAL</b>		None	25 days	





### 3. Provision of Financial/Food Assistance

- a. Medical
- b. Hospitalization
- c. Burial/Mortuary
- d. Transportation
- e. Laboratory Test
- f. Food Packs

#### 3.1.1. General Public

<b>Office or Division:</b>	Crisis Intervention Management	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Indigents residents of South Cotabato	
<b>CHECKLIST OF REQUIREMENTS</b>		
<b>WHERE TO SECURE</b>		
<b>Burial</b>		
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	
<b>Medical Assistance</b>		
<b>For admitted patient:</b>		
1. Duly signed doctor's prescription (recita) with canvass price/quotation (2, photocopy)	Attending Physician	
<b>For outpatient:</b>		
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	
<b>Hospital</b>		
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				
<b>Laboratory</b>				
<b>CT SCAN/ULTRASOUND</b>				
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		
<b>DIALYSIS</b>				
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2.1. Verify the presented documents and sign the certified photocopy	None	1 hour & 30 minutes	SOCIAL WORKER PSU STAFF



interview/ assessment	2.2. Conduct assessment/evalu ative 2.3. Prepare credit slip/ guarantee letter/referral slip			
3. Wait for the assistance to be processed	3.1 Encode vital data/reference/con trol no. in the system  3.2 Release the credit slip/guarantee letter/ referral slip	None	7 minutes	CONTROLLER PSU STAFF
<b>TOTAL</b>		None	1 hour, 50 minutes	

### 3.1.2. Special Lane for Pregnant Women/Senior Citizen/PWD

<b>Office or Division:</b>	Crisis Intervention Management	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Indigents residents of South Cotabato	
<b>CHECKLIST OF RE QUIREMENTS</b>		
<b>WHERE TO SECURE</b>		
<b>Burial</b>		
1. Registered Death Certificate (2, Photocopy)	City/Municipality Registrar's Office	
2. Valid ID/Cedula (1, photocopy) Barangay Certification (1, Original)	Barangay Hall	
3. Funeral Contract (2, photocopies)	Funeral Home	
4. Senior Citizen/ PWD ID, if necessary (1, photocopy)	C/MSWDO	
<b>Medical Assistance</b>		
<b>For admitted patient:</b>		
1. Duly signed doctor's prescription (recita) with canvass price/quotation (2, photocopy)	Attending Physician	
<b>For outpatient:</b>		
1. Duly signed new Doctor's prescription (recita) with canvass 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	



<b>Hospital</b>				
1. Hospital Bill- Final Bill with signature		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				
<b>Laboratory</b>				
<b>CT SCAN/ULTRASOUND</b>				
1. CT Scan/ Ultrasound request from the doctor or charged slid with signature (2, photocopy)		Attending Physician/charge slip from the hospital		
<b>DIALYSIS</b>				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	10 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	45 minutes	Social Worker PSU Staff
3. Wait for the assistance to be processed	3.1. Encode vital data/reference/control no. in the system	None	5 minutes	Controller PSU Staff
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour</b>	

### 3.2. Food Assistance for drop in clients

<b>Office or Division:</b>	Crisis Intervention Management			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Indigents residents of South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 and issue priority number	None	15 Minutes	Officer of the day
3. Submit self to interview/assessment	3. Verify and photocopy 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	Release of credit slip guarantee letter/referral slip	None	10 minutes	Social Worker
<b>TOTAL</b>		None	1 hour, 10 minutes	

### 3.3. Transportation Assistance

<b>Office or Division:</b>	Crisis Intervention Management			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Indigents residents of South Cotabato			
<b>CHECKLIST OF RE QUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 and issue priority number	None	15 Minutes	Officer of the day
3.Submit self to interview/assessment	3.Verify and Photocopy document 3.1.Conduct assessment/evaluative	None	30 minutes	Social Worker



	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
<b>TOTAL</b>		None	1 hour, 10 minutes	

#### 4. 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 preschool and school children in the province as identified by BNS assigned in the area.

<b>Office or Division:</b>	Community Welfare and Development Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Undernourished Pre-school and School children			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (1, Original)		To be prepared by Requesting Person/Party		
2. List of Beneficiaries (1, Original)		Barangay Nutrition Scholar/BLGU		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	3.Validation and Analysis	None	1 day	Nutrition Staff



the Request Submitted				
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	1 day	MNAO, Provincial Nutrition Staff, Municipal Nutrition Coordinators
	5. Launching of Supplemental Feeding  5.1 Provision of Supplementary Feeding for 42 days	None	2 hours  42	Weekly records of weights status of underweight and severely underweight pre-schoolers Provincial Nutrition Staff, Municipal Nutrition Coordinator
<b>TOTAL</b>		None	54 days & 2 hours	





# **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

<b>Office or Division:</b>	Office of the Provincial Treasurer- Field Supervision Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any document/s indicating the tax declaration number of the property/lot requested (original/photocopy)				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
1. 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
<b>TOTAL</b>		As indicate in the RPT Billing	17 minutes	



## 1.2. Complex Transaction

<b>Office or Division:</b>	Office of the Provincial Treasurer- Field Supervision Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any document/s indicating the tax declaration number of the property/lot requested (original/photocopy)				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		As indicate in the RPT Billing	3 days & 10 minutes	

## 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.

<b>Office or Division:</b>	Office of the Provincial Treasurer- Cash Disbursement Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2G- Government to Government			
<b>Who may avail:</b>	LGU Officials and employees, BNS, DCW, SPES, Scholarship Grantees, non-government organization or individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 voucher were completely filled up 3.2 Release the amount of cash to the claimant	None	2 minutes	Administrative Aide VI RCC-I Administrative Officer III 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
<b>TOTAL</b>		None	7 minutes	



### 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

<b>Office or Division:</b>	Office of the Provincial Treasurer- Revenue Operations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Real Property Tax Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 1.4 Reviews and Validates Tax Payments Due	None	22 minutes	Clerk Ticket Checker Administrative Aide IV LTOO-I LTOO-II LTOO- IV



	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			
2. Proceed to the PTO Cash Division and pay necessary amount reflected in the Billing Statement	2.1 Accepts the payment 2.2 Issues and releases the Official Receipt to the client	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	3.1 Validates pertinent documents and stamp "Transfer Tax Paid" and provide the following data: 1. Name; 2. Location; 3. Lot #; 4. Area; 5. Tax due; 6. OR #; and 7. Date  3.2 Revenue Operations Division approve the pertinent documents stampe	None	8 minutes	Clerk Ticket Checker Administrative Aide IV LTOO-I LTOO-II LTOO- IV



	with "Transfer Tax Paid" 3.3 Release of receipt/s and approved documents through office logbook			
<b>TOTAL</b>		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.

<b>Office or Division:</b>	Office of the Provincial Treasurer- Cash Disbursement Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





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	
<b>TOTAL</b>		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.

<b>Office or Division:</b>	Office of the Provincial Treasurer- Cash Disbursement Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen G2B- Government to Business Entity G2G- Government to Government
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Review the details provided by client in the Check Register Sheet and	None	1 minute	



of the Disbursement Voucher and Check Register Sheet, and claim the check	Disbursement Voucher, stamp the Disbursement Voucher "PAID", and release the check to the client			
<b>TOTAL</b>		None	7 minutes	

## 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.

<b>Office or Division:</b>	Office of the Provincial Treasurer- Administrative Support Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All Municipal Treasurers and Accountable Officers, other LGUs, Government Leagues and Associations and other National Government Agencies.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present all the requirements to the Accountable Forms In-charge	1.1 Receives all the requirements presented 1.2 Reviews the requirements as to authenticity and completeness and issue order of payment	None	5 minutes	Data Encoder I Office of the Provincial Treasurer
2. Pay the amount to the Cashier		AF# 51- P180.00/ stub	5 minutes	LRCO III LRCO II LTOO I



	3. Receives payment and issue OR	AF#52- P330.00/ stub AF#53- P220.00/ stub AF#54- P240.00/ stub AF#55- C, D, E, F- P160.00/ stub AF#56- P275.00/ stub AF#57- P170.00/ stub AF#58- P150.00/ stub BIR 0016- Individual- P130.00/ stub BIR 0017- Corporation - P150.00/ stub		Administrative Assistant I Administrative Aide VI RCC I Office of the Provincial Treasurer -Cash Receipts Division
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



<b>TOTAL</b>	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	FEE 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 2.2 Issue and release the Official Receipt to the client	Php 130.00 Secretary's Fee and Document ary Stamp	3 minutes	LRCO III LRCO II LTOO I Administrative Assistant II Administrative Aide VI RCC I Office of the Provincial Treasurer -Cash



				Receipts Division
<b>TOTAL</b>		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.

<b>Office or Division:</b>	Office of the Provincial Treasurer- Cash Receipts Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government G2C- Government to Citizen G2B- Government to Business Entity			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL</b>	Amount Due found in the Billing Statement from Revenue Operations Division or Field Supervision Division	5 minutes	

## 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.

<b>Office or Division:</b>	Office of the Provincial Treasurer- Field Supervision Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Real Property Tax Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Tax Declaration (1 Photocopy)		Municipal Assessors Office / Provincial Assessor's Office		
Official Receipts ( 1 Original) *for tax clearance		Provincial Treasurer's Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presentation of Documents to Office of the Provincial Treasurer- Field	2. Check and review if the details in the	None	10 minutes	Ticket Checker Administrative Aide IV RCC-I LTOO- I



Supervision Division	documents are correct.  1.2 Verification of Tax Payments 1.3 Preparation of PTO Tax Clearance 1.4 Signature of Division Chief			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 3.2 Release the Tax Clearance to the Client	None	5 minutes	Ticket Checker Administrative Aide IV RCC-I LTOO- I LTOO-III LTOO-IV Office of the Provincial Treasurer
<b>TOTAL</b>		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

<b>Office or Division:</b>	Office of the Provincial Treasurer- Field Supervision Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Tax Clearance from MTO (1 Original or Photocopy)		Municipal Treasurers Office		
Official Receipt (1 Original or photocopy) if necessary		Municipal Treasurers Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		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

<b>Office or Division:</b>	PVET			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All animal owners in South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request (1 Original)		ARTA Task Force of PVET		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 minutes	Step 1. Administrative Officer/Officer of the Day  Step 2 and 3. Division Head or Provincial Veterinarian
<b>TOTAL</b>		None	30 minutes	

## 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

<b>Office or Division:</b>	PVET
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	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 Animal for - History taking - Physical Examination	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	1.Receive Payment  2.Issue Official Receipt	35% of drugs cost administered	10 minutes	PTO Cashier
3.Presentation of Official Receipt	1. Recording of Official Receipt and issuance of documents	None	10 minutes	Clerk-in-charge (Animal Clinic)
<b>TOTAL</b>		35% of drugs cost administered	1 hour and 20 minutes	

### 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.

<b>Office or Division:</b>	PVET
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	All pets owners in South Cotabato
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Animal must be at least six (6) months old (actual ) 2. Updated rabies vaccination	ARTA Task Force of PVET (Veterinarians)



(1 original) 3. Bathe the dog/cat before the schedule date 4. No food intake for 12 hours before surgery 5. Confirm your schedule at 228-2413				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit or Call PVET for schedule and pre-surgical orientation	1. Accept clients for scheduling and conduct pre-surgical orientations	None	10 minutes	Clerk in-charge (Animal Clinic) and Veterinarian
2. Presentation of dogs/cats	2. Physical assessment of dogs/cats  May perform the following: 1. Pre-operation/ surgical procedure 2. Surgical Procedure 3. Post-operation/ surgical procedure	None	10 minutes	Veterinarian
3. Payment of Fees	3.1. Receive Payment  3.2. Issue Official Receipt	2. Castration (cats/dogs) – P 300.00 2. Spaying – P 500.00	10 minutes	Clerk in-charge (Animal Clinic)
4. Presentation of Official Receipt	4. Recording of Official Receipt and prescription of drugs	None	10 minutes	Clerk in-charge (Animal Clinic) and Veterinarian
<b>TOTAL</b>		1. Castration (cats/dogs) – P 300.00 2. Spaying – P 500.00	2 hours and 40 minutes	



#### 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.

<b>Office or Division:</b>	PVET	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Citizen or Government to Business	
<b>Who may avail:</b>	All livestock and poultry owners	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p>For Large Animals with Certificate of Ownership (original), viz:</p> <ol style="list-style-type: none"> <li>a. Barangay Clearance from origin</li> <li>b. Police Clearance from City/Municipal police Station</li> <li>c. Certificate of Ownership</li> <li>d. Animals be transported for Inspection</li> <li>e. Cattle and carabao for breeding purposes should be tested negative of Surra</li> </ol>	<p>ARTA Task Force of identified agencies availing the services</p>
	<p>For dogs, cats, poultry, swine, animal products and by- products, (original)</p> <ol style="list-style-type: none"> <li>a. Wildlife – DENR Clearance</li> <li>b. Goat – for breeding purposes, must be tested and certified negative of Surra Caprine Arthritis and Encephalitis</li> <li>c. Sheep – must be tested and certified negative of Surra</li> <li>d. Dogs – Certificate of Rabies Vaccination</li> </ol>	<p>ARTA Task Force of identified agencies availing the services</p>

<p>e. Duck – must be tested and certified negative of Avian Influenza</p> <p>f. Poultry/Duck – Certificate of Newcastle Disease Vaccination and no Newcastle incidence within 21 days prior to transport. Must be tested and certified negative of Avian Influenza</p> <p>g. Swine</p> <p>➤ Backyard:</p> <ul style="list-style-type: none"><li>• Barangay Certification</li><li>• Livestock Inspection Certificate<ul style="list-style-type: none"><li>- Certificate of Hog Cholera Vaccination</li></ul></li><li>• African Swine Fever negative test result and Certificate of Free Status</li></ul> <p>➤ Commercial:</p> <ul style="list-style-type: none"><li>• Veterinary Health Certificate issued by Farm Veterinarian</li><li>• African Swine Fever negative test result and Certificate of Free Status</li><li>• Farm Registration and Animal Welfare Act Certification</li></ul>	
---	--



<ul style="list-style-type: none"> <li>• Livestock Handler's Permit</li> <li>• Livestock Transport Carrier License</li> </ul>				
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	<ol style="list-style-type: none"> <li>1. Check the completeness of documents/requirements being presented</li> <li>2. Issue priority number</li> <li>3. Issue Payment Slip</li> </ol>	None	6 minutes	Administrative Aide I Veterinary Aide
2. For pet animals only: Presentation of animals to be transported for inspection	<ol style="list-style-type: none"> <li>1. Conduct actual inspection of the condition of the presented animals</li> </ol>	None	10 minutes	Veterinarian IV
3. Proceed to PTO-Revenue Operations Division and endorse the Payment Slip	<ol style="list-style-type: none"> <li>1. Issue priority number</li> </ol>		10 minutes	LTOO IV LTOO II LTOO I Admin. Aide VI





for issuance of billing statement	2. Issue Billing Statement	None		Admin. Aide IV Revenue Collection Clerk I Ticket Checker Clerk
4.Payment of fees	1. Receive Payment  2. Issue Official Receipt	As indicated in the Billing Statement based on the rate indicated: <ul style="list-style-type: none"> <li>• Large animals (cattle/carabao/horse) – P40.00/head</li> <li>• Small animals (Goat/swine/dog/sheep) – P 15.00/head</li> <li>• Poultry <ul style="list-style-type: none"> <li>○ Commercially produced broilers/layers estrus – P0.30/head</li> <li>○ Game fowl – P50.00/head</li> <li>○ Days Old chicks/goslings/ducklings – P0.20/head</li> <li>○ Adult fowls: native chicken, ducks, geese, turkeys –P 5.00/head</li> <li>○ By-Products (eggs) – P 0.25/tray</li> </ul> </li> </ul>	3 minutes	PTO Cashier



		<ul style="list-style-type: none"> <li>• Exotic Animals – P 10.00/head</li> <li>• Hide – P12.00/piece</li> <li>• Hoof and horn – P 10.00/sack</li> <li>• Animals waste and by-products – P10.00/sack</li> <li>• Processed meat and fresh cut (10 kg and below) – P5.00/kg</li> </ul>		
5. Present Official Receipt and wait for the approval of the Veterinary Health Certificate and Transport Permit	<ol style="list-style-type: none"> <li>1. Verify payment and Record Official Receipt</li> <li>2. Prepare Veterinary Health Certificate and Local Transport Permit</li> <li>3. Instruct the client to signing the office file copy</li> <li>4. Issuance of Veterinary Health Certificate and Local Transport Permit</li> </ol>	None	6 minutes	Administrative Aide I Veterinary Aide Veterinarian IV Provincial Veterinary
<b>TOTAL</b>		As indicated	35 minutes	

**Note:** All Veterinary Services at PVET Office will depend on the availability of Veterinarian/s



## 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.

<b>Office or Division:</b>	PVET			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All dogs/cats owners in South Cotabato			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Dogs/cats must be 3 months old and above		ARTA Task Force of PVET (Veterinarians and/or Livestock Inspectors)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presentation of dog/cat for -History Taking -Physical	1. Perform examination  2. Vaccination  3. Issuance of Payment Slip	None	10 minutes	Veterinarians and/or Livestock Inspectors available
2.Payment of fees	1. Receive Payment  2. Issue Official Receipt	P50.00/head	10 minutes	PTO Cashier
3.Presentation of Official Receipt	3. Recording of Official Receipt and issuance of vaccination certificate	None	10 minutes	Clerk in-charge (Animal Clinic)
<b>TOTAL</b>		P50.00/head	10 minutes	



# **Sangguniang Panlalawigan**

## **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

Copies 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.

<b>Office or Division:</b>	SP Office – Legislative Records and Management Section – Ordinance and Resolution Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizens			
<b>Who May Avail:</b>	ALL COMPONENT LGU'S AND CONCERNED STAKEHOLDERS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Hannah Krissa Marie Arro LRMS



<p>2. Submit the required documents to the receiving clerk for evaluation</p>	<p>2. Receive submitted documents for evaluation as to completeness of the number of required copies and subject to assessment by the Librarian III (Records Officer III)</p> <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 and forward the same to Records Officer III</p> <p>2.3. Prepare the documents and post the same in the Bulletin Board within the required number of days</p>	<p>None</p>	<p>5 minutes</p>	<p>Krissia Hannah Marie B. Arro <i>LRMS</i></p> <p>Lennie Bernardo <i>LRMS</i></p> <p>Krissia Hannah Marie B. Arro <i>LRMS</i></p> <p>Lennie Bernardo <i>LRMS</i></p>
<p>3. Fill-in request form for the issuance of Certificate of Posting</p>	<p>3. Issue Certificate of Posting</p>	<p>None</p>	<p>10 minutes</p>	<p>Lennie Bernardo <i>LRMS</i></p>
<b>TOTAL</b>		<p>None</p>	<p>17 minutes</p>	



## 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.

<b>Office or Division:</b>	SP Office – Legislative Records and Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizen			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Section	None	2 minutes	Krissia Hannah Marie B. Arro LRMS
2. Fill in the request form properly	2. Attend to the client  2.1. Give the required request form	None	5 minutes	Lennie Bernardo LRMS
3. Submit the required documents to the Records Officer III for assessment of request and verification of	3. Receive required documents for initial assessment of the request  3.1. Issue a	Secretary's Fee:  P100.00 for the first three (3) pages and P5.00 for each	3 minutes	Lennie Bernardo LRMS



required documents	charge slip, if applicable.  3.2. Start processing the request	succeeding page		
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	Provincial Treasurer's Office Cashier
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	Lennie Bernardo LRMS
<b>TOTAL</b>		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.

<b>Office or Division:</b>	SP Office – Legislative Records and Management Section – Ordinance and Resolution Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizens





<b>Who May Avail:</b>	ALL COMPONENT LGU'S AND CONCERNED STAKEHOLDERS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Krissia Hannah Marie B. Arro <i>LRMS</i>
2. Submit the required documents to the receiving clerk for evaluation	2. Receive required 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 supporting papers and the number of copies submitted	None	30 minutes	Krissia Hannah Marie B. Arro <i>LRMS</i>  Faye Kim T. Wee <i>Secretary IV</i>  Krissia Hannah Marie B. Arro <i>LRMS</i>



	<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 through the Board Secretary IV</p> <p>2.4. Receive documents for inclusion in the Order of Business on First Reading for the scheduled session</p>			<p>Krissia Hannah Marie B. Arro <i>LRMS</i></p> <p>Faye Kim T. Wee Board Secretary IV</p> <p>Delia Reboles <i>Ordinance &amp; Resolution Section</i></p>
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	Delia Reboles Ordinance & Resolution Section
<b>TOTAL</b>		None	35 minutes	



#### 4. RECEIVING OF RESOLUTIONS/ORDINANCES/ EXECUTIVE ORDERS OF COMPONENT LGU'S 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.

<b>Office or Division:</b>	SP Office – Legislative Records and Management Section – Ordinance and Resolution Section	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who May Avail:</b>	ALL COMPONENT LGU'S	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Endorsement letter with copies of signed ordinances with the necessary attachments/annexes (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



<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Visitor's Logbook at the Public Assistance Counter and Complaint Desk	1. Present the Visitor's Logbook to the client	None	2 minutes	Krissia Hannah Marie B. Arro <i>LRMS</i>
2. Submit the required documents to the receiving clerk for evaluation and acknowledgment	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	Krissia Hannah Marie B. Arro <i>LRMS</i>
	2.1 Assess the completeness of the documents as to the necessary supporting papers and the number of copies submitted		10 minutes	Faye Kim Wee Board Secretary IV
	2.2 Acknowledge receipt of submitted documents and record the same in the logbook		10 minutes	Krissia Hannah Marie B. Arro <i>LRMS</i>
	2.3 Forward the subject documents		5 Minutes	Krissia Hannah Marie B. Arro <i>LRMS</i>



	<p>to the Ordinance and Resolution Section through the Board Secretary IV</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 resolutions either approving or disapproving the resolution, executive order, appropriation ordinance and other ordinances</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 from date of referral</p>	<p>Board Secretary IV</p> <p>Delia Reboles Ordinance &amp; Resolution Section</p> <p>Concerned SP Committee</p>
	<b>TOTAL</b>	None	42 minutes	



## FEEDBACK AND COMPLAINTS MECHANISM

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send a feedback?</b>	<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: <a href="mailto:Complains.arta@pgsc.gov.ph">Complains.arta@pgsc.gov.ph</a>; <a href="#">Contact No. of every department/office/division</a></p>
<b>How feedback is processed?</b>	<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>
<b>How to file a complaints:</b>	<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"><li>1.Name of the person being complained of;</li><li>2.Detailed Narration of Incident complaint of;</li><li>3.Evidence</li></ol> <p>For inquiries and follow-ups, clients may contact 083-228-7708;</p>



<b>How complaints are processed</b>	<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>
<b>Contact Information of CCB,PCC,ARTA</b>	<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 Disaster Risk Reduction Management Office	Poblacion, Koronadal City, South Cotabato	228-8361/2076
Provincial Engineer's Office	Poblacion, Koronadal City, South Cotabato	228-3839
Provincial Environment Management Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-6700
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, Tantaran, 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- 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-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 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 Information Office	Provincial Capitol Compound, Koronadal City, South Cotabato	228-4199



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